LUFTHANSA GROUP

Lufthansa Group airlines

BOOKING & TICKETING POLICY FOR TRAVEL AGENTS

This document is valid for:

☒ Austrian Airlines	☒ Lufthansa
☒ Brussels Airlines	☒ SWISS
☐ Eurowings	☒ Air Dolomiti

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External Version

VALIDITY: This Policy is valid on/after 01SEP25 and replaces all previously published Lufthansa Group airlines Booking & Ticketing Policies. It remains valid until further notice. The Lufthansa Group airlines reserve the right to amend and/or adapt and/or delete rules described in this document at any time see announcements on business.lufthansagroup.com

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1 INTRODUCTION

Purpose

This document aims to provide information to our Agency Partners regarding the booking and ticketing rules and main policies of Lufthansa Group airlines, which include Austrian Airlines, Lufthansa, SWISS, Brussels Airlines, and Air Dolomiti.

The policies cover individual passenger sales, issuance of fares and documents, exchange/reissue, refunds, and related topics.

Note that specific policies and restrictions may apply for handling groups.

This revised policy supersedes all previous versions.

Obligations of Travel Agencies:

The Lufthansa Group airlines Booking Policy aligns with and adheres to IATA resolutions, particularly IATA Resolutions 824 and 830a. Travel Agencies are required to comply with these obligations as stated in paragraph 3.2 of IATA Resolution 824. Lufthansa Group airlines can provide Travel Agencies with this Booking Policy for reference.

Ticketing Policy:

Lufthansa Group airlines Ticketing Policy also complies with IATA resolutions.
The obligations of Travel Agencies are described in the following IATA resolutions:
824, 830a, 850m, 852, 890, 838, and 049x.

Monitoring and Enforcement:

Lufthansa Group airlines conduct audits of reservation and ticketing transactions. Any travel agent found to be violating the policies, such as manipulating bookings and/or tickets, will be notified and provided with evidence of the violation.

Correct applicable fares, flat penalty fees, taxes, surcharges, and/or GDS/CRS fees associated with the PNR(s) may be charged directly to the agent, along with an additional administrative fee. These charges will be raised through ADM to IATA Agents and invoiced to non-IATA Agents.

Consequences of Violations:

Repeated rule violations, manipulation of reservations and/or tickets, and/or failure to settle outstanding invoices/ADMs may lead to the withdrawal of reservation and/or ticketing access to the Lufthansa Group airlines' inventory/ticketing.

1 INTRODUCTION

Additional ADMs and ACMs:

Lufthansa Group airlines reserve the right to issue ADMs for reasons not explicitly mentioned in this document.

Such updates are generally communicated through business.lufthansagroup.com.

Conversely, an Agency Credit Memo (ACM) may be applicable in cases such as erroneous overcollection in ticketed fare, incorrect fare calculation, or fare re-calculation in favor of the customer eligible for a refund.

Guidance and Support:

This guide aims to assist travel agents in avoiding errors that may result in penalties, ADMs, or other measures. For detailed booking and ticketing procedures, please consult the specific information provided by Lufthansa Group airlines and refer to GDS/CRS help pages and support.

Contact your respective GDS/CRS Helpdesk for handling details within their system. Further information can be found on business.lufthansagroup.com or obtained from your local Agency Support.

1.1 Redistribution restrictions in the United States and Canada

The following redistribution restrictions shall apply in the United States and Canada:

Travel Service Providers shall not, without the Lufthansa Group Airlines' prior written consent, at its sole discretion, redistribute, share or in any other manner make the Lufthansa Group Airlines' content of any kind provided hereunder, available to any: (i) GDS, (ii) OTAs/travel agencies, (iii) Metasearch Site or (iv) Unsuitable Web Page (each a 'Restricted Entity'). Travel Service Provider shall not, without prior written consent, at its sole discretion, accept Lufthansa Group Airlines' content from any Restricted Entity, nor shall Travel Service Providers allow Restricted Entities to link to the Travel Service Provider for Lufthansa Group Airlines' content.

2 BOOKING POLICY

2.1 Creation and modification of a Passenger Name Record (PNR)

2.1.1 Booking from O&D availability in order of flight times

Lufthansa Group Airlines manages inventory on an origin and destination (O&D) basis, using a **Point of Commencement (POC) logic**.

As a result, inventory which is available on a particular segment for one O&D:

- may not be available for another O&D, even though both O&D include the same segment as part of the itinerary.
- same O&D could not be available in case of a different POC for another customer journey.

Despite the POC logic, there may be differences in offers and fare levels in the various distribution channels.

- **Bookings must always be made from the availability display, per O&D in the chronological order of each O&D.**
- A full O&D availability is mandatory, whether the reservation involves LHG only, or includes codeshare, or other airline flights.
- **It is not permitted to book in reverse order**, i.e., to book the inbound O&D before the outbound O&D.

All booking on O&D's with LHG segments **and** other airline segments (mixed itinerary) must follow the above-mentioned booking procedure (full O&D availability, chronological order).

The booking of a connecting O&D through separate local O&D's (availability requested per segment) shall also be considered as O&D abuse. Thus, it is highly recommended to create one PNR per ticketed itinerary.

2.1.1 Booking from O&D availability in order of flight times

During the booking process it is not allowed to (e.g.):

- change the POC,
- break the marriage of segments,
- use single segment availability,
- add fictitious segments that do not reflect the traveler's itinerary.

These and any booking practices that result in the circumvention of the inventory management controls are prohibited.

The same counts for the attempt to obtain inventory for ticket sales which LHG does not offer for the passenger's itinerary, even if the GDS or other booking channels do not block this.

Rebooking

Above mentioned Point of Commencement O&D logic must also be observed for rebooking:

If…	**Then…**
an O&D or part of an O&D changes	the complete O&D must be deleted **and** the new O&D must be booked, in that order and in one transaction

Changes from inbound to outbound O&D and v.v. are not permitted.

Unticketed manipulated bookings are cancelled by the system and transferred to your queue with the following notice:

SSR LHG FLTS XLD AS NOT AVLBL IN BKD RBD FOR AT LEAST ONE OND

SSR PLS BOOK ACC TO LHG BKNG POLICY. SEE WWW.BUSINESS.LUFTHANSAGROUP.COM

SSR LHG INVENTORY PROTECTION AT OFFER CONTROL/ DDMMYYY HHMM

Ticketed manipulated bookings are not cancelled but an ADM/invoice is issued. Ticketing agencies will be held responsible for all bookings and tickets, in violation of this policy,

- booked by their employees in all locations,
- their sub-agents,
- their independent agents working through the ticketing agency.

Ticketing Agents are responsible for malpractices even if they are not the original booking Agent. The ADM will be raised irrespective of the ticket stock used.

2.1.2 Name Element / Name Correction / Name Change

The full name and gender (if applicable), according to a government issued travel document (e.g., passport) as well as title of each passenger must be inserted at the time of booking.

The following name corrections are permitted:

- Name corrections up to 2 letters
- Inverted names (PATRICK/MUELLER iso MUELLER/PATRICK)
- Nicknames (CLINTON/BILL iso CLINTON/WILLIAM)
- Addition of first-, middle-, and/or last name due to error
- Legal name correction (marriage, divorce, gender re-assignment)

Name change is not permitted.

Name change means the replacement of the person travelling by another person.

If another person shall travel, a new PNR must be created based on current availability and a new ticket must be issued based on current fares. The original PNR must be cancelled. The original unused ticket may be refunded according to fare rules.

2.1.3 Rebooking of flight segments / creation of a new PNR

In case of a rebooking, the new flight segments must be booked in the original PNR. Creation of a new PNR and transfer of a ticket number from the original to the new PNR is not permitted.

Exception:

a) If the original PNR is no longer active, you may create a new PNR to process the rebooking transaction.
b) If the entire journey is changed, you may create a new PNR provided all conditions described in chapter 2.1.1 are fulfilled.

2.1.4 Re-use of a PNR for a new journey

Re-use of an existing PNR can lead to a potential negative impact (e.g., technical or synchronization problems) in the travel agent's reservation system, as well as in the Lufthansa Group airline's inventory system.

For the accuracy and efficiency of the booking process, it is recommended that a unique PNR is used for each new journey.

2.1.5 Data Protection for multiple passengers booked in one PNR

Persons, who have no connection with one another apart from travelling to the same destination, must not be booked in one joint PNR.

In some online transactions, passengers could potentially see sensitive data of other passengers (e.g., passport data, phone numbers, mail addresses) which would violate applicable data protection laws, especially the EU General Data Protection Regulation (GDPR). Only group bookings ensure that passengers cannot view other passenger`s data.

2.2 Entry of contact data (IATA Reso 830d)

IATA Reso 830d requires travel agents to actively ask the passenger whether they wish to have their contact details (mobile telephone number and/or email address) provided to airlines participating in the itinerary in order to be contacted in the event of a flight irregularity/disruption.

The Lufthansa Group airlines require travel agents to enter the customer contact information in the PNR using the IATA standard 'SSR CTC' format **latest at the time of ticketing.**

In case the passenger refuses to provide the contact details to the airline, the respective PNR entry is mandatory as well. In case of a refusal enter SSR CTCR in the PNR. (R=refused)

The airlines of the Lufthansa Group will not reimburse the customer for any costs incurred or pay compensation or accept any kind of liability as a result of the passenger's refusal to provide contact information. As per standard, the SSR CTC contact data is only used in short-term irregularity/disruption situations.

As per standard process, in case of planned long-term schedule changes: Segment status is changed (UN, UN/TK) and travel agent is notified via queue message in the reservation system used.

Within the framework of the travel agent's contract with the customer, the travel agency is obliged to inform the customer about important information (including schedule changes) received from the airlines.

If the travel agent does not comply with this obligation and the customer incurs additional costs or asserts further claims due to the lack of information, the Lufthansa Group airlines will refuse to reimburse the customer for costs/compensation payments and refer the customer to the travel agency to assert such claims. The airline may also have the right to recourse against the travel agent.

2.3 Waitlist

Travel Agents are asked to comply with the following rules:

- Limit the number of waitlist segments to the minimum level.
- **Cancel and remove not needed waitlist segments at least 48hrs before flight departure.**
- Waitlist segments are not permitted at the time of check-in if any higher booking class within the same travel compartment is available.

In specific cases, Lufthansa Group airlines cancel waitlist segments and insert an SSR notice into the booking for your information.

2.4 Passive Segments

As a mandatory rule, **booking and ticketing must be processed within the same GDS/CRS.**

Lufthansa Group airlines allow passive segment creation only under the following conditions:

If the IATA agent may use passive segments for ticketing in a different GDS/CRS than created by the other (non-IATA) agent, the passive segments must be identical to the active PNR.

Please see following GDS specifics:

- **Amadeus (1A):** Work with Responsibility Change or Queuing instead of Passives. Ghost Segments (GK) may be used.
- **Apollo (1V)**: No Claim PNR function. Tickets must be issued in the active PNR (Status code BK)
- **Galileo (1G)**: Claim PNR function or use Drop-Through functionality.
- **Worldspan (1P)**: Claim PNR or alternatively queue PNRs between two 1P terminals for ticketing purposes. This requires the Ticketing Agent to open a 'bridge' which allows a non–IATA 1P Agent to queue bookings over for issuing tickets, eliminating the need for creating passive segments.
- **Sabre (1S)** and **Abacus (1B)**: it is permitted to create any passive segments.

2.5 Duplicate Bookings

Lufthansa Group airlines do **not allow duplicate segments and/or PNRs**.

The creation of bookings across one or more PNRs and/or reservation systems where it is logically impossible to travel is not permitted.

Lufthansa Group airlines use automated tools to detect and warn or cancel duplicate bookings.

If a segment is cancelled, a cancellation message with a status code 'HX' or an immediate cancellation of the segment(s) is automatically sent to your queue. Status code 'HX' segments must be removed immediately, latest 48 hours before departure.

If an SSR warning 'CHECK DUPE' has been published in the PNR, possible dupe booking must be checked. If the reservation is not a duplicate booking, the local Lufthansa Group Agency support must be contacted.

Note: Inserting the complete full first name of a passenger at the time of the booking ensures false duplicate booking alerts are minimized.

2.6 Inactive Segments

Inactive segments (status codes HX/NO/UC/UN/US) are segments generated by airline host processes or automatic applications like duplicate booking checks, passive segment notification, no-show or waitlist clearing tools.

All inactive status codes like HX/NO/UC/UN/US must be removed at least 48 hours before flight departure by using the cancel entry.

2.7 Cancellation Ratio

The cancellation ratio (number of cancelled segments vs. number of booked segments) shall not exceed 80% for offline / stationary travel agents and 50% for online / e-commerce agents. Cancellations shall be made at least 48 hours before departure.

2.8 Fictitious / Speculative / Test Booking

All bookings must be directly related to a request of a passenger to purchase a ticket. Booking of fictitious, speculative or test segments/PNRs is strictly prohibited.

This includes the usage of all ticketed flight coupons in full and sequential order.

Examples of fictitious bookings include reservations with names in PNRs e.g.: SCHEDULE/A/B/C, MOUSE/MICKEY, SMITH/A/B/C, and TEST/AIRLINE.

Furthermore, PNRs may not be created for training and testing reasons.

It is prohibited to create segments and/or PNRs for:

- Holding or blocking seats in view of expected demands.
- Circumventing fare rules.
- Requesting and/or selling airline space not at the specific request of a customer or to meet GDS/CRS productivity agreements.

Lufthansa Group airlines have an automated process in place focused on detection and cancellation of fictitious, speculative and test bookings, which cancels the segment with a status code 'HX' or an immediate cancellation of the segment(s).

2.9 Incomplete Usage & Out of Sequence

It is not permitted to make reservations different from the passenger's real itinerary including fictitious segments with the aim to undercut the applicable fare. This includes booking and issuing roundtrips for the purpose of one-way use or partial travel only as well as amending itineraries without passenger request.

Should the customers change their travel plans for return flight(s) at their destination, and the original ticket does not allow rebooking/rerouting, a Lufthansa Group ticket should be issued in same PNR to avoid ADM.

IATA Resolution 830 as well as Selling Agreements between GDS/CRS users and GDS/CRS providers do not allow any reservation without the specific demand of a customer.

Thus, speculative/fictitious bookings (entire fictitious bookings or single fictitious segments) violate:

- Contractual agreements
- Paragraph SR (Sales Restriction).

2.10 Uncommitted Bookings

Uncommitted bookings are bookings that are not yet finalized with End of Transaction (EoT) but held by the booking originator.

Note: If the reservation of flight segments is taking longer than the average time necessary to close the sale, which is analyzed as max 40 minutes, the booking request might get cancelled by Lufthansa Group airlines inventory tools.

This is to avoid the airline risks to get priced-out and is unable to sell such flight segments. The number of uncommitted bookings being held, including the time they are being held for, is thus regularly monitored.

Uncommitted bookings must be cancelled / ignored immediately when the sales process is stopped. Double or multiple uncommitted bookings for the same passenger journey are not permitted.

Lufthansa Group airlines reserve the right to terminate sessions of uncommitted bookings at any time.

2.11 Churning

All GDS/CRS bookings must be either ticketed as per tariff rules or cancelled in the GDS/CRS immediately if not required. This must be done prior to departure.

Churning refers to cancelling and rebooking of the same reservation (flight segments and/or flight related ancillaries) in the same or different classes of service across one or more PNRs or GDS/CRSs and is strictly prohibited under any circumstances.

2.12 Correct RBD / Sub-Class

All bookings must reflect the correct and appropriate booking class (RBD) according to the fare paid.

In most cases, the first letter of the Lufthansa Group airlines fare base code denotes the corresponding RBD. The ticketing agent will be held responsible if not complying.

2.13 Ticketing Deadline Control

A date and time deadline required for ticket issuance is set in a PNR.

Each fare has its own ticketing time limit (TTL), which is reflected in CAT5 (AP) of the respective fare note chapter. However, in case of discrepancy between the time limit set in the system and the content coded in CAT5 (AP), the most restrictive ticketing time limit will apply.

Lufthansa Group airlines use an automated process to cancel segments when ticketing has not occurred by applicable time limit. The cancellation of such segment(s) is published with status code 'HX' or an immediate cancellation of such segment(s). Status code 'HX' segments and other inactive segments must be removed immediately.

In case of PNRs with multiple names and ticket numbers not being issued for all names, the PNR will be split, and the unticketed names will be cancelled. A valid ticket number related to the PNRs customer and itinerary must be issued and reported.

Note: Voided or refunded tickets will be checked and will result in the cancellation of active segments.

Note: A fake ticket number is considered as an intention to bypass the TTL.

2.14 Service Deadline Control

A date and time deadline required for the issuance of Electronic Miscellaneous Document is set for certain chargeable services. The service time limit set by the deadline control system does not necessarily match the ticket time limit. It is mandatory to observe the warning message displayed in the reservation system.

Voided EMDs will be monitored, and the service time limit applies.

A fake EMD number is considered as an intention to bypass the SDC/AIL.

In case of PNRs with multiple names where EMDs are not issued for all names, the unticketed services will be cancelled accordingly.

2.15 No Show

A no-show occurs when a passenger does not show up at the departure airport in due time, or when a Travel Agent fails to cancel a confirmed booking (ticketed or unticketed), which has not been requested by the customer or which is not needed anymore (E.g., after refund or void of the ticket).

Recalculation and collection of fare/tax difference may apply. It is recommended to create separate PNRs for separate tickets e.g., when one-way fares are used.

3 TICKETING POLICY

Ticketing in a Point of Sale country with blocked funds reported by IATA Currency Repatriation Report where the Point of Sale does not comply with the journey start country is prohibited.

3.1 Selection of validating carrier

According to the definition in IATA Resolution 852, an airline may be used as validating carrier provided:

- Present as a BSP/ARC member and eligible for electronic ticketing in the respective market.
- Valid interline agreement(s) present for all marketing and operating carriers which are part of the itinerary.
- The carrier is part of the itinerary or is acting as GSA for one carrier part of the itinerary

3.1.1 Lufthansa Group airlines validation principles

Usage of Lufthansa Group airlines ticket stock OS/257, LH/220, LX/724, SN/082, EN/101 is permitted for following itineraries:

If	**then**
OS flight number operated by any carrier LH flight number operated by any carrier LX flight number operated by any carrier SN flight number operated by any carrier EN flight number operated by any carrier	Permitted on the respective airline's own ticket stock (e.g., OS flight number on OS ticket stock, LH flight number on LH ticket stock etc.)
OS/LH/LX/SN/EN flight numbers mixed itinerary operated by any carrier	OS/LH/LX/SN/EN ticket stock permitted as long as the carrier whose ticket stock is chosen is part of the itinerary.
Pure EW flight numbers on EW operated flights or EW codeshare partners Mixed itinerary (e.g., DUS EW ZRH LX DUS: LH or LX ticket stock)	Permitted on LH Ticket stock only as LH is GSA for EW Mixed operations, LH ticket stock or ticket stock of the participating carrier of the itinerary may be used
4Y flight number operated by 4Y	Permitted on LH Ticket stock only
Exception: LH flight number operated by WK (pure or mixed itinerary)	Permitted on LH Ticket stock only

Note: The carrier whose ticket stock is chosen must be part of the itinerary.

Exception: 4Y and EW above.

3.1.1 Lufthansa Group airlines validation principles

Important: Any CAT15 (SR) restrictions mentioned in a fare note follow the conditions listed in chapters 3.1.1 and 3.1.2 and must be applied.

Non-compliance with the above conditions whereby Lufthansa Group airline's ticket stock is used for travel completely on airline's flight numbers other than the flight numbers of the validating carrier will be treated as CIP-violation and an ADM will be issued.

3.1.2 Handling of reissue / Exchange Transactions

Unused tickets issued by Lufthansa Group airlines can be reissued on Lufthansa Group flights even if the original issuing carrier is no longer included in the itinerary provided that both the marketing carrier/flight number and operating carrier of **all flights remain on Lufthansa Group airlines.**

If this provision cannot be met, the unused ticket must be refunded according to the fare conditions and a new ticket on the respective OAL stock has to be issued by the agent.

3.1.3 Change of German domestic ticket into international and vice versa

Effective 01SEP23, it is permitted to exchange/reissue an international LHG ticket into a German domestic routing (e.g., FRA-ZRH into FRA-STR permitted).

Change from a German domestic ticket into an international routing remains prohibited (e.g., FRA-STR into FRA-ZRH **not** permitted).

3.2 Ticket Validity

A ticket is generally valid one year. If the travel starts later than the ticket issuance, then the validity is one year from the date of the first outbound travel.

Validity of a special fare ticket is according to the maximum stay defined in the fare rules.

A ticket can be exchanged according to the fare notes within the ticket validity if the outbound (departure) date remains within its validity.

If an unused ticket is presented for exchange, the period of validity of the new ticket will be one year from the new date of commencement of travel.

Latest possible outbound date in case of exchange: a ticket is valid one year after date of issue or one year after the first outbound travel, whichever is later. When such a ticket is reissued, the new outbound travel must remain within the ticket validity.

Exception for SN:

Ticket validity is defined as one year from the original date of issuance. If an unused SN ticket is presented for exchange, the period of validity of the new ticket will be one year from the date of issuance of that ticket.

An SN ticket may be exchanged up to a maximum of three years from the date of the original issue.

3.3 Fare Guarantee

Transportation shall be subject to the fares and charges in effect on the date of ticket issuance for travel on the specific dates and itinerary shown on the ticket.

A fare and tariff is only guaranteed by the respective GDS/CRS if the fare was auto quoted by the GDS/CRS system and no further changes or amendments are being made before ticketing, and the ticket was issued on the same day, based on confirmed flights, and reported in BSP/ARC.

Auto-quoted fares stored but not ticketed are subject to any price change. An auto-quoted ticketed fare remains guaranteed up to a voluntary first flight and/or itinerary change including the first flight. This applies to taxes, fees, and surcharges equally that need reassessment in case of exchange/reissue before/after departure.

Lufthansa Group airlines tickets established based on manual fare quotations are subject to audit and any discrepancies are subject to agent debit memo (ADM). Lufthansa Group airlines also reserve the right to audit and issue ADMs for tickets auto priced/guaranteed by the GDS/CRS.

3.4 Lufthansa Group airlines ETKT/etix rebooking process

By changing a flight in a passenger booking record, the corresponding ETKT/etix must be updated according to the applicable fare rules.

Due to given reason we point out that the rebooking fee applies for every single closed rebooking transaction in case the ticketed fare is subject to a rebooking fee.

In addition, two rebooking fees apply if a changeable restricted fare is reissued into a more flexible fare, if processed in one instead of two reissue transactions (e.g., to allow an O&D change).

Adding a new flight segment with or without cancellation of existing ticketed flight segment/s is considered as a rebooking transaction.

Flight cancellations due to ticketing deadline control are not eligible for a flight reinstatement.

A flight change transaction performed without ETKT/etix adaptation for e.g., fare adjustment and/or change fee collection including ticket reissue or revalidation wherever permitted will be subject to ADM.

Note: automated reissue tools (e.g., Amadeus ATC) can only handle one rebooking at a time. Reissue guarantee only applies if the reissue is performed after every rebooking transaction.

3.4.1 Lufthansa Group airlines revalidation process

For LX: ETKT/etix coupon revalidation is permitted and possible only once. In case of a revalidation, it is mandatory that the same RBD, same routing, same fare (Fare Base Code), and the not valid before and not valid after (NVB/NVA) date on the respective flight coupon is not restricted or overruled.

It is mandatory that all fare change conditions must be adhered to and applied with coupon revalidation.

Manual involuntary revalidation is not permitted. For more information, refer to Lufthansa Group airlines Policy about the Handling of Long-term Schedule Changes for Travel Agents.

3.5 Credit Card Sales Rules

In reference to following important points and parts of the **IATA Resolution 890, §1- 4.**

3.5.1 Credit card acceptance

The Agent may accept cards as payment for ticket sales on behalf of the Member/Airline whose ticket is being issued, subject to the rules and procedures outlined in IATA Resolution 890 and in chapter 10 and/or 14 of the Billing and Settlement Plan manual for Agents.

Policy: Accept cards as payment for electronic ticket/EMD sales where applicable for Lufthansa Group airlines.

The Agent shall ensure that the type of card processed during the sale is accepted by the Member/Airline whose traffic document is being issued.

Policy: For OS/257, LH/220, LX/724, EN/101 and SN/082 validation documents, only cards contracted with Lufthansa Group airlines may be accepted.

No card issued in the name of the Agent, or in the name of a person permitted to act on behalf of the Agent, or in the name of the Agent's Office (partner or employee), shall be used in connection with the sale of the air transportation on behalf of the Member/Airline to any customer of the Agent.

Lufthansa Group airlines enforce IATA Resolution 890 and prohibit agents from using such cards, including wholesale cards or VAN in B2B.

In case of violation, Lufthansa Group airlines will issue ADMs and reserve the right to withdraw the agent's ticketing authority. Payment Card Industry Data Security Standard (PCI DSS) must be observed.

3.5.2 Refund

The refund amount of a totally unused or partially used ticket shall only be refunded to the credit card number which has originally been used for payment.

3.5.3 Credit card fees

An OB fee may apply when a ticket is issued using a credit card as the form of payment. Travel Agents are responsible to accurately apply the correct OB fee charge if applicable.

The Lufthansa Group airlines may issue ADMs for missing or wrongly corrected OB fee charges.

3.6 General ADM / ACM Policy

ADM Principles

Agency Debit Memos are a legitimate accounting tool in use by all BSP/ARC Airlines to collect amounts or make adjustments to Agent transactions in respect of the issuance and use of Standard Traffic Documents issued by the Agent.

Alternative uses of Agency Debit Memos may exist provided that consultation has taken place either individually with the Agent or a local representation of the Agent, or through the applicable local joint consultative forum.

ADM Policy

Lufthansa Group airlines publish their respective ADM policies in BSP.

The policy stands in accordance with IATA Resolution 850m (Passenger Agency Conference Resolutions Manual). All the provisions of the resolutions agreed by the Passenger Agency Conference will apply.

ADM Issuance

Agency Debit Memos specify in detail as to why a charge is being made. A complementary document indicating reason for debit and details of charge is attached to the respective debit memo[1].

The ADMs show the contacts of the respective department having knowledge about the debit memo and provide detailed information about the reason for it.

Agency Debit Memos will only be processed through the BSP/ARC if issued latest nine months after final travel date. Any debit action initiated beyond this period will be handled directly between the BSP/ARC Airline and the Agent i.e., by issuing invoice.

Wherever possible, corrections for OS/LH/LX/SN/EN will be aggregated in one ADM[2] with daily upload into BSP/ARC-link. This means, that an ADM may include several corrections for more than one ticket.

The ADM Fee is only charged once per ADM, irrespective of the number of corrections included.

[1] LX only: a complementary document indicating the ADM reason is not always provided

[2] In some markets, one ADM is issued per ticket. This is depending on the market settings

3.6 General ADM / ACM Policy

Dispute Handling

In accordance with the IATA Resolution 850m, an agent shall have a maximum of 15 days in which to review and dispute an ADM. All disputes must be provided in English language.

For Lufthansa Group airlines' disputes of ADMs are to be handled via BSP Link/ARC Debit Memo Manager within the given set-up after reception of the ADM, indicating the reason for dispute and including supporting documentation.

Disputed ADMs will be clarified in a timely manner, limited to within 60 days maximum in BSP Link/ARC debit Memo Manager. In case of rejected disputes, detailed information, and explanations about the reason for rejection will be provided to the Agent.

ACM Issuance

In the event that Agency Debit Memos have been discovered as unjustified, an Agency Credit Memo will be issued to credit the respective amount. This only applies if the ADM has already been billed. Otherwise, the ADM will be cancelled.

In the event that over-collection in fare has been discovered with a ticket or ticket reissue/exchange which requires corrections in favor of the customer, an Agency Credit Memo can be issued upon request by the agent.

For LX: Such ACM will be issued against a fee.

3.7 Main ADM Reasons based on Fare Audit Results

All Lufthansa Group airlines inform that these are the main reasons for ADM[3].

Booking

- Booking Manipulation (e.g., O&D Bypass/Marriage breaks/Inactive Segments)
- Inactive Segments
- Fictitious Names
- Fictitious, Speculative, Test Bookings
- Fake Ticket Number
- Churning
- No-show without ticket, refunded or voided ticket
- Missing DOB (see here for examples)

Fare Audit

- Incorrect fare application and combinability (e.g., routing or sales restrictions)
- Incorrect fare value (under-collection)
- Non-compliance of fare rules e.g., minimum/maximum stay, advanced purchase rules
- Seasonality, flight applications
- Codeshare flights not allowed on specified routings, fares
- Stopovers, transfers and surcharges
- Incorrect Fare Base Code, Ticket Designator & incorrect or missing Tour Code
- Open or waitlisted sectors (where reservation is required)
- Eligibility and Applicability of fare issuance (e.g., Seamen, Global Products, AD/PEP offers)
- Free baggage allowance discrepancies
- Incorrect form of payment according to contract
- Non-eligible refund of Distribution Cost Charge (DCC) (E.g., voluntary, involuntary partially used tickets)

Exchange Audit

- Missing rebooking fee, calculated per transaction
- Incorrect calculations of reissue / rerouting
- Involuntary reissue in case of long-term SKCHG which is not in line with Austrian Airlines, Lufthansa, SWISS, Air Dolomiti and Brussels Airlines own policies.
- Missing name correction fees

[3] Lufthansa Group airlines reserve the right to issue ADMs also for reasons not specified in this document due to misuses not (yet) specified here.

3.7 Main ADM Reasons based on Fare Audit Results

Plating (CIP) Violation

Lufthansa Group airlines will raise an ADM for plating violation (IATA resolution 852, Designation and selection of ticketing airline) ticket violation; kindly refer to chapter 3.1 of the ticketing policy and the overview about Lufthansa Group penalty and fees for details and amounts.

Commission Audit

- Over-collection of commission (standard & supplementary)
- Incorrect application

Taxes, fees, and surcharge Audit

- Incorrect collection and/or refund of taxes, fees, and surcharges
- missing or altered taxes, fees, and surcharges
- already used taxes refunded by mistake

Refund Audit

- Incorrect calculation of refund amount, taxes, fees, and surcharges
- Incorrect application of cancellation penalty (e.g., in case of no-show)
- Incorrect calculation of refunds commission amount
- Incorrect form of payment on refunds (versus sale)

Unreported Sales/Double Usage

- Tickets which are sold, but not reported and later flown, are charged to the Travel Agent up to applicable fare
- Tickets which are flown, but voided/refunded, will be charged according to issued fare/refund

Usage

- Coupon Sequence/Incomplete Usage
- Specialty Fares, e.g., Marine/Offshore, Humanitarian, Education, Cruise, Tour Operator Booking Class Mismatch (RBD)
- Rebooking Fee missing
- Downsell to lower fare with fictitious roundtrip
- Downsell to lower fare with fictitious first/last coupon
- Misuse of EMD/MCO (see chapter 6, EMD)
- Wrong tariff (e.g., used tariff non-applicable or non-eligible)

Note: The Lufthansa Group airlines reserve the right to amend and/or to adapt and/or to partially delete the ADM policy at any time.

3.7 Main ADM Reasons based on Fare Audit Results

3.7.1 Missing DOB entry in PNR

All ticket issuing offices are responsible for carefully checking all eligibility requirements according to fare rules. In order to avoid misuse and in respect of revenue integrity the DOB (date of birth) information is mandatory for the following discount/fare types:

- Infant Discounts (IN)
- Children Discounts (CH)
- Student Fares (ZZ)
- Senior Citizen Fares (CD)

Infant/Child Passenger: There is a special type code for infants (INF) and children (CHD) traveling with an adult passenger. The date of birth of the infant/child must always be included in the PNR.

Depending on the technical settings of the reservation system used, the DOB may be entered in the name element, the name remarks field or similar. The SSR Element is always mandatory and either generated automatically or must be entered manually.

Examples 1A: NM1LEAVEY/PATRICK(INF/MICHAEL/31DEC24)
NM1SIMPSON/MAGGIE(CHD/31DEC17)

Based on this entry, a service element (INF + CHD) is automatically created in Amadeus, e.g.:

1A: SSR INFT LH HK1 LEAVEY/PATRICK 31DEC24/P1 (passenger related)
1A: SSR LH CHLD HK1 31DEC17/P1 (passenger related)

For Galileo: INF (not CHD) element is created automatically.

Example:
N.I/KLEIN/EVA*24DEC24

If the reservation system used does not automatically create the DOB element, an additional **manual entry** is mandatory.

Examples CHD:

1G: SI.P2 (passenger related)/CHLD* DDMMMYY
1P: 3SAN1.3 (passenger related)CHLD/DDMMMYY
1S: 3CHLD/ DDMMMYY-2.1(passenger related)

3.8 Conditions of carriage

The Conditions of Contract and other important notices shall be provided to the customer before finalization of the booking.

The Ticket Notices or reference to IATA Resolution 724 is mandatory.

Carriage and other services provided by the carrier are subject to the Conditions of Carriage, which are hereby incorporated by reference to IATA Resolution 724;
the Conditions of Carriage of the Carrier whose ticket stock is being used shall be provided to the customer before finalization of the booking.

- ‘General Conditions of Contract’ published by IATA
- OS Conditions of Carriage published on austrian.com
- LH Conditions of Carriage published on lufthansa.com
- LX Conditions of Carriage published on swiss.com
- SN General Conditions of Carriage published on brusselsairlines.com
- EN General Conditions of Carriage published on airdolomiti.eu

4 GENERAL REFUND PRINCIPLES

4.1 Voluntary Refund

A voluntary refund means the refunding of a ticket/ticket coupon(s) upon the passenger's request and does not result from a flight irregularity (INVOL/SKCHG) situation.

A refund notice for unused or partially used tickets or portion thereof shall be made in accordance with the following conditions:

- Voluntary refund of a ticket, sold on behalf of Lufthansa Group airlines, shall be applied for by the Agent according to the Lufthansa Group airlines refund rules.
- For cancel/refund apply the conditions mentioned in the fare note according to the date of issue.
- In general, a rebooking fee is non-refundable
- LHG Distribution Cost Charge (DCC) remains non-refundable in voluntary refund scenarios. See paragraph 'cancellation/changes' in the respective fare note.
- For currency conversion use the rate of exchange according to the date of issue.

4.2 Involuntary Refund

Involuntary refund is the refunding of a ticket/ticket coupon(s) resulting from a flight irregularity (INVOL/SKCHG) situation. This means a purchased service was not provided as a result of flight cancelations or other problems associated with flight operations on which the passenger has no influence (delay, diversion, schedule change, etc.).

Involuntary (INVOL) refunds are restricted to the issuing Airline and to the carriers' decision whether or not to treat the refund in question on an involuntary basis. Lufthansa Group airlines may authorize or request support by Travel Agents to involuntary refund or possibly reissue the respective Lufthansa Group airlines ticket according to specifically advised conditions.

Note: In any refund scenario all active segments must be cancelled in case of refund or whenever ticket is voided to avoid ADM for no-show. This includes refund requests via BSP*Link*. It is mandatory to **cancel all active segments and to remove all inactive segments before submitting the refund** request to the Airline Refund Team.

4.3 Expired Tickets

Expired tickets shall not be exchanged for or be used as payment towards further travel. Such tickets are exclusively valid for refund, if any.

A refund may be requested through the Lufthansa Group airlines refund department or processed through direct refund if technically possible. Lufthansa Group airlines may request an administration charge for refund calculation of expired documents.

5 OVERVIEW OF FEES AND CHARGES

Fees apply for all Lufthansa Group airlines participating in this policy (exceptions specified)

General	
ADM Administrative Fee	EUR20 with geographical exceptions: US USD25, CH CHF20 For OS: EUR35 with geographical exceptions: US USD35, CH CHF20
Fee for Refund Requests via BSP Link (Refund Application) Airline Refund Team	EUR40/CHF40/USD50/CAD60 per ticket for voluntary refunds

Booking & Ticketing	
Booking Manipulations (e.g., Marriage Breaks, O&D Bypasses, Seat Blocking)	Per passenger and per remaining manipulated O&D: Economy Class (CH/EU Cont) EUR150 Economy Class (IC/Intercont) EUR250 Business Class (CH/EU/Cont) EUR250 First/Business Class (IC/Intercont) EUR400
Open or waitlisted sectors (for which reservation is required)	Difference to next applicable fare for which confirmed reservation is not required will be issued to those tickets in which condition 'reservations are required' for all sectors' is not observed.
Fare Audit	Difference to applicable fare
Exchange Audit	Fare/Fee/Condition according to applicable fare rules
Refund Audit	Fare/Fee/Condition according to applicable fare rules
Refund for double issuance	No fee
ACM Fee for incorrect form of payment on Refund vs. Sales	Not applicable except LX: Fee 20% of ADM amount max EUR150 only in case of ADM reversal
Name correction fee	Not applicable
Plating violation	EUR200 per Ticket
INVOL/SKCHG Indicators in Endorsement Box and/or Fare Calculation missing or not matching after INVOL/SKCHG Exchange/Reissue	EUR/CHF 50 per Ticket

5 OVERVIEW OF FEES AND CHARGES

Fees apply for all Lufthansa Group airlines participating in this policy (exceptions specified)

Usage	
Marine/Offshore,	Contract violation fee of USD75 is raised if mandatory **OSI YY SEAMAN MV name of vessel** or **OSI YY OFFSHORE Employer, Rig name** and location is missing or wrong in format (see condition sheet of resp. product). The mandatory **entries must be added no later than time of ticketing**. The ADM remains valid even the OSI element is added later.
Humanitarian	Contract violation fee of EUR75 is raised if mandatory **OSI YY HUM name of Non-Profit-Organization** is missing or wrong in format (see condition sheet of respective product). The mandatory entries **must be added no later than time of ticketing**. The ADM remains valid even if the OSI element is added later.
Tour Operator, Cruise, Education	A fee of EUR75 is raised per ADM, if the form of payment restriction as per fare rule/eligibility is not observed or if the mandatory OSI element is missing or wrong in format (see condition sheet of respective product) The mandatory entries must be added no later than time of ticketing. The ADM remains valid even if the OSI element is added later.
Missing DOB entry in PNR for infant discount fare	A fee of EUR75 is raised if an infant discount fare is issued without providing the required date of birth (DOB) information according to chapter 3.7.1. The fee will be charged via ADM for each ticket. The same procedure applies if a passenger is not entitled to use discounted fares.
Missing DOB entry in PNR for child, student or senior citizen discount fare	A discounted fare for child, student or senior citizen will be adjusted to the corresponding non-discounted fare if the required date of birth (DOB) information is missing according to chapter 3.7.1. The applicable difference between the discounted and the non-discounted fare will be charged via ADM. The same procedure applies if a passenger is not entitled to use discounted fares.

5 OVERVIEW OF FEES AND CHARGES

Fees apply for all Lufthansa Group airlines participating in this policy (exceptions specified)

Usage	
Rebooking fee missing	Rebooking fee as per fare rule
Incomplete use / Out of Sequence / Cross ticketing	Per passenger and per remaining manipulated O&D: Economy Class (CH/EU Cont) EUR150 Economy Class (IC/Intercont) EUR250 Business Class (CH/EU/Cont) EUR250 First/Business Class (IC/Intercont) EUR400
Class difference / Booking Class Mismatch	Fare difference to applicable fare.
Wrong tariff	Fare difference to applicable fare.
Misuse of EMD/MCO	EUR50 per EMD/MCO

Currencies not mentioned will be converted from the EUR amount above. Local exceptions may apply. Lufthansa Group airlines reserve the right to implement additional checks, as well as to change the penalty amounts.

See announcements on business.lufthansagroup.com.

6 DEFINITIONS

6.1 Electronic ticket / document / etix

The ETKT/etix as defined by IATA Resolution 722f shall contain the following:

- Passenger name: family name/full first name & gender (title optional). Lufthansa Group airlines can accept max. 59 characters (including slash, title, date of birth)
- Airline designator or name of Marketing Carrier; name of Operating Carrier
- Flight number(s); date of flight(s); flight departure time(s)
- For each flight, origin, and destination Airport/City code
- Fare (base amount); equivalent fare amount (when applicable); Taxes/Fees/Charges
- Ticket document amount BT, IT (when applicable)
- Fare construction: NUC if published fare is being ticketed
- Form of payment; Reservation status
- Date of issue; Issuing Agency; Airline name and place of issue; Baggage Allowance
- Ticket/Document number(s); Endorsement/Restrictions
- The passenger ETKT/etix confirmation is defined by IATA Resolution 722f:
- The electronic traffic document includes the electronic or written flight itinerary confirmation, including airfare and payment details, provided by the Travel Agency.
- Flight coupons with consecutive coupon numbers with a range of one (1) through four (4), as applicable, and being issued in sequence (in sequence of travel).
- A maximum of four (4) flight coupons per ticket number issued.
- A maximum of four (4) consecutive tickets issued for one journey (max. 16 flight coupons).

6.2 EMD

EMD is defined by IATA resolutions 725f, 725g and 725h as the method to document the sale and track usage of charges (e.g., Rebooking Fee, ASR and FBAG).

An EMD is issued for a given Reason for Issuance (RFIC), which determines the group of services/fees. Each coupon on an EMD has a precise Reason for Issuance Sub Code (RFISC), which determines a service/fee within the respective RFIC category.

An EMD may contain single or multiple value coupons, up to 16 coupons, where up to 4 coupons can have the same EMD number. If an EMD contains more than 4 coupons, a conjunction EMD needs to be issued (up to 4 document numbers).

Each coupon in an EMD has the following characteristics:

- indicates a paid service (or fee)
- contains a RFIC and RFISC
- belongs to same RFIC as all other coupons on the EMD
- has its own Status (e.g., open, used, void, refunded)

Lufthansa Group EMDs usable by Travel Agents

There are two types of EMDs: EMD-A and EMD-S:

EMD-A 'Associated'	EMD-S 'Standalone'
EMD-A is issued for services directly linked to a flight coupon	EMD-S can be used independently from an ETKT/etix
Used for collection of any kinds of fees & charges, which are lifted (used) at the same time as the ETKT/etix coupon, provided the EMD is associated to the ticket Examples: ASR, FBAG, UMNR	Used for collection of any kinds of fees & charges, which are not lifted (used) with an ETKT/etix coupon Examples: Rebooking Fee, Deposits and Down Payments
The EMD-A is linked to the corresponding ETKT/etix coupon. The carrier and routing of the EMD and ETKT/etix coupons must match The EMD-A requires a chargeable SSR element in the PNR for automated pricing	The EMD-S is not linked to the corresponding ETKT/etix coupon The EMD-S requires an SVC element in the PNR; it is not automatically priced but must be manually created
EMD-A coupons always have the initial status 'open for use', the status changes simultaneously to the ETKT/etix coupon status	EMD-S coupons may have the status 'consumed at issuance' or 'open for use'
An EMD-A is automatically associated/disassociated to/from an ETKT/etix upon issuance/rebooking Only airline agents can manually associate / disassociate an EMD-A	EMD-S document for rebooking fee must be issued on the same validating carrier as the corresponding ticket.

6.2.1 EMD Interline

In place for EMD-A on OS/LH/LX codeshare flights.

Please refer to each Lufthansa Group airline's own information channel for further details.

6.2.2 Deposit/Split Payment

EMDs issued for a deposit or split payment in a single passenger's name may only be exchanged for a ticket issued for the same passenger. Multiple EMDs issued in different names may not be combined to exchange to a single ticket.

EMD's issued for a deposit towards, or split payment of a ticket must be issued and reported no later than the day of ticket issuance.

Violations of these guidelines may result in issuance of Agency Debit Memos.

6.2.3 Cancellation Policy

An EMD can be voided on the day of issuance only.

Please contact your respective GDS/CRS Helpdesk for details regarding the EMD handling within their system.

7 GLOSSARY

Abbreviation	Description
1A	Amadeus
1B	Abacus
1E	Travelsky
1F	Infini
1G	Galileo (Travelport Inc.)
1J	Axess
1P	Worldspan (Travelport Inc.)
1S	Sabre
1V	Apollo (Travelport Inc.)
ACM	Agency Credit Memo
ADM	Agency Debit Memo
AIL	Automated Issuance Limit
ASR	Advance Seat Reservation
AX	American Express Card
B2B	Business to Business
BSP	Billing and Settlement Plan
BT Fares	Bulk Tour Fares
CA/MC	Master card
CAT	Fare Note Category
CHF	Swiss Franc
CIP	Carrier Identification Plate
CoC	(Carrier's) Conditions of Carriage
CRS	Computer Reservation System
CUG	Closed User Group
DC	Diners credit card
DOB	Date of birth
DS	Discover
EMD-S/EMD-A	Electronic Miscellaneous Document S = Standalone; A = Associated
ET	End of Transaction
ETKT/etix	Electronic Ticket

Abbreviation	Description
etix	Electronic Ticket
EUR	Euro
FBAG	First Bag
GDS	Global Distribution System
GSA	General Sales Agent
IATA	International Air Transport Association
INVOL	Involuntary
IT Fares	Inclusive Tour Fares
JC	Japan Credit Bureau
LX	Swiss International Air Lines Ltd.
LH	Lufthansa German Airlines
NDC API	New Distribution Channels
NUC	Neutral Unit of Construction
NVA	Not Valid After
NVB	Not Valid Before
OAL	Other Airlines (other than OS, LH, LX or SN)
O&D	Origin & Destination
OS	Austrian Airlines
PNR	Passenger Name Record
RBD	Reservation Booking Designator
RFIC	Reason for Issuance Code
RFICS	Reason for Issuance Sub code
SDC	Service Deadline Control
SKCHG	Schedule Change (as per IATA definition)
SN	Brussels Airlines
SSR	Special Service Request
TTL	Ticket Time Limit
UMNR	Unaccompanied Minor
USD	US Dollar
VAN	Virtual Account Numbers
VI	Visa credit card
WL	Waitlist

8 IATA RESOLUTIONS SUPPORTING THIS BOOKING & TICKETING POLICY

IATA Resolution 824, §3.1 and §3.2 Passenger Sales Agency Agreement

‘’[…]’’

“§3.1 “the Agent is authorized to sell air passenger transportation on the services of the Carrier and on the service of other air carriers as authorized by the Carrier. The sale of air passenger transportation means all activities necessary to provide passenger with a valid contract of carriage. The sale of air passenger transportation means all activities necessary to provide a passenger with a valid contract of carriage including but not limited to the issuance of a valid Traffic Document and the collection of monies therefor. The agent is also authorized to sell such ancillary and other services as the Carrier may authorize;”

§3.2 “all services sold pursuant to this Agreement shall be sold on behalf of the Carrier and in compliance with Carrier’s tariffs, conditions of carriage and the written instruction of the Carrier as provided to the Agent. The Agent shall not in any way vary or modify the terms and conditions set forth in any Traffic Document used for services provided by the Carrier, and the agent shall complete these documents in the manner prescribed by the Carrier;”

‘’[…]’’

IATA Resolution 830a, §1 Consequences of Violation of Ticketing and Reservation Procedures

WHEREAS IATA Members are granting IATA Accredited Agents access to Standard Traffic Documents; and

WHEREAS custody, completion, issue, reissue, validation and revalidation of such traffic documents are governed by Members' tariffs and the ticketing procedures furnished to Agents through ticketing systems, and as described in the Travel Agent's Handbook, copies of which are furnished to Agents by the Agency Administrator and compliance with which is mandatory upon each Agent under the terms of the Passenger Sales Agency Agreement; it is

RESOLVED that,

1. all Agents be reminded that practices such as those listed herein, in other applicable Resolutions, or in Carriers written instructions, but not limited thereto, violate the governing conditions referred to above. They harm Members' legitimate interests and can accordingly result in action being taken under the provisions of the Sales Agency Rules and Passenger Sales Agency Agreement. e.g., charging the Agent with the difference between the fare applied and the fare applicable to the service in accordance with Members' tariffs.
1.1 entering incomplete or incorrect reservation entries, such as reservation booking designators that do not correspond to the fare paid, or reservation requests on a ticket/miscellaneous charges order (MCO), thereby allowing travel at less than the applicable fare,
1.2 inaccurately completing or omitting to complete the 'not valid before' and/or 'not valid after' boxes on a ticket contrary to the conditions governing the fare applied, thereby allowing travel at less than the applicable fare,
1.3 issuing a ticket or MCO for more than one passenger, except as authorized for certain MCOs,
1.4 changing or omitting the name of the passenger,
1.5 changing the "Form of Payment" or failing to carry this forward to the new ticket or MCO,
1.6 changing the currency of payment or failing to carry this forward to the new ticket or MCO,
1.7 failing to carry forward all restrictions to the new ticket or MCO,
1.8 failing to obtain endorsement(s) from carriers when required,
1.9 failing to complete correctly the "Issued in Exchange For" entries and/or the "Original Issue" entries, and/or failing to carry these forward to the new ticket or MCO,
1.10 failing to ensure that when conjunction tickets or MCOs are issued, the conjunction ticket or MCO numbers are shown on all conjunction tickets or MCOs,
1.11 changing the point of origin,
1.12 issuing/selling a ticket with a fictitious point of origin or destination in order to undercut the applicable fare (cross border selling)
1.13 failing to observe the applicable rules for Designation and Selection of Ticketing Airline (Resolution 852) and/or designating transportation on such parties' services where a valid interline agreement between the ticketing airline and the transporting party does not exist,
1.14 cancelling or amending a customer booking and/or Electronic Ticket without the express permission of that customer,
1.15 deliberately making duplicate reservations for the same customer,
1.16 when reservations for a group are not confirmed, attempting to secure the required service by requesting this in smaller numbers in individual transactions,
1.17 making reservation transactions without the specific request of a customer and/or,
1.18 making an amendment to a booking that has previously been issued as an e-ticket without either revalidating or reissuing, as applicable, the original ticket to reflect the new itinerary and/or,
1.19 voiding tickets without cancelling corresponding reservations and/or,
1.20 failing to split PNRs in cases where not all passengers included in the PNR are ticketed and/or,
1.21 failing to observe the prescribed minimum connecting times.

IATA Resolution 850m, Issue and Processing of Agency Debit Memos (ADMs)

WHEREAS the Passenger Agency Conference (“the Conference”) wishes to promote a consistent and standard set of rules for BSP practices,

1. INTRODUCTION

1.1 The ADM serves to notify an Agent that unless there is some justification to the contrary, the Agent owes the issuing BSP airline the amount shown on the ADM for the reasons indicated.
1.2 ADMs are a legitimate accounting tool for use by all BSP airlines to collect amounts or make adjustments to Agent transactions in respect of the issuance and use of Standard Traffic Documents issued by the Agent. Alternative uses of ADMs may exist provided that consultation has taken place either individually with the Agent or a local representation of Agents, or through the applicable local joint consultative forum.
1.3 ADMs are to be specific in their detail as to why a charge is being made.

2. AIRLINE POLICY

2.1 Airlines are required to publish their ADM policies to Agents through BSP Link (ASD in China) in advance of Implementation.

2.2 Where possible the model shown in the Attachment to this Resolution should be applied.

3. BSP PROCESSING OF ADM

3.1 ADMs shall only be processed through the BSP if issued within nine months of the final travel date. ADMs referring to refunds made by the Agent shall be processed through the BSP if issued within nine months after such refund has been made by the Agent. Any debit action initiated beyond this period shall be handled directly between the BSP airline and the Agent.
3.2 ADMs/ACMs may be processed through the BSP, for a maximum period of 30 days following default action taken against an Agent in accordance with Resolution 818g, Attachment ‘A’, Section 1.10.

4. ISSUANCE PRINCIPLES

4.1 Airlines should consider establishing policies for a minimum value for the issuance of a single ADM. Where such minimum is established it may be published to Agents.

4.2 In principle ADMs should not be raised for the collection of administrative fees.
4.3 If there is an administrative cost associated with the raising of an ADM it should be incorporated in the same ADM document raised for the adjustment. The inclusion of the administration fee must be communicated to the agent.
4.4 Airlines shall provide Agents with the phone or fax number and email address of a person or department that has knowledge of the concerned ADM.
4.4.1 Whenever a Fare Calculation Mode Indicator (FCMI) has been provided by a ticketing system to the Airline, the Airline shall include the FCMI in any ADM raised to an Agent.
4.5 An Agent shall have a maximum of 15 days in which to review and dispute an ADM prior to its submission to BSP for processing.
4.6 all disputes are to be settled by the Airline within 60 days of receipt.
4.7 If it is established that an ADM is not valid it must be cancelled.
4.8 Where ADMs are withdrawn by BSP airlines, any administration fee that may have been levied will be withdrawn, or refunded to the Agent. In the event the ADM is refunded to the Agent, the Airline cannot charge an administrative fee associated to the refund.
4.9 Following consultation and if both parties agree a disputed ADM may be referred to the Travel Agency Commissioner to be resolved.
4.10 An ADM that has been included in the BSP billing will be processed for payment. Any subsequent dispute of such ADM, if it is upheld by the Airline, will be dealt with directly and where applicable may result in the issue of an Agency Credit Memo (ACM).

Issue and Processing of Agency Debit Memos (ADMs)

It is RESOLVED that the following principles will be **MODEL ADM INDUSTRY PROCEDURES**

1. DESCRIPTION

1.1 ADMs are a legitimate accounting tool for use by all BSP airlines and should only be used to collect amounts or make adjustments to agent transactions in respect of the issuance and use of Traffic Documents issued by or at the request of the Agent.
1.2 Alternative uses of ADMs may exist provided that consultation has taken place either individually with the Agent or through the applicable local joint consultative forum
1.3 ADMs are to be specific in their detail as to why a charge is being made.
1.4 Any ADM relates to a specific transaction only, and may not be used to group unrelated transactions together, however, more than one charge can be included on one ADM if the reason for the charge is the same, and a detailed supporting list is provided with the ADM.
1.5 In the event an airline decides to apply a charge for under-collection or incorrect ticketing on a sale or for the adjustment of a refund issued incorrectly or incorrectly calculated, such charges must be clearly explained in the carriers published ADM policy or must be agreed with Agents bilaterally in writing.
1.6 No more than one ADM should be raised in relation to the same original ticket issuance. When more than one ADM is raised in relation to the same ticket it shall be specified for a different adjustment to previous issues.
1.7 All rejected or disputed ADMs must be handled by BSP airlines in a timely manner.
1.8 Except where otherwise agreed in a market ADMs should not be used to collect third party costs not directly associated with the initial ticket issuance of a passenger journey.
1.9 When ADMs are raised for administration fees the level of such fees should be commensurate with the cost of the work incurred.
1.10 When the Agent has used an automated pricing system to generate the total ticket price including fare, tax, fees and charges specific to the purchase, and subsequent issuance, of a ticket for a journey, and there has been absolutely no manipulation by the Agent, on such price the ticketing systems shall send a Fare Calculation Mode Indicator (FCMI) to the airline, in accordance with the provisions of IATA PSC Resolutions 722f and 722g, to identify automated pricing has
been used. The airline shall ensure the FCMI indicator is passed to an Agent in the event an ADM is issued

IATA Resolution 852 Designation and Selection of Ticketing Airline

1. METHOD OF DESIGNATING A TICKETING AIRLINE

1.1 For issue of electronic tickets designation of the ticketing airline shall be accomplished by specifying to the ticketing system, either prior to or at the time of requesting generation of the ticket(s), the identity of the airline selected.

2. ORDER OF PRIORITY IN SELECTION OF THE TICKETING AIRLINE

The selection of the ticketing airline shall be governed by the following strict order of priority, which must be observed at all times:
2.1 the ticketing airline shall be any BSP airline participating in the transportation, or a BSP airline acting as the General Sales Agent for any airline participating in any sector of the transportation in the country of ticket issuance, provided that the selection of Validating Carrier conforms to the requirements of the fare rules where applicable and subject to the existence of a valid interline agreement between the ticketing airline and each transporting airline,
2.2 if none of the situations described in Subparagraph 2.1 apply, the ticketing airline may be any other BSP airline providing the Agent has received written authorization from that BSP airline to issue Standard Traffic Documents for such transportation.
2.3 When an Electronic Miscellaneous Document (EMD) is issued, the ticketing airline shall be any BSP airline, or a BSP airline acting as the General Sales Agent for the Airline, delivering a service on the EMD. In the event that none of these situations apply, the provisions documented in paragraph 2.2 shall apply.
Note: *Where a BSP airline has given written authority to use its ticketing authority under the alternative in Subparagraph*
2.2 of this Attachment, STDs may be used for all airline passenger transportation and associated services.

IATA RESOLUTION 838 – Change of Traffic Documents by agents

’[…]”

3.2 in all other cases, an Agent may reissue a traffic document, provided authorization to do so has been requested from and given by the issuing airline shown on the document presented for reissuance, or by the airline shown in the ‘Original Issue’ box. Such authorization is not required if a document is reissued, without changing
3.3 the reissued document shall be issued only in the name of the carrier which issued the document presented for reissue, or the carrier shown in the ‘Original Issue’

IATA RESOLUTION 890, Card Sales Rules

’[…]”
1. Card Acceptance

1.4 No Card issued in the name of the Agent, or in the name of a person permitted to act on behalf of the Agent, or in the name of the Agent’s office, partner or employee, shall be used in connection with the sale of Members’ or Airlines’ Traffic Documents to any customer of the Agent.

IATA RESOLUTION 049x, Fare Changes

“Resolved that:

1. Transportation shall be subject to the fares and charges in effect on the date on which full payment is made, for travel on the specific dates and journey shown on the ticket
2. Provided no voluntary change is made to the originating flight, no increase in fare effected through a change in fare level, a change in conditions governing the fare, or cancellation of the fare itself, shall apply
3. In the event of a voluntary change to the originating flight, the fares and charges for the passenger's journey shall be recalculated in accordance with the fares and charges in effect on the date on which the change is made and is reflected on the ticket.in the event payment is made prior to confirmation of reservations for the originating flight, the fares and charges for the passenger's journey shall be recalculated in accordance with the fares and charges in effect on the date on which the confirmation is made”

IATA Resolutions related to EMD applying to the Lufthansa Group airlines

- 725f Electronic Miscellaneous Document – Airline
- 725g Electronic Miscellaneous Document – Neutral
- 725h Electronic Miscellaneous Document – Ground Handling