

## **Vistara – Booking & GDS Policy**

Dear Travel Partner,

Vistara (UK), in its efforts to reduce distribution costs and minimize the unproductive costs associated with distribution of its services, would like to inform all concerned that we will implement the following booking and ticketing policy with immediate effect. This policy shall be applicable to all travel service providers who are authorized to create bookings and/or issue tickets on UK flights.

UK hereby reserves the right to audit all relevant booking and ticketing transactions to identify all non-compliant booking and ticketing practices. We enforce this policy via a range of internal and external audit services including (but not limited to) Revenue Integrity, BIDT Audit and Sales Audit.

**This policy is subject to change anytime upon intimation from Vistara.**

### **1. BOOKING PRACTICES**

**This section outlines a few non-compliant booking practises that are audited by Revenue Integrity (RI) .There are a number of other non-compliant booking practises, which UK does not allow, and which if identified will be penalised.**

- |                            |                           |
|----------------------------|---------------------------|
| a. DUPLICATE BOOKINGS      | f. TICKET QUALITY         |
| b. MINIMUM CONNECTION TIME | g. WAITLIST REMOVAL       |
| c. FICTITIOUS BOOKINGS     | h. INCOMPLETE ITINERARIES |
| d. NAME CHANGES            | i. NO-SHOWS               |
| e. TICKET TIME LIMITS      |                           |

A description of these non-compliant practises is given below, along with the automated actions that UK will carry out on PNRs identified as having these booking discrepancies.

#### **Duplicates**

The travel service provider should not create duplicate bookings in the same or different PNRs. Duplicates include booking the same passenger confirmed/re-confirmed on same or different flight, class, date or route where it is not possible for the passenger to travel simultaneously. This aims to reduce the costs associated with inactive segments and other booking related practices, which cause negative inventory consequences.

The automated RI audit will check all passenger segments within every PNR for duplicates, which might exist in the same PNR or different PNRs. These checks occur right through the booking lifecycle, from creation through each change up until departure.

As part of RI audit process duplicate PNR's if detected will be cancelled.

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### **Minimum Connection Time**

The travel service providers must adhere to Minimum Connection Time (MCT) while booking onward connecting segments. Bookings with MCT below the published time should not be created. This policy aims to improve On-Time Performance (OTP) and to minimise misconnections for the benefit of the travellers.

The automated RI audit will check all transfer segments (i.e. those with feed or discharge segments in the journey) to identify bookings found to have connections outside of valid MCT.

### **Name Changes**

A name change means that the person travelling is replaced by another person. Changes of family name or first name are thus not permitted within the same PNR. Hence, if a change is needed it is always recommended to create a new booking post cancelling the original PNR, based on current availability. The original unused ticket may be refunded according to fare rules and a new ticket is to be issued as per the actual applicable fare.

### **Ticket Time Limits**

Travel service provider must adhere to ticketing time limit and ensure that booking is either ticketed or cancelled before expiry of ticketing time limit. Though, UK has an automated program to cancel segments when ticketing has not occurred by the applicable Ticket Time Limit, however, the Travel Service Provider is responsible to ensure that any un-ticketed PNR is cancelled within the time limit.

### **Ticket Quality**

Travel service provider must report genuine ticket numbers that is valid for travel on associated PNRs. UK does not allow the use of fictitious or duplicated ticket number. Any PNR having inappropriate ticket number will be cancelled.

### **Waitlist Removal**

Travel service provider must not repeatedly create waitlist segments. Such bookings do not increase chances of confirming, however results only in higher booking volumes and increases GDS cost. Also ensure to remove waitlist segment from active PNR at least 24 hrs. prior to departure.

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### **Incomplete Itineraries**

It is not permitted to make reservations different from the passenger's real itinerary including fictitious segments with the aim to undercut the applicable fare. This includes booking and issuing round-trips for the purpose of one-way use or partial travel only as well as amending itineraries without passenger request.

### **No-Shows**

Travel service provider must avoid ticketed or un-ticked No-Show, whenever passenger misses his flight or when a Travel Agent fails to cancel a booking will eventually leads to inventory spoilage. Un-ticketed segments which result in no-show may also incur a No-Show fee.

A no-show occurs when the Travel Agent fails to cancel a booking that is not required by the customer, which eventually leads to inventory spoilage. Failure to cancel a redundant ticketed or un-ticketed reservation in due time may result in a no-show.

### **Other Controls on Inventory Wastage**

- The travel service provider should never create any booking/transaction for achieving GDS incentive targets.
- Travel service providers that use more than one GDS must book and ticket a specific passenger itinerary within the same GDS.
- The travel service provider must always undertake appropriate timely actions for any un-ticketed bookings or cancellations from customers.
- Travel service provider should not create any fictitious bookings (testing or training bookings) that blocks UK's inventory in the live mode.
- Training environment is provided by all GDS, so agents must use Training mode for testing purpose. It is not recommended to create PNR's for training purpose in Production mode.
- Itinerary segment status resulting in inactive segments require action at least 24 hours prior to flight departure. This includes cancelling ticketed/ un-ticketed segments with a status code of UN, NO, HX, WK, WL, or WN. In addition, timely cancellation of unnecessary segments in PNRs with the following status codes: UC, US and DS is required.
- Redemption classes (I, X) must not to be sold by travel service provider.

### **Minimizing GDS Costs**

- Travel service provider should avoid repeated cancellations and rebooking the same flight ("churning") to manipulate the ticket time limit. Any passenger booking seen more than 3 (three) times will be liable for cancellation of all existing bookings, with appropriate cost recovery.
- Travel service provider must use the GDS itinerary pricing function instead of creating a PNR with active/non-active segment merely for performing fare quotations.
- Travel service provider shall ensure there is no additional booking fee generated from GDS migration, such as extra cancellation or duplicate booking activities. Travel service provider must use GDS "Bridge and Branch" or "PNR queue" function to access the active PNR in the same GDS for ticketing purpose.

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### **Accurate Information Provided During the Reservation Process**

- Travel service provider must provide customer's first and last names which are identical to those in the customer's valid photo ID card (Government issued cards) for domestic travel.
- Travel service provider must comply with applicable government regulations and provide all the relevant details on PNR.
- Travel service provider must provide passenger mobile contact number on the relevant GDS phone field or OSI or SSR element to facilitate the disruption handling. Example - (OSI YY CTCM \_ and the nos. - no further data to be filled in this field).
- Travel service provider must review booking constantly and cancel all unwanted segments.
- Travel service provider must not reuse the cancelled inventory for another customer, even if the other customer desires an identical itinerary. A new PNR must be created in such case.
- 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
- Travel service provider must action queues promptly and regularly to ensure that all the segment status codes are updated and they must notify passengers accordingly.
- Travel service provider must not commit any special services to passenger without confirmation from UK.

### **2. TICKETING POLICY (applicable only to authorized ticketing agents of UK)**

This section outlines non-compliant ticketing practises that are audited by Sales Audit. The travel service provider must:

- Use only up-to-date fares instead of the PNR pre-stored fares
- Adhere to all IATA Fare Rules and the fare rules imposed by UK
- Strictly adhere to UK PNR time limits
- Ensure identical class codes for booking and issuing the ticket
- Accurately collect/report all taxes, fees and charges/surcharges
- Report genuine ticket numbers valid for travel on associated PNRs
- Cancel any booking with invalid ticket or status (e.g. non-existent, voided, used, refunded)

### **3. ADM POLICY (UK will issue ADM's for the following discrepancies)**

This section outlines further non-compliant practises that will result in ADMs being issued:

- a. Short reporting of fares, taxes and surcharges
- b. Violation of ticketing rules and failure to meet the fare conditions including but not limited to:-
  - Minimum number of passenger requirement
  - Sale period/travel validity period
  - Restricted days and flight application
  - Booking class/class of travel
  - Child/Infant discount
  - Refund/Non-Refundable condition
  - Re-issue/Refund/No-show penalties
  - Combinability
  - Minimum/Maximum stay
  - Advance purchase condition
- c. Incorrect issue of RBDs

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- d. Various taxes to be paid to the Income Tax Department including Tax Deduction at Source on commission earned by agents
- e. Other violations, which include BSP billing errors, discrepancies in the form of payment, agency commission, conversion rate violations, unreported sale, void charges, RAF etc.
- f. Refunds:
  - Recall of excess refund claimed.
  - Recall of refund for partially utilized ticket, without prior authorization of UK Refunds section
  - Incorrect Refund Admin Fees and taxes.
- g. Improper/Abusive GDS Booking Practices.
- h. Travel Service providers must immediately cancel all bookings where guest do not intend to travel to avoid no show ADM.

#### 4. POLICY VIOLATIONS

The following general policies apply:

- Vistara reserve the right to hold the travel service provider responsible and charge for any loss or damage due to non-adherence to this policy by the relevant travel service provider.
- Vistara reserve the right to block any travel service provider's access to view, book or ticket UK's inventory in case of non-compliance to this policy.
- Vistara further reserve the right to cancel any un-ticketed PNRs of travel service providers who have been identified as non-compliant to this policy.
- Vistara will enforce this policy by issuing ADMs for bookings where corrective action is not taken, and where a cancellation is made. The ADM will be issued to the travel service provider responsible for the booking. In the case of non-IATA agents, we will hold the ticketing IATA agent responsible.
- **For each violation of our GDS/CRS booking policy, a fee of USD 5 per segment per passenger will apply. All ADMs will have an administrative charge of USD 10 shall be collected under tax code "MF". Additionally, GST shall be levied (calculated on the gross ADM amount) at the applicable rate and shall be collected under tax code "3K" on all ADMs.**

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## Sales and Refund ADM Policy of TATA SIA AIRLINES LIMITED (Effective 1<sup>st</sup> June 2018)

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### 1. Background

In accordance with IATA Resolution 850m, Vistara would like to publish its ADM (Agency Debit Memo) policy to all travel agents. The purpose of this document is to provide clarity for all circumstances under which ADMs will be raised.

### 2. Scope

Vistara will issue ADMs to collect the amounts or make adjustments to the agent's transactions related to the violation of Vistara fare products or the issuance and the use of Vistara Traffic documents, issued by the agent, or at the request of the agent, regardless of which airlines are included in the itinerary of the Vistara Traffic Document. Generally, the ticketing agent shall be responsible for any breach of the currently valid guidelines, tariffs and policies in connection with the ticketing process, even if the booking was made by another agency (sub agents); in case of any other breach of the guidelines, the respective booking agency shall be liable.

### 3. Key points of Vistara ADM policy

- a. Vistara audits all ticketing and booking related transactions of any PNR that contains an UK segment or a 228 document.
- b. Vistara wishes to provide guidelines to ensure compliance to the general policies and avoid the issuance of ADMs. Additionally, to our ADM policy, please refer to our **Vistara – Booking & GDS Policy**.
- c. Unless otherwise specified, Vistara will raise an ADM to the next applicable published fare and/or will charge the outstanding amounts of tax/fee/surcharge.
- d. **An administrative fee of 15% (calculated on the net ADM amount) + USD 1.00 (equivalent in local currency) shall be charged per ADM. Additionally, GST shall be levied (calculated on the gross ADM amount) at the applicable rate and shall be collected under tax code "3K" on all ADMs.**
- e. Refunds of any UK tickets must be processed within the validity of the ticket. Any refunds processed thereafter will not be eligible for any refunds, including taxes.
- f. Vistara will only issue more than one ADM in relation to the same original ticket, if different adjustments apply. This does not apply when an ADM is cancelled and raised again for the same reason but for a different value. Vistara will

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only include more than one transaction on any ADM if the reason for the charge is the same, details will be provided in the ADM.

#### 4. Disputes

- a. Disputes must be submitted through BSP link (or equivalent tool for ARC/ASD/TKP) within 15 days after ADM issuance. Whenever ADMs are reduced for commercial reasons, levied ADM Administration Fee will not be waived.
- b. Tata SIA Airline Limited will endeavor to handle disputes in a timely manner, in compliance with applicable IATA resolutions and regulations. If we reject the dispute an explanation of the reason will be communicated to the agent.
- c. Any dispute submitted after an ADM has been included in the BSP (ARC/ASD/TKP) settlement will not be dealt with, if the agent has supplied insufficient information to support the dispute or the airline's decision is subject to further commercial consideration. Once the ADM is settled in BSP, all queries should be forwarded to our sales team with enough supporting, and post investigation if deemed correct ACM will be created to reverse the ADM. **Agent's are advised to avoid unnecessarily disputing or doing Post Billing Dispute any ADM, for such repeated issues, we reserve the right to withdraw the right to revoke ticketing authority and report the issue to IATA governing bodies.**

#### 5. Reason for ADM Issuance

- a. Incorrect ticketing / fare audit
  1. Any fare/ticketing rules have been ignored or violated; ADM will be raised to the next applicable published fare of the respective cabin class.
  2. If a ticket has not been issued in accordance with IATA resolution 852, Vistara will charge a fee of INR5000 (equivalent in local currency) along with the ADM Administration Fee and applicable GST.
  3. If fare/ticketing rules, e.g. sales restrictions, of other carriers issued on UK (228) document having ignored or violated, an ADM will be raised for the next applicable published fare of the respective cabin class.
- b. Commission audit
  1. Over-claim of commission
- c. Tax audit
  1. Under-collection of taxes, airline fees and surcharges
- d. ASR/SSR
  1. An ADM will be raised if the applicable fee for the confirmed special service request (ASR/SSR) has not been collected
- e. Refunds
  1. Over-claim refunds of fares, taxes, fees and/or surcharges.
  2. Missing cancellation/refund penalties
  3. Double refunds
  4. Refund of non-refundable change fees
  5. Refund of non-refundable EMDs without written approval from Vistara
  6. Over-claim commission while refunding.
  7. Any excess refund
- f. Exchange/Reissue
  1. Reissue due to name change is not allowed. In case ticket reissued with different passenger name, the new (reissued) ticket will be treated as fresh sale and difference of fare and applicable taxes/fees/surcharges will be applicable.
  2. EMDs has to be issued "in connection with" the new (reissued) ticket and not the original/exchanged ticket number.
  3. If a ticket has not been correctly revalidated, Vistara reserves the right to charge applicable fee.
  4. Rebooking and reissues must be done within the original booking (PNR) or corresponding split PNR. It is not allowed to create a new PNR to process a rebooking, in case the original PNR is accessible.

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g. Credit card fraud

1. Unauthorized credit card chargebacks

h. Unreported sale

1. Any ticket which has not been billed through BSP/ARC/TKP/ASD will be charged by ADM for the full applicable fare amount of the respective cabin class and/or applicable taxes

i. Violation of IT/Private/Published Fares

1. For the following violations, Vistara shall raise an ADM for the applicable published fare of the respective cabin class and/or applicable taxes or the next applicable fare.
  - I. A published fare must never be issued as an IT fare, unless advised by Vistara in written, else ADM will be raised to same or the next higher RBD.
  - II. A ticket issued with specific tour code, must never be reissued using another tour code, unless advised by Vistara in written, else the ADM will be raised to the applicable published fare for the same or next higher RBD.
  - III. If a private and/or published fare has been issued with an authorized or unallocated tour code, ADM will be created to the same or the next higher RBD.
  - IV. If a private fare has been issued without indicating the applicable tour code in the ticket, ADM will be created to the same or the next higher RBD.
  - V. If a published fare ticket has been incorrectly exchanged to a private fare, ADM will be created to the same or next higher RBD.
2. Private fares of other airlines must not be issued on 228 stock. Vistara reserves the right to raise an ADM for the full published fare of the respective cabin class.

## 6. Waiver Rules

Vistara only accepts disputes if the waiver has been given in writing. No disputes will be entertained if waiver is not in written. Involuntary changes or refunds will be handled according to the prevailing policy, from time to time.

## 7. Contact details

Disputes must be submitted through BSP link or equivalent ARC/ASD/TKP tool within 15 days from the ADM issuance. Once ADM is billed, any queries related to the ADM or ADM policy please contact our sales team or sales support team; email ID's for the same are [north.salessupport@airvistara.com](mailto:north.salessupport@airvistara.com); [south.salessupport@airvistara.com](mailto:south.salessupport@airvistara.com); [west.salessupport@airvistara.com](mailto:west.salessupport@airvistara.com); [east.salessupport@airvistara.com](mailto:east.salessupport@airvistara.com).

## Tata Singapore Airline Ltd

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### TATA SIA Airlines Limited