

Attachment 1:

Air Macau GDS Booking Policy

1. Introduction

As part of our continuous efforts to enhance inventory control, reduce distribution costs, minimize any unproductive costs associated with the product distribution and to regulate booking practices, Air Macau (hereinafter referred to as “Air Macau” or “the airline”), would like to lay down the Air Macau GDS Booking Policy (hereinafter referred to as “the policy”) for the proper utilization of Global Distribution Systems.

The policy applies to all GDS users, including all travel agencies or travel service providers (IATA members, any relevant non-IATA members, domestic and international) or any parties and entities accessing Air Macau’ s reservation system via internet or by any electronic means. It is the responsibility of all GDS users to ensure that all of its employees, agents and sub-contractors, in all of its locations are familiar with the policy and follow accordingly.

In addition, Air Macau limits its access of its reservation system to only appointed online non-BSP agencies, and offline non-BSP agencies would not be granted the authorization for any seats reservation of NX segments.

Air Macau reserves the right to restrict access or the usage of its reservation system and the selling of inventory of any agencies, in view of any non-compliant practices, and subsequent penalty will be issued in the form of ADM, without advanced notice.

2. Booking Regulations

Please refer to your CRS Subscriber Services Agreement as well as the relevant IATA Resolutions, in particular, IATA Resolution 830a (Consequence of Violation of Ticketing and Reservation Procedures) and the Fare Notes, for the standard booking procedures. Please ensure that all travel agencies or any relevant parties, who undergo internal trainings, online trainings, or the provision of trainings for other entities, have read and fully understood the regulation, and the compliance of such.

It is mandatory to avoid, by all means the rules and practice laid out by the regulation. Air Macau holds the right to audit all transactions for the identification of any non-compliant practices. Air Macau shall monitor all transactions to identify booking abuses and practices which are not in line with this policy.

2.1 Preventing Inventory Spoilage

2.1.1 Canceling reservations

Segments must be cancelled and inventory to be released immediately when a ticket has been issued with a non-applicable fare rule, or when notified by a passenger that seats are no longer needed. Segments being cancelled by the airline personnels due expiry of time-limit must also be cancelled by the agent in the GDS. The cancellation ratio (cancelled segments and reserved segments combined) in every GDS by each agency must not be higher or equal to 80%,

2.1.2 Inactive segment/Waitlisted segments

Inactive segments with statues code HX/UC/NO/US/UN and Waitlisted segments with status code HL/HN/UU must be canceled or removed at least 24 hours prior to flight departure, agency is prohibited to repeatedly create any waitlisted segments.

2.1.3 Churning

Churning refers to segments that are repeatedly cancelled and rebooked to circumvent time limit and fare rule, such practice is strictly prohibited for any reason.

In case of an agent failed to issue ticket within time-limit, the agent should cancel such PNR and create a new one, with a new applicable fare offered (or if the same fares are still applicable) for the same passenger, and issue subsequently. Such standard procedure would not be considered as churning and thus no penalty arises.

2.1.4 Duplicate bookings

More than one segments booked (confirmed or waitlisted) for the same passenger: on the same departure date and the same route, in different PNR, or using the same or a different GDS, or for any itineraries that are illogical for passengers to meet.

2.1.5 Passive segments

Air Macau prohibited Passive segments (PK, AK, YK····) that are used for the purpose of ticketing, no matter which airline the ticket pool belongs to.

2.1.6 Fictitious or speculative bookings or ticket numbers

Segments booked intended to block space, with no definite passengers, are strictly prohibited.

- Intentional fictitious booking resulted in inventory spoilage;
- False ticket number intentionally being entered into the PNR;
- Bookings made with fake name;
- Voiding tickets repeatedly

2.1.7 Training or Testing

Inventory being held for training and pricing purposes with active status codes is strictly prohibited.

2.1.8 Invalid ticket on bookings

Tickets with status VOIDED/REFUNDED/FLOWN/SUPENDED and bookings with non-existent ticket numbers associated with a confirmed booking are not permitted.

2.2 Accurate information provided in the reservation process

2.2.1 Passenger's name appeared in the PNR should be identical to that of the travel document.

2.2.2 Bookings should be made by using the local point-of-sales terminal. Cross selling is prohibited.

2.2.2 Agency should monitor queues promptly and regularly to ensure all segments and their status codes are being updated and passengers are informed in the event of flight irregularities.

2.2.4 Agency should reserve segments with a confirmed PNR instead of fictitious bookings without an actual PNR.

3. Penalty for non-compliant booking practices

All CRS users are responsible for any loss caused by the violation of the policy. The above improper booking practices are strictly prohibited and if identified shall be invoiced on per passenger per PNR per segment basis, an ADM in accordance with IATA resolution 850m (Issue and Processing of Agency Debit Memos(ADMs)) will be issued.

Non-compliance	Level of penalty – BSP agency
Any non-compliance practice	<ol style="list-style-type: none"> 1. Violation of the policy, for the first time, will be contacted by Air Macau. A written statement with proper justification including the rectification of such act shall be provided. 2. Violation of the policy, for the second time, would be restricted to access and book the airline inventory, and shall provide a written statement justifying and rectifying the action. The agency will regain access to the airline inventory upon approval by Air Macau. 3. Violation of the policy, for the third time, will receive an ADM issued by Air Macau and will be responsible for any distribution costs arose. In addition to that, the agent will bear the published full fare of any inventory spoilage of the Air Macau’s flight brought by such act. Late payment or refusal to pay would result in the restriction of accessing the airline’s inventory until the settlement of such. 4. Repeated violations, or causing inventory spoilage with malicious intent, will be considered for short-term or long-term restriction of access without prior notice 5. In addition to the issuance of an ADM, the termination of access will be considered as a result for any serious or continuing non-compliance with this policy. 6. Agency who caused passenger complaints to the airline resulting from the violation of the policy, shall be held responsible and liable for any losses and damages made to the passenger. 7. An administration charge of USD12 or equivalent would be collected per ADM.

Non-compliance	Non-BSP - rules of penalties
Any non-compliance practice	<ol style="list-style-type: none"> 1. Agency who got restricted from accessing the airline inventory for up to and including two times in six months: <ul style="list-style-type: none"> ➤ Upon the restriction of access by Air Macau, for the first time, the agency shall provide a written statement with proper justification including the rectification of such act. The agency will regain access to Air Macau’ s inventory upon approval by Air Macau. ➤ The restriction of access for the second time to the airline inventory will last for a period of 7 days, the agency shall provide a written statement with proper justification including the rectification of such act. Air Macau will then consider the release of restriction of access, on a discretionary basis. 2. The restriction of access to the airline inventory for the third time in six months would result for a period of 14 days. The agency shall provide a written statement with proper justification including the rectification of such act. Air Macau will then consider the release of restriction of access, on a discretionary basis. 3. The termination of access-will be considered as a result of any serious or continuing non-compliance with this policy. 4. Agency who caused passenger complaints to the airline resulting from the violation of the policy, shall be held responsible and liable for any losses and damages made to the passenger.

Please contact Air Macau for any inquiries concerning Air Macau's Booking Policy or Debit Memos issued by Air Macau. Air Macau reserves the right of final interpretation for the content and items hereinabove.

4. Others

Air Macau invites all travel agents involved in booking operations to read and follow the policy accordingly. Thank you for your continuous support and the confidence you have placed in us, and we look forward to maintaining a long and mutually beneficial partnership with you.

Air Macau
Revenue Management Division
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