

ADM POLICY

Fiji Airways

Effective date: 1st July 2014

Dear travel agents,

In accordance with the IATA Resolution 850m (Passenger Agency Conference Resolution Manual), Fiji Airways have developed a Revenue Recovery Policy relating to Reservations and Fare Audits and the applicable procedures for communicating, disputing and settling ADM's (Agency Debit Memo), **effective 1st July 2014**. Fare audit checks are performed by Fiji Airways on all 260-documents issued, refunded, reissued and revalidated.

- ADM Issuance :** An ADM shall be issued for any differences that are revealed during an audit between the applicable fare and the fare collected/remitted by the agent. The minimum ADM value is FJD10 or equivalent with an exception to taxes.
- ADM Administrative Fee :** Administrative fee on all ADMs issued after 1st July 2014, the value of this fee will be as follows,
- Purely domestic sectors within Fiji : FJD10 or equivalent
 - International sectors : FJD20 or equivalent
- ADM Settlement :**
- Within 9 months after final travel date : BSP Link
 - Beyond the date payment settlement : Fiji Airways
- ADM Reasons :** An ADM will be issued but limited not to the following reasons,
- Fare/Tax/Surcharge & Exchange Audit
 - Refund Audit
 - Subclass Abuse Audit
 - Missing Information
 - Credit Card Chargeback
 - Plating Violations
 - Baggage Allowances
- Contact Information :** Should you have any queries regarding ADMs/ACMs, please feel free to contact us.
- Phone : (679) 6737346
Fax : (679) 6720707
Email : gaitri.reddy@fijiairways.com

Note:

- All resolutions agreed by the Passengers Agency Conference will be applied.
- Fiji Airways reserves the right to amend its ADM policy at any time without prior notice.