

EGYPTAIR
BOOKING POLICY
FOR GDS USERS

GDS Booking Policy

- In line with the current challenges to the aviation industry, and as an effort to reduce distribution costs, Egyptair would like to implement a formal CRS/GDS booking policy.
- This policy is in line also with industry partners and is intended to defer the increasing distribution costs caused by the improper CRS/GDS booking practices.
- The purpose of this policy is to reduce the costs associated with the inactive segments and other booking-related practices which cause negative inventory consequences.
- The best way to avoid fees and violations associated with this CRS/GDS policy is to make every effort to comply with this policy. As always, your Egyptair service team are available to support your efforts in case you have specific questions or concerns.

1- **Application** :-

- . This policy is applied to all CRS/GDS subscribers including travel service providers (Accredited and Non- Accredited, Domestic and International) and any person or entity accessing Egyptair's internal reservation system content via the internet or any other electronic means .
- . It is the responsibility of the travel partner to ensure that all of its employees and contractors in all of its locations are aware and familiar with this policy and of its future updates.
- . The terms and conditions of this policy and its associated practices and procedures are subject to change upon notice by Egyptair.
 - . The legal basis for calculating the fees for non-compliance with the "EGYPTAIR GDS/CRS RESERVATION POLICY" conforms to the provisions of IATA Resolution 830a as well as the IATA Travel Agent's Handbook (Code of Reservation Ethics).
- . Egyptair reserves the right to assess the above mentioned fees plus Egyptair's standard administrative fees of USD 25.00 per each ADM.
- . ADM Dispute For any un-resolved disputes, EGYPTAIR reserves the right to deduct the disputed amount from applicable Productivity incentive.

2- **Types of misuse of GDSs** :-

a) **Inactive Segments:**

- . Travel Service Providers must take a follow-up action on reservations that have been cancelled by Egyptair as a result of circumstances such as schedule change, ticketing time limit action, flight cancellation or any other extraordinary circumstances, Egyptair will send to the travel service provider through the queue, the original PNR which then will require an action by the agent.
- . Travel Service Providers must insure that all inactive segments such as "HX", "NO", "UC", "UN" etc.. are removed from the active PNR to its history at least 24 hours prior to departure and within the same calendar month that the segment has been cancelled by Egyptair.

b) **Churning of Bookings:**

- . Travel Service Providers must avoid repeated cancelling and rebooking of the same or different flight, class, date or route (known as churning) to circumvent ticketing time limit or for any other reason whatsoever, as this leads to unreasonable high booking/cancelling volumes resulting in higher GDS fees for the airline.
- . Churning also includes repeated rebooking of segments cancelled by Egyptair, repeated booking and cancelling segments within the same PNR or across PNRs and within the same GDS or across GDSs.
- . This practice is strictly prohibited and if identified, will be invoiced on a per segment basis, which could potentially incur very high invoice amounts.

c) **Duplicate Bookings:**

- . Booking of the same passenger confirmed, reconfirmed on same or different flight, class, date or route, where it's not possible for the passenger to travel simultaneously .
- . Creating duplicate bookings in the same PNR or across PNRs for the same passenger.
- . Creating impossible travel itineraries by holding concurrent flights on the same time period, where it's not possible for the passenger to travel simultaneously.

d) **Fictitious Bookings:**

- . Travel Service Providers must not create any fictitious bookings include bookings with fake names, names of famous personalities with no intent to travel, bookings made with intention of blocking the airline's inventory.
- . Travel partner must not use fake ticket numbers.

e) **Test & Training Bookings:**

- . Travel Service Providers must not create any training bookings that block the airline inventory in the live GDS environments.
- . Training environment is provided by all GDSs and agents must use this mode for testing situations or training personnel, creating PNRs for training purposes using active environment is prohibited and result in a very high GDS's cost for the airline.

f) **Passive Bookings:**

The creation of passive segment bookings is prohibited .

g) **Waitlist Bookings:**

- . Travel Service Providers must not repeatedly create waitlisted bookings, since these do not increase chances of confirming and result only in higher booking volumes and increased GDS's fees for the airline.
- . Travel Service Providers must ensure all waitlisted bookings are removed from the active PNR at least 24 hours prior to departure.

h) **Name Changes:**

Travel Service Provider is not allowed to change name or reservations unless entered for the purpose of correcting a miss-spelling of the passenger's name.

i) **Bookings On The Day Of Departure:**

Travel Service Providers must not create any booking on the day of departure without instant ticketing .

j) **Un-ticketed Bookings resulting in no show**

Including but not limited to:

i. Not removing segments from PNR when that portion of the Ticket is refunded

/voided.

ii. Booking of multiple alternatives of one trip within one Office ID (this can be avoided by checking passenger name, date, flight etc.)

3- **Policy Violations:**

- . Egyptair reserves the right to hold the travel service providers responsible and charge for any loss or damage due to non-adherence to this policy by the relevant travel agent.
- . Egyptair reserves the right to block any travel service provider's access to view, book or ticket Egyptair's inventory in case of non-adherence to this policy.
- . Egyptair further reserves the right to cancel any un-ticketed PNRs of a travel service provider who has been identified as non-compliant to this policy.

These violations include but are not limited to the following:

violation	framework of audit	Penalty (per passenger per segment)
Passive segment	The creation of passive segment bookings is prohibited.	USD 10
Inactive bookings	Travels service providers must ensure that all inactive segments such as "HX", "NO", "UC", "UN" etc are removed from the active PNR to its history at least 24 hours prior to departure and within the same calendar month that the segment has been cancelled by MS will beer fine.	USD 10
Fake Ticket numbers and fictitious bookings	Travel Partner must not use fake ticket numbers or make speculative bookings made with fake names.	USD 20
	Including but not	USD 20

<p>Un-ticketed booking resulting in no show</p>	<p>limited to:</p> <p>i. Not removing segments from PNR when that portion of the Ticket is refunded /voided.</p> <p>ii. Booking of multiple alternatives of one trip within one Office ID (this can be avoided by checking passenger name, date, flight etc.)</p>	
<p>Churning</p>	<ul style="list-style-type: none"> • Churning percentage allowed is up to 30% from total booked segments monthly, any more will be charged per pax / per segment • Travel service providers must avoid repeated cancelling and re-booking of the same or different flight, class, date or route (known as churning) to circumvent ticketing time limits or for any other reason whatsoever; as this leads to unreasonably high booking / cancelling volumes resulting in higher GDS fees for the 	<p>USD 10</p>

	<p>airline</p> <ul style="list-style-type: none"> • Churning also includes repeated re-booking of segments cancelled by MS, repeated booking and cancelling segments within the same PNR or across PNRs and within the same GDS or across GDS 	
<p>Test PNRs (Training and Testing in test system only, not live)</p>	<p>All test PNRs must be created in the test environment (QAB). For further information please contact your GDS)or will result in fine.</p>	<p>USD 10</p>
<p>Speculative bookings</p>	<p>i. Open segments entered for other than ticketing purposes</p> <p>ii. Incorrect usage of SA status code to protect the PNR in order to get segment confirmation</p>	<p>USD 10</p>

<p>Duplicate bookings (segment)</p>	<p>. Booking of the same passenger confirmed, reconfirmed on same or different flight, class, date or route .</p> <p>. Creating duplicate bookings in the same PNR or across PNRs for the same passenger.</p> <p>. Creating impossible travel itineraries by holding concurrent flights on the same time period.</p>	<p>USD 20</p>
<p>Cancelation ratio</p>	<p>cancelation ratio allowed upto 30% from total ticketed segments monthly , any more will be charged per pax/per segment.</p>	<p>USD 10</p>

4- **Best Booking Practices**

- Travel service providers must never create any active or passive booking or transaction for achieving productivity or incentive targets set by GDS
- Travel service providers must take appropriate and timely follow-up action for any un-ticketed booking to ensure that there is no spoilage of airline inventory
- Travel service providers that use more than one GDS must book and ticket a specific passenger itinerary within the same GDS
- Travel service providers must not create PNRs to hold or block reservations due to expected demand, customer indecision, or to circumvent any of MS fare rules or policies
- Travel service providers must not change name once PNR is created
- Travel service providers must not create bookings that violate minimum connecting time requirements of individual airlines
- Travel service provider must provide customer's first and last names which are identical to the customer's passport
- Travel service provider must comply with applicable government regulations and provide customer security information on PNR as required

- Travel service provider must provide passenger's mobile contact number on the correct GDS phone field or through OSI element to the airline to facilitate flight disruption handling of customer due to delays, re-schedules etc
- In case of changes to itineraries in a passenger name record (PNR), it is necessary to re-request any special service requests from the original booking
- This includes unaccompanied minors and special meal requests. When an SSR message is needed for only part of the itinerary, the special service request must be flight specific and not requested for all flights
- Travel service providers must action queues promptly and ensure that the passenger is notified of any changes to his or her booking as soon as possible