

General Booking Policies

Introduction

This policy applies to all Travel agents (Accredited and Non-Accredited; Domestic and International) and any person or entity accessing Air India's Reservation System content directly or via the Internet or any other electronic means.

It is the responsibility of the Travel Service Providers to ensure that all its employees, across all locations are made familiar with this policy and all future updates from Air India either directly or through electronic media and GDS communications.

For the ease of understanding, we have divided the document to two parts.

1) General booking and ticketing policies (Page 2)

2) Global Distribution Systems (GDS) misuse policies(Page 10)



General booking and ticketing policies

This part of the document covers general rules which Air India expects travel agents to follow while booking AI sectors and ticket them. This will also give the travel agent a clear understanding on Air India policies on ticketing related misuse.

Name Change

All Air India reservations require a valid first and last name of the passengers along with the title. The name elements provided shall match the name provided in their travel document (Passport, Approved government ID).

Changing of name field once PNR is created is not permitted.

Do not perform Name modifications or cancel and replace Names in the PNRs through GDS channels or airline website once booking has been done.

Contact Air India Reservation offices for assistance with misspellings to avoid cancellation of space. Air India may consider the request on case-to-case basis. The maximum number of characters that could be changed is limited to three (3). Travel provider shall provide with requested supporting documents.

Name changes shall be made at least 72 hours before departure time.

Name Change after Ticketing

Once ticketed, If the agent or guest identifies the name has been entered erroneously in the ticket, please ensure below after ensuring the changes are within the scope of name change policies mentioned above.

- 1) New PNR to be created by the correct name.
- 2) Exact match of old itinerary.
- 3) Issue a new ticket with the correct name.
- 4) If originally booked RBD is not available, book in available class and request airline helpdesk for RBD change assistance.
- 5) Cross reference of PNRs in endorsement to avoid ADM.

Update Remarks on New PNR - AI ORIGINAL PNR XXXXX FOR NAME CORRECTION

Update Remarks on Original PNR - AI NEW PNR XXXXX FOR NAME CORRECTION

- 6) Proof of correct name
- 7) Refund ticket with incorrect name.

Important Information – Name change Fee

A nominal fee will be charged for name changes originating from Point-of-Sale locations in the United Kingdom, Europe, and Israel. For specific details regarding the fee structure, please refer to the following information.

POS	Fee
UK	50 GBP
Europe	50 EUR
Israel	50 USD

Schedule Change

Voluntary Schedule Change –When a passenger chooses to modify their booked schedule, the applicable fare rules will be enforced.

Involuntary Schedule change – When the airline modifies schedule due to operational reasons.

If the rescheduled timing differs by more than 60 minutes for domestic travel or 120 minutes for international travel from the originally scheduled time, the passenger is entitled to claim a full refund of the ticket value (processing charges and related taxes may apply). Alternatively, the passenger may choose to rebook their itinerary for a different date, with any fare differences applying in such cases.

Ticketing Policy

Please adhere to the time limits set by Air India. Ensure that tickets are issued well before the given time limit to allow for sufficient time to check and confirm that all details are accurate.

Travel agents must always use real-time fares available in your GDS system rather than using stored fares. With all fares being filed and available through GDS channels, it is strongly recommended to use auto pricing and discouraged from utilizing manual pricing while issuing tickets. Documents issued using manual pricing may incur Agent Debit Memos (ADMs)



Please note that for **domestic itineraries booked in G or H classes**, auto pricing must be used. Manual pricing of itineraries booked in these classes for domestic sectors is strictly prohibited.

Reissuance in other currency

If the ticket is reissued and the ADC (fare difference/penalty) is in a currency other than the currency of issuance, current ROE/BSR will be applicable. ROE/BSR Rates on the date of original ticket issuance should not be considered.

An Admin fee equal to 10.5% of the total ADM value will be charged in addition to above fee structure for ADMs raised for bookings done from 01st April 2017. Applicable GST @18% will be charged to the Admin fee as well as to the ADM value for the ADM issued in India effective 01st July 2017.

Sales & Refund ADM Policy

Background

Sales and Refund Audit or Fare Audit is an audit on the “ticketing” activities rather than “booking” activities. This audit checks whether the agent has adhered to all the fare rules at the time of sale, refund and reissues. The ADMs are raised to recover revenue or penalties not collected by the Travel agent as per fare rules set by Air India. Effective 01 January 2006, Resolution 850m 'Code of Best Practice for issuance and processing of Agency Debit Memo' becomes a binding resolution on Agent/Travel service providers and airlines.

Policy Violations

Accordingly, below are indicative reasons for which Air India will raise the ADM's:

- Non-compliance with Fare rules as well as Fares, GDS and Reservation procedure circulars issued by the Airline at various times for ticket sales and refunds which generally comprises of -
 - o Minimum / maximum stay requirement
 - o Sale period /travel validity including restricted days and flight condition.
 - o Black Out Period surcharge & Black out period travel.
 - o Child/Infant Discount.
 - o Refund Rules and penalties.
 - o Booking / Travel class including up sell amount for higher RBD.
 - o ADD-ON fares for Domestic sectors.

- Amounts to be recovered in compliance with the stipulations of the Income Tax department and/or other Government regulatory bodies, including Tax Deduction at Source u/s 194H for commission/Incentive earned by Agent/Travel service providers. This may be revised by Air India to comply with government rules and regulations. **(TDS ADMs will be raised instantly without giving 14 days time as Airlines deposit the money in advance with the Govt.)**
- Unpaid surcharges prevalent at the time of ticketing e.g. Unaccompanied Minor, Q charge, re-issue penalties, YQ/YR, JN TAX etc.
- To recover wrong incentive claimed by the Agent/Travel service provider through PBD or received from BSP; if conditions applicable to the deal are not complied by or incorrect interpretation made by the Agent/Travel service provider of the Net Deal.
- Abuse of transfer rules wherein transfers are not permitted. Validate if transfer fees are paid wherein transfers are permitted at a surcharge.
- Violation of Refund validity rule: Any ticket above two year from the validity of the ticket is not be considered for refund processing. The entire fare amount and taxes including YQ/YR claimed in refunds will be recalled in case refund as been processed for ticket which is more than two years old.
- Different Agency claiming refund (Agency mismatch) - If the agency IATA code in the original sale differs from the IATA code claiming for refunds then the debit will be raised to the entire amount of the refund which is claimed by the agent.
- Routing Violation – Incorrect routing is travelled on the ticket which is not as per the routings specified by the fare rule.
- Combination violation – Non adherence to rules and tariffs pertaining to the combination restriction of End on End, circle trips, round trips, open jaws, carriers, site trip.
- Open dated sector - If any sector is open dated and the same is not permitted as per the fare rule, the debit will be raised to the next applicable or YY carrier fare.
- Under/Non collection of Day time/Weekend surcharge.

- Carrier Identification Plate (CIP) Violation - If the fare rules and conditions does not permit the ticketing of another airline (OAL) fare on AI document, then this will be considered as a CIP violation. The document will be raised on the OAL carrier fare which permits CIP. If the applicable fare is not found in the OAL carrier, then it will be raised to highest economy class (YY) fare.
- Reissue calculation error – ADMs will be raised against the Non/Short collection of ADC value which includes change & no show penalties on the reissue ticket, arising due to change in Fare/Class/flight Date/Flight time/Routing and others.
- If Agent/Travel service provider had issued the ticket in connection or as a side trip with all the sectors closed on the other carrier, and if other carrier bills Air India for more than the amount collected on the ticket or raises the fare to published level stating that "Sales Restrictions or fare rules not complied". In such cases, ADM will be raised as & when recharge is received from the other carrier. Time frame limits will not be applicable as it depends on other carrier's action.
- BSP billing errors, discrepancies in the form of payment, conversion rate violations, unaccounted sale, void charges etc.
- Free of cost ticket issued by Air India against Group Ticketing or incentive paid against such Groups for which conditions for Group Ticketing are not met.
- Excess refunds made by the Agent/Travel service provider or applicable penalties not applied by the Agent/Travel service provider at the time of Refund resulting in excess refund. ADM will be raised on the tickets 'Flown' as well as 'Refunded' due to no update to the system.
- Any kind of dual utilization resulting in loss of revenue.
- Incorrect class of travel mentioned on the Ticket. The difference will be charged between the next higher applicable fare less fare reported.
- Excess/wrong commission claimed or received by the Agent/Travel service provider at the time of sale or reissue due to Date change penalty.
- Air India will raise ADM towards recall of commission/supplementary commission paid to the Agent/Travel service provider at time sale against Credit Card, when

refund is affected against the same.

- Issuance of ticket with combination of RBD's (say V & M) & receiving and claiming the Incentive as per higher RBD whereas it should be as per lower RBD (As BSP S/W calculates incentive as per first leg RBD). Air India will recover the difference between RBD's levels.
- Air India will raise the ADM for entire value of ticket, where Agent/Travel service provider had issued the ticket against Credit card but not submitted the Charge slip within stipulated time frame.
- Air India had introduced Pass through mechanism for sale against Credit cards. Any charge back, in such cases will be recovered from the Agent/Travel service provider by way of ADM.
- Bookings made and not ticketed (e.g. No- show, Late Cancellation, Fictitious Ticket Number etc.) as per policy and rules communicated to the Agent/Travel service provider in advance through Fare Circulars.
- Ticketing violations as covered by the Conditions of Contract; Notice of Government and Airport Imposed Taxes, Fees and Charges; and Passenger Service Charge and Security, Fuel and/or Insurance Surcharge ,by various resolutions in IATA Travel Agent/Travel service provider's handbook (IATA Passenger Sales Agency Agreement), IATA Ticketing Handbook.
- Issuance of documents and voiding the same without adequate and valid reasons. Any misuse of void documents will result in a penalty of US \$ 20.

Credit Card Surcharge

Effective 15th May 2024, Air India will introduce a card surcharge (OB fee) of 2.5% on the total booking value in the following scenarios:

Surcharge will be applicable for tickets issued in BSP India and will be filed through respective GDS

- Non preferred bank – If the card issuing bank is not one of the preferred Banks of Air India**

**Only the card issued by the preferred banks under certain BIN ranges will be eligible for exemption of the credit card surcharge (OB fee) . The Travel Partners are requested to contact the Preferred banks to confirm the eligible BINs.”.

The credit card surcharge (OB fee) will not be levied in the case of the following:

- If the form of payment being used is BSP cash.
- If the form of payment being used is Easy Pay (debit cards designated for the Easy Pay program by IATA).
- Eligible cards issued by preferred banks, refer to the list of preferred banks below.
- Bookings made for contracted corporate customers of Air India where the card belongs to the corporation.

List of Air India’s Preferred Bank Cards:

American Express	Axis Bank	HDFC Diners	Yes Bank
IndusInd Bank	Kotak Bank	State Bank of India	
Note: List of banks above is subject to change, any exclusion or inclusion will be notified in the due course of time			

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Raising of ADMs

The minimum amount or threshold value for the issuance of a single ADM is US \$ 5 in away/foreign markets and INR 100 in the Indian market. ADMs which are less than the above threshold value will be accumulated and raised once they cross the minimum amount.

All ADMs will attract an Administrative Fee which will be equivalent of 20% of the total value of ADM raised and it will be applicable for all ADMs raised effective 01st May 2024.

Applicable GST will be added to the ADM as well as on the Admin fee for the ADM issued in India with effect from 01Jul17.

ADM dispute and Resolution Mechanism

Since all ADMs are issued through BSPLINK eff.01Jan06, Agent providers gets minimum 14 days' time to review the ADM & dispute the same by assigning the reasons through BSPLINK. Air India would accept the Dispute, if reasons conveyed are acceptable. Else Air India will reject the dispute by providing reasons for the same. In such cases, further cooling period of 14days may not be permitted. As per the BSP Post Billing Dispute policy, once a dispute is successfully registered an email alert is triggered and sent to the corresponding airlines and BSP advising that a new dispute has been initiated by the agent. All disputes must be resolved within a period of 30days. However, if any disagreement happens exactly on the 30th day, an additional 7 days will be given to the Agent to reply.

If the limit of 2 disagreements per party has been reached or the airline does not reply to the agent's disagreement, the dispute will have to be resolved between the agent and the airline on a bilateral basis outside of the BSP. If the agent does not reply to the airline's disagreement the dispute will be the status 'in favor of Airline' and should be resolved between the agent and the airline on a bilateral basis outside of the BSP.

If the Agent has used the Post billing dispute to adjust the amount which as per Air India ADM Policy is not justifiable, AI may recover the same by way of a new ADM and the new ADM will again attract admin fee as well as GST on ADM as well as GST on admin fee @ 20%, effective 01st July 2024.

Global Distribution Systems (GDS) Misuse Policy

Apart from the above, various booking violations done through GDS for which ADMs or invoices are raised as per IATA Resolutions 824, 830a, 850m, 852, 890, 838 and 049x. are as follows.

Churn Violation

Churning refers to the process of repeated bookings for same sector or overlapping sectors for same passenger through a PNR or across multiple PNRs (Passenger Name Record) on same GDS or across various GDS's by an agent. For bookings created in Economy Class 4 (four) churns will be permitted. Thereafter ADM of US\$10 would be charged for each additional churn done per passenger per segment. For Premium class bookings the threshold is set at 10. Parameters for judging churn will include same- origin, destination, passenger name, flight number, IATA PCC code.

Duplicate Booking Violation

All multiple active bookings for a passenger with same origin & destination, segment date, same or different flight number, same or different RBD or Overlapping itineraries, from same IATA BSP/ARC PCC code constitute duplicate booking violation.

ADM of US\$10 will be charged per passenger segment for every duplicate booking.

Speculative Booking Violation

Travel Agents are prohibited from creating PNRs for nonexistent passengers

1. in anticipation of future sale
2. to procuring lower RBDs closer to departure date by releasing inventory held.
3. for test purpose.
4. with fake names.
5. with names of famous personalities (AI will evaluate and check for authenticity).

For every speculative booking an ADM of US\$10 per passenger per segment will be charged and once identified, such a booking is subject to automatic cancellation.

Ticketed PNRs will be excluded from fictitious name booking violation check.

Invalid Class Booking Violation

Invalid class booking violation happens when an agent makes a booking through GDS in RBDs prohibited by Air India.

The prohibited RBDs are **I, O, X and P**.

ADM of US\$ 10 per passenger per segment will be raised if the agent using GDS makes a booking in these RBDs namely I, O, X and P which are non-revenue RBD's.

Bookings made by PCCs of airlines with whom Air India has an agreement for redemption of frequent flyer miles are excluded from this violation check.

Passive Booking Violation

Passive booking should be created only for the purpose of ticketing. It must match an existing booking in Air India's Passenger reservation system. The use of mismatched segments to issue tickets constitutes a violation of Air India's booking policy.

Bookings with transactions having status codes like AL, AN, BK, BN, GK, MK, ML, MN, PK, AK, XN, YK, YL and YN are considered as passive booking. All passive bookings made in month if remained un-cancelled and non-ticketed till the end of that month will be considered a passive booking violation.

ADM of US\$ 10 per passenger per segment will be raised for each passive booking violation.

Waitlist Booking Violation

All un-confirmed waitlist segments should be cancelled by agents 48 hours before departure or before the time-limit expiry, whichever is earlier.

Waitlist bookings can be identified by their status codes like HL, LL, PA, PB, PC, PD, RL, TL, US and UU.

All waitlist bookings made in month if remained un-cancelled and non-ticketed till the end of that month will be considered a waitlist booking violation.

An ADM of US\$ 10 per passenger per segment will be raised.

Blocking of Inventory by selling seat without end transaction

Agents are supposed to end the transaction and save the same through end transaction before the end of the booking session when they sell a segment. A Passenger name record (PNR) gets created only at the end of transaction and in this booking violation since transaction is not ended no PNR gets created. An act where an agent doesn't end the transaction after selling the segment results in unnecessary blocking of Air India's inventory. The seat remains blocked till the end of booking session and Air India suffers an opportunity cost in form of denying another passenger or agent from taking that seat.

An ADM of UD\$100 per passenger segment will be raised.

Inactive Segments

Inactive segments are segments in a PNR affected by a time limit, schedule change or flight cancellation or response to a non-direct sell. Inactive segments are sent to the Travel Service Provider's queue in the GDS/CRS and can be identified with a status code of UC/UN/US/NO/HX/HN/HL/PN. All inactive segments must be cancelled or removed from the GDS / CRS PNR at least 48 hours prior departure.

Inactive segments that are not cancelled or removed 48 hours prior to departure are subject to Cost recovery fee charges from Air India in form of ADM worth US\$ 10 for every such segment.

Hidden Groups

As per Air India group policies, which is in line with Industry practice, ten (10) or more passengers travelling in the same flight on the same dates to the same O&D irrespective of the booking class (RBD) as a group.

Air India requires such bookings to be made directly with Air India Group Desk.

We will consider a booking to be a part of or as a hidden group, when multiple individual PNRs are created by a Travel Agent -

- i) Through one PCC or multiple PCC'S belonging to the same agent, identified by Air India through available resources.
- ii) On overlapping segments or itineraries that cannot be fulfilled.

ADM of US\$ 10 per passenger segment will be raised for such un-ticketed PNR segments if inventory is held with the objective of misuse.

Other Misuses

Any nonproductive booking practices followed by agency partners, which are not mentioned above, resulting in loss of revenue, missed opportunities and nonproductive GDS Cost, will fall under Other Misuse. Below are a few examples.

- i) **Invalid flight** – Bookings on non-existent flight numbers.

- ii) **Invalid date of operations** – Bookings on dates/days when booked flight does not operate.

- iii) **Invalid City Pair** – Bookings on nonexistent city pairs.

- iv) **MCT violations** – overriding of minimum connections time set by airline through forced bookings.

- v) **Married Segments** - It is not permitted to break the Married Segments. In case of violation agents will be subject to fines (\$100 per passenger segment) and reservations (Ticketed/Un-ticketed) will be cancelled.

If passengers want to make changes to a booked itinerary with married segments, please follow below steps to avoid action from Air India.

- a) Cancel the unwanted married segments.
- b) End and retrieve PNR.
- c) Check for OnD availability the sell segments required together.
- d) End and retrieve PNR.

Raising of ADMs: Penalty for booking violations

Air India carries out regular audit of all booking transactions and reserves the right to raise ADMs or Invoices, in order to recover excess GDS cost, to travel agents for non-compliant booking practices. If the travel agent is found continuing with such practices, then Air India reserves the right to take additional actions including blocking access of travel agent to Air India's inventory.

ADM or Invoice Fee structure for various Booking violations.

No	Types of Misuse	Exceptions	Penalty
1	Churning	Up to 4 in Economy Class and 10 in Premium	US\$ 10
2	Duplicates	If clarification is provided or if removed on time	US\$ 10
3	Hidden Groups	Ticketed	US\$ 10
4	Passive bookings	Ticketed	US\$ 10
5	Speculative Bookings	If clarification is provided or removed in time	US\$ 10
6	Waitlist	Ticketed	US\$ 10
7	Invalid Booking class		US\$ 10
8	Inactive segments		US\$ 10
9	Other Misuse	Married Segment Violations – \$100 per passenger segment	US\$ 10
10	Holding inventory without End Transaction		US\$ 100
All Penalties are on per passenger segment			
Air India reserves the right to raise ADMs for reasons not specified in this document on its discretion. Air India also reserves rights to amend our policies and debit memo charges, when deemed necessary.			

An Admin fee equal to 10.5% of the total ADM value will be charged in addition to the above fee structure for ADMs raised for identified abusive practices from 01st Oct 2023. Applicable GST @18% will be charged to the admin fee as well as to the ADM value for the ADM issued in India effective 01st October 2023.

Policy Violations

Air India emphasizes its right to hold Travel Service Providers accountable for any violations and to levy charges for any resulting loss or damage. Air India retains sole authority for interpreting violations.

In cases of non-compliance or identified non-compliance with any part of this policy, Air India reserves the right to cancel any booking, whether ticketed or un-ticketed, made by Travel Service Providers. Additionally, Air India reserves the right to block access to Air India inventory for any Travel Service Provider found in violation of its policies.

Furthermore, Air India reserves the right to enforce legal remedies and charge Travel Service Providers a fee per violation, as outlined in Air India's Agency Debit Memo (ADM) policy.

Policy Scope

Air India has designated a third-party to handle ADMs.

ADMs will be managed in accordance with IATA Resolution 850m & 830a for IATA agents.

Air India retains the right to penalize both IATA and non-IATA agents for violations of Air India booking policies.