

尊敬的各位代理人，

我司预订舱位显示逻辑遵循 POC (Point of Commerce) 原则，自 2020 年 5 月 1 日起，我司将对以下三类违规预订进行处罚，按照经济舱 200 美金/人，公务舱和头等舱 400 美金/人，ADM 将下发至出票代理人。请代理人详细阅读规则，避免高额罚金。

1. 没有按照旅行顺序进行的预定 **Origin-Destination(O&D) Availability Abuse**
2. 恶意破坏逻辑捆绑航段的预定 **Married Segments Violation**
3. 同一预定中只部分出票的预定 **Partially Ticketed Bookings**

以上三类违规预定，我司一旦发现会立即取消预定，由此造成的损失代理人自行承担。详细说明和案例，请查看以下英文

INTRODUCTION

Effective 01 May 2020, this policy replaces the current Etihad Policy on Married Segment Logic dated 1 Jun 2014. The objective of this policy is to effectively manage Etihad inventory which enables all our travel partners to get the correct availability.

The changes have been classified into the following categories:

1. Origin-Destination(O&D)Availability Abuse
2. Married Segments Violation
3. Agency Debit Memo(ADM)Policy

1. ORIGIN-DESTINATION(O&D)AVAILABILITY ABUSE

Point of Commencement for a given itinerary is determined by Point of Origin in the booking. Availability on a flight may differ from different point of commencement or journey board point. Booking should be created using the OD availability in sequence of journey. When a flight shows an "Availability Display" as part of a connection, the entire connection or travel option must be sold together.

Abuse of Point of Commencement(POC)

All bookings on Etihad Airways flights should be created in the right sequence, as per the passenger's intended journey. Bookings created solely with an intention to bypass Etihad inventory-e.g. to obtain seats in those booking classes which are not available at the time of

booking-will be considered as a Point of Commencement violation. Un-ticketed bookings will be cancelled immediately and ticketed bookings will be cancelled within 24hrs of ticketing. Agency will be held responsible for any inconvenience caused to the guests and an Agency Debit Memo (ADM) of 200\$ per passenger in Economy Cabin and 400\$ per passenger in First and Business Cabins will be raised against the ticketed bookings for ticketing agency.

Following violations are handled under POC abuse:

- Booking Out of Sequence is not allowed-Inbound booked first& outbound booked later
- Booking Dummy Segment is not allowed-Booking a segment at the beginning of the itinerary which is not intended

All the abused PNRs will be identified and cancelled by EY Revenue Integrity.

Sample PNR1 Out of Sequence

*ZJMMMA

1. 1COMMENCEMENT/POINT OF MR

1EY 658H 01AUG T CAIAUH*HK1 0050 0630/E Outbound booked after Inbound

2 EY 171H 01AUG T AUHLAX*HK1 0835 1410/E Outbound booked after Inbound

3EY 170L 20AUGS LAXAUH*HK1 1655 2010 21AUGM/E Inbound booked first

4 EY 657L 21AUG M AUHCAI*HK1 2155 2345/E Inbound booked first

In the above PNR, return segment is booked first thus PNR is captured as out of sequence and EY RI process will cancel the booking.

Sample PNR Dummy Segment

*IUDRIP

1. 1COMMENCEMENT/POINT OF MR

1 EY 378V 30AUG W BAHUAH*HK1 1005 1220/E Booked first and cancelled later

2 EY 292V 30AUG W AUHKTM*HK1 1400 2010/E Booked first and cancelled later

3EY 293V 20AUGS KTMAUH*HK1 2140 0030 21AUG M/E Guest Intended Journey

4 EY 379V 21AUG M AUHBAH*HK1 0320 0330/E Guest Intended Journey

5 EY 378V 30AUG W BAHAUH*HK1 1005 1220/E Guest Intended Journey

6 EY 292V 30AUG W AUHKTM*HK1 1400 2010/E Guest Intended Journey

*IUDRIP-Segments retained in the PNR

1. 1COMMENCEMENT/POINT OF MR

3 EY 293V 20AUGS KTMAUH*HK1 214 21AUGM/E

4 EY 379V 21AUG M AUHBAH*HK1 0320 0330/E

5 EY 378V 30AUGW BAHAUH*HK1 1005 1220/E

6 EY 292V 30AUG W AUHKTM*HK1 1400 2010/E

In the above PNR dummy segment is booked first and cancelled later to get the better availability.

As per POC information for above PNR, abuse is identified as POC for segments 3, 4, 5, 6 is BAH. If agency books correctly then POC for all the segments should be KTM.

1. 1 ETIHAD AIRWAYS REBOOKING PROCEDURE

- 1) When rebooking, cancel the entire Origin & Destination and rebook in a correct sequence.
- 2) Rebook all Origin and destination in the same entry
- 3) When rebooking partially flown booking, always book within a same PNR.

2. MARRIED SEGMENTS VIOLATION

Booking class inventory availability varies to specific Origin-Destination(O&D) cities requested. The Etihad Airways booking policy requires connecting flight segments to be booked from a single availability display from point of origin to point of destination. Flight segments sold together are designated as "married segments" and must not be separated. Rebooking or cancellation of any married segments must, at the same time, be applied to the connecting flight segment.

A PNR is considered as a Married Segment violation if:

- There is no married segment indicator on the PNR

- When the married segment indicator is not in sequence
- When the married segment indicator is missing in one of the legs of an O&D
- Any partial cancellations done on OD segments

While majority of the Travel Trade community abide by our booking practices, there are cases where some are bypassing our Married Segment Logic rules resulting in bookings in lower RBD's

than it should be booked in. This results in revenue loss to Etihad Airways and potential lost sales opportunities for our valued trade partners.

To avoid such revenue loss, Etihad Airways requires multi segments itineraries to be booked together in one transaction and prohibits various practices that manipulate the system to accept bookings made against the married segment logic.

2. 1. ETIHAD AIRWAYS MARRIED SEGMENTS PROCEDURE

- 1) Book married segments from the O&D availability display
- 2) When rebooking, cancel all connecting flight segments of a married Origin and Destination (Partial cancellations on OD segments will be considered as violation)
- 3) Rebook all new selected flight segments of a married Origin and Destination in the same entry Etihad Airways strictly forbids the practice to "UN-MARRY/DIVORCE" flight segments to circumvent the Married Segment Control logic

2. 2. MARRIED SEGMENT ABUSE

- 1) Booking manipulation of married segments
- 2) Cancellation of partial itineraries
- 3) Booking flights to a fictitious destination to find flight availability in a lower booking class

Where Etihad Airways finds Married Segment abuse in the system, Etihad Airways has the right to cancel the reservation for un-ticketed bookings immediately and ticketed bookings will be cancelled within 24hrs of ticketing. Agency will be held responsible for any inconvenience caused to the guests. An agency debit memo (ADM) of USD200 per passenger in Economy and USD400 per passenger in Business and First Cabin will be raised against the ticketed bookings for ticketing agency.

3. REVISED POLICY FOR TICKETED BOOKINGS FOR JOURNEY/MARRIED SEGMENT INTEGRITY POLICY

Etihad Airways hereby publishes and communicates in writing to you our Married Segment Integrity policy dated 15. 04. 2020, version 4 with regards to Origin-Destination(O&D)Availability Abuse, Point of Commencement Abuse and, Married Segments Violation. Etihad Airways will cancel un-ticketed bookings immediately and ticketed(fully and partially)bookings will be cancelled within 24hrs of ticketing and agency will be held responsible for any inconvenience cause to the guests.

3. 1 PARTIALLY TICKETED BOOKINGS

Bookings that are partially ticketed will also be cancelled within 24hrs of ticketing.

Example1: Partial Ticketing

In an example below, the Guest intended journey is JFK-AUH-BOM but he books BOM-AUH-JFK and JFK-AUH-BOM. Segments 3 and 4 are ticketed but segments 1 and 2 are not ticketed this

would be treated as partially ticketed, this is considered as a violation and an ADM will be raised per passenger as USD 200\$ for Economy Cabin and 400s for Business and First Cabins.

1. 1TEST/CMR

1. EY 205Y 02AUG BOMAUH*HK1 0450 0625 0*ESA1 Un-ticketed

2. EY 101Y 02AUG AUHJFK*HK11030 16350*ESA1 Un-ticketed

3. EY 100 Y 07AUG JFKAUH*HK12240#19250*ETH2 Ticketed

4. EY 206 Y 08AUG AUHBOM*HK12215#03000*EFR2 Ticketed

Example 2: Partial Ticketing.

The Guest intended Journey is AUHBOM, but the agency books BOM-AUH and AUH-BOM and tickets only the segment 2. This would be also treated as partially ticketed bookings and ADM will be raised per passenger as USD 200s for Economy Cabin and 400s for Business and First Cabins.

1. 1TEST/CMR 2. 1TES/M MR.

1 EY 205M 02AUGS BOMAUH HK2 0520 0655/E

2 EY 206 M 02AUG S AUHBOM HK2 1040 1650/E---Ticketed Segment

4. AGENCY DEBIT MEMOS(ADM)

FOR JOURNEY/MARRIED SEGMENT INTEGRITY POLICY

Etihad Airways will raise ADM of USD200 in Economy Cabin and USD400 in Business and First cabin per passenger for ticketed bookings that are not made in compliance with the Journey/Married segment Integrity policy.

The ticketing agent will be responsible if tickets are issued which violates the EY booking policy. Bookings can originate from NON-IATA agents and are ticketed by IATA agents.

IATA agents should not issue any tickets that violate Journey/Married Segment Policy. EY will recover the loss through ADM from the IATA agents.

4. 1. PENALTY APPLIED

The penalty amount for the violation of Etihad Inventory is USD200 in Economy and USD400 in Business and First per passenger(or equivalent in local BSP currency). This will be applied to all ticketed PNRs that are identified as having an inventory violation. Violations of this policy will result in actions that may include loss of access to view, book and ticket Etihad Airways inventory, as well as compensations paid to Etihad Airways.

We would like to take this opportunity to thank all our trade partners for supporting Etihad Airways, and hope that all understand that the best practice management of seat inventory is to the benefit of all concerned. Should any further information be required, kindly contact your local Etihad Airways Sales and Account Management team.