

Dear Travel Partners,

**Subject: Origin and Destination Violations**

As you are aware that Qatar Airways activated Origin & Destination (O&D) controls since 2008 in order to manage our inventory. These controls require multi segment itineraries to be booked together in a single transaction and prohibit various practices that could manipulate the system to accept bookings made against the married segment logic.

While vast majority of travel agents abide by our booking practices, there are cases where agents bypass our rules thus resulting in bookings being done in lower RBD's rather than the actual higher RBDs. This not only results in revenue loss to Qatar Airways, but it is also unfair to the agents who abide by our booking practices in order to book the correct availability and quote appropriate fares to their customers.

**Cancellation of Bookings**

Qatar Airways currently cancels all un-ticketed bookings that are not made in compliance with the Married Segment logic and O&D booking practices.

Following cancellation message is inserted in the PNR at the time of cancellation:

**CANCELED DUE TO O&D VIOLATION. PLS RE-BOOK USING O&D AVAILABILITY**

**Agency Debit Memos (ADM)**

In accordance with IATA resolution 850m, Qatar Airways has already published and communicated in writing our ADM policy with regards to breaking of Married Segments. We will raise ADMs on the value set forth in the Qatar Airways ADM Policy for ticketed bookings that are not made in compliance with the Married Segment logic and O&D booking practices.

Following are some of the abusive booking practices that will be subject to ADM issuance:

- Breaking of married segments
- Segments booked separately in a multi-segment O&D, in a booking class for which there is no availability for the required O&Ds
- Creation of multi-segment O&Ds which is not required for the journey
- Other transactions used to manipulate the O&Ds system

**Blocking of access to QR inventory**

Continued violations of Qatar Airways Booking and Ticketing Policies will result in blocking of access to Qatar Airways inventory.

As a reminder, Qatar Airways Booking Policy states the following:

✓ Multi-segments O&D are to be booked together from the availability display in one transaction

It is imperative in the O&D environment that the agents should request the availability and sell the seats only based on the true journey that the passenger intends to travel.

We would like to take this opportunity to thank our travel partners for supporting Qatar Airways. Should you require any further information, kindly contact your local Qatar Airways account management team.

Thank you

Qatar Airways

Revenue Integrity