

Airlines GDS Booking Policy

1. Introduction:

As part of our continued efforts to reduce distribution costs Airline is updating GDS booking policy in line with industry participants. As you are, aware GDS bill the airlines every time a GDS enabled Travel Service Provider (Any travel agency, Accredited or Non Accredited Subscriber, GDS user, and any other person or entity accessing Airline reservation system content via the Internet or any other electronic means) books, modifies or cancels any airline segment. The booking policy is focused on encouraging our Travel Service Providers to clean up inactive segments and discourage any other practices that have negative implication on airline inventory.

Airline audits all Travel Service Provider's transactions obtained from GDS BIDT (Billing Information Data Tapes) to identify non-compliant practices. Airline reserves the right to issue a monthly invoice or ADM (Agency Debit Memo) to recover GDS booking costs per segment plus an administrative service fee for any and all non-compliant practices.

Compliance with the policy will reduce unnecessary costs while creating greater value for our shared customers through better seat availability and improved service.

The purpose of this policy is not to generate supplemental revenue for Airline. Our endeavor is to reduce the cost associated with inactive segments and discourage any practice that adversely impact the operations and finances of the airline due abuse of inventory and misuse of GDS enabled facilities.

The best way to avoid fee and violations associated with this GDS policy is to make every effort to comply with the airline policy. As always, we are always available to support your efforts in case you have specific questions or concerns.

This policy applies to all Travel agents (Accredited and Non-Accredited; Domestic and International) and any person or entity accessing Airline's Reservation System content directly or via the Internet or any other electronic means.

It is the responsibility of the Travel Service Providers to ensure that all of its employees, across all locations are made familiar with this policy and all future updates from Airline either directly or through electronic media and GDS communications.

With effect from 01th September 19, Jazeera airways is introducing below booking policy request all agency to take out few time and read through the booking policy laid in this document.

2. BOOKING / TICKETING PRACTICES:

1. Inactive segments:

- 1.1. When a reservation is affected by a schedule change, ticketing time limit action, flight cancellation or any other circumstance, Airline sends a notification directly to the original booking agent's GDS queue. A Travel Service Provider shall take appropriate and timely follow up actions on this queue to ensure that all inactive segments such as UN, NO, HX, WK, WL, or WN etc. are removed from the active Passenger Name Record (PNR) at least 24 hours prior to departure of the flight.
- 1.2. Follow up actions by the Travel Service Providers are also required for all unnecessary segments in PNRs with the status codes: UC, US and DS.

2. Churning and Cancellation of Bookings:

- 2.1. Travel Service providers shall avoid repeated cancelling and re-booking of the same or different flights, class, date or routing (known as churning) to circumvent ticketing time limits and avoid cancellations. Travel Service providers engaged in such activity shall be deemed to be engaged in unnecessary segment increase to reach productivity targets or for any other reason that leads to unreasonably high booking/cancelling volume resulting in higher GDS fees for the Airline. Travel Service Providers shall not repeatedly create waitlisted bookings, since these do not increase chances of a confirmation and only result in higher booking volumes and increased GDS fees for Jazeera Airways
- 2.2. Churning also includes when agent repeat rebooking of segments cancelled by Jazeera Airways, repeated booking and cancelling segments within the same PNR where Jazeera Airways content is made available.
- 2.3. The above practice is strictly prohibited and if identified shall be invoiced on per passenger per segment basis if the churning are done Three (03) or more times in one PNR.

3. Duplicate booking / Duplicate segments / Alternative segments for the same passenger:

- 3.1. Booking passengers on multiple flights or in multiple classes' increases GDS booking fees for the Airline and lead to spoilt inventory. All duplicate bookings generated by a single Travel Services Provider are prohibited, including:
 - o Multiple itineraries for any number of passengers with the same passenger names, whether identical itineraries or not
 - o Reserving one or more seats on the same flight or different flights for the same flight frame, regardless of the class of service or format used to make the reservation.
 - o Additionally, creating a reservation where it is locally impossible to use on each segment created across one or more PNRs or GDS is not permitted.

4. Fictitious/ Speculative bookings & ticket numbers:

4.1. Creating segments /passive or active/ or a combination of both causes financial losses to the airline.

Input of fictitious name/ticket numbers to hold a booking leads to a reduction of availability of our product in the market.

Examples of such bookings include reservations that list the following in the PNR:

- Schedule a/b/c
- Mouse/mickey and other common names
- Smith/a/b/c
- Test/Mr

4.2. Fictitious/speculative bookings and ticket numbers holding onto airline inventory until a passenger or ticketing opportunity arises increases GDS booking fees for the airline, and reduces the availability of our product. Your cooperation is requested to use the GDS only when it relates directly to a passenger's request or intention to purchase a ticket.

4.3. Additionally, creating such PNRs to hold or block reservations due to anticipated demand, customer indecision, or for any reason including, without limitation, to circumvent any airline policy, reservation procedure or fare rules is not permitted.

4.4. Eliminating fictitious or speculative bookings will free up seats in your customers preferred class of service and better availability of seats for newer customers, while reducing unnecessary GDS costs to the airline. A desirable win-win for the travel Service Provider community, the traveler community as well as the airline is requested.

5. Canceling reservations:

5.1. Segments must be cancelled and inventory released immediately when a ticket has not been purchased in accordance with the fare rule or when notified by a guest that travel is no longer needed, whichever comes first.

A booking cancelled by the airline system due to expiry of time-limit must also be cancelled in the GDS.

The cancellation ratio (number of booked segments divided by the number of cancelled segments) differs from agent to agent.

Cancellation ratio (the relation between gross booked and cancelled segments) above 70% must be avoided.

In case of excessive cancelled segments above 70% will be subject to Cost Recovery Fee, according to the "ADM Fee Structure applicable for violation of GDS Booking Policy" table

6. Individual space bookings for Group travel:

6.1. Blocking space by means of many separate individual bookings instead of using group booking procedure should be prohibited. Such bookings are subject to immediate cancellation without prior notification

7. Passive bookings:

7.1. Passive Segments must be created for ticketing purposes only and must match with booking existing on the Airlines reservation system. Passive Segments are permitted for ticketing against bookings held on the airline system only. Passive Segments should be avoided against live booking on the same GDS system or across different GDS by same travel service providers. Passive segments must not be used for reasons, such as satisfying GDS productivity requirements or to circumvent fare rules

8. Training/Test bookings:

8.1. Travel Service Provider is authorized to create test or training PNRs only in the training mode of a GDS provider. Reserving live inventory in Jazeera Airways reservation system for the purpose of training and or testing purposes is strictly prohibited. The Airline reserves the right to recover all costs associated with the loss of inventory and associated segment costs from the Travel Service Provider.

8.2. Test bookings shall by no means be used for the purpose of itinerary pricing. Pricing transactions are available for all pricing requirements and it is the responsibility of the agency to provide its personnel the necessary training to foster the use of those transactions.

9. Waitlist:

9.1. Travel Service Providers shall not repeatedly create waitlisted bookings, since these do not increase chances of a confirmation and only result in higher booking volumes and increased GDS fees for Airline.

9.2. Travel Service Providers shall ensure all waitlisted bookings are removed from the active PNR at least 24 hours prior to departure.

3. Policy violations:

- Jazeera Airways will issue an ADM for specified malpractices on booking procedures based on GDS BIDT (Billing Information Data Tapes) data which contains all transactions done by every Travel Agent using that specific GDS / CRS.
- An ADM will be submitted for processing through BSP to collect amounts or make adjustments for misuse of inventory and specified malpractices on booking procedures.
- For all Manual ADM's, correspondence will be sent to agents or Jazeera local office if agency not registered with IATA.
- Jazeera Airways will include more than one transaction on any ADM for inventory misuse and specified malpractices on booking procedures.
- Jazeera Airways will endeavor to provide as much information as possible on an ADM to ensure it is specific in detail about the reason a charge is being made.
- Jazeera Airways will charge USD 8.00 (or equivalent in local currency) for each Passenger/segment hold in the certified malpractice.

- The minimum value of a single ADM shall be USD 10.00 per agent per fortnight or per reporting period whichever is earlier. However, if there is a persistent practice of under-payment (multiple occurrences of under payments less than USD 10.00 or equivalent) by the same agent (IATA location), Jazeera Airways may raise an ADM to recover these under-payments.

Booking Policy	ADM Charges in (USD \$)
Churning Violation	USD8.00 per passenger per segment
Duplicate PNR/Duplicate Segment/Alternate segment	USD8.00 per passenger per segment
Un-cancelled inactive segments	USD8.00 per passenger per segment
Fictitious/Speculative bookings or ticket numbers/Fake name/Training/testing bookings	USD8.00 per passenger per segment
Administrative fee for each ADM	USD10.00 per ADM

NOTE :

- **Travel service provider that issues the ticket will be held liable in case of any J9 Booking policy violations. This can occur even in scenarios where an IATA agent issues a ticket for a booking that has been created by a Non-IATA or sub agent**
- **Airline reserves the right to change the Debit Memo fees at any time**

IATA RESOLUTIONS SUPPORTING AIRLINE BOOKING POLICY:

IATA resolution 824 Passenger Sales Agency Agreement
 IATA resolution 830a Consequences of Violation of Ticketing and Reservation Procedures
 IATA resolution 830d Reservations procedures for accredited agents
 IATA resolution 850m Issue and Processing of Agency Debit Memos (ADMs)