

CX/KA GDS / CRS Booking and Ticketing Policy

A. INTRODUCTION

Cathay Pacific Airways (CX) and Dragon Airlines (KA) will implement this Booking and Ticketing Policy (Policy) with effect from 01 December 2008.

B. APPLICATION

With the exception to the provisions relating to ticketing practices in this Policy, which shall apply only to those travel service providers who are authorised to issue CX and/or KA tickets, all other parts of this Policy shall apply to all travel service providers, including travel agents, who make bookings and/or ticketing on air transportation on CX and KA operated flights.

The terms and conditions set forth in this Policy shall constitute additional terms and conditions to any applicable travel service provider agreement or arrangement between any travel service provider and CX/KA. The provisions of this policy and its associated practices and procedures are subject to change from time to time and at any time upon notice from CX/KA.

C. BOOKING PRACTICES

CX/KA hereby reserve all rights to audit all booking transactions to identify non-compliant booking practices.

I. Eliminate inventory wastage practice

- Travel service provider must not separate Married Segments for any purpose nor manipulate the central reservation system or global distribution system (hereafter generalised as GDS) to circumvent CX/KA Married Segment Control logic.
- Travel service provider must not create duplicated booking in the same passenger name record (PNR) or across PNRs for the same passenger.
- Travel service provider must not create impossible travelling itineraries by holding concurrent flights on the same time period where the passenger could not travel simultaneously.
- Travel service provider must not create booking which violates the minimum connecting time requirement as defined by individual airlines.

- Travel service provider must not create any fictitious bookings including testing or training bookings that could block off CX/KA inventories in the live GDS environment.
- Travel service provider must never create any booking / transaction for achieving productivity (incentive) target set by GDS providers.
- Travel service provider must take appropriate and timely follow-up actions for any un-ticketed bookings, including cancelling any reservations that have been cancelled by the customer and releasing such CX or KA inventory.

II. Minimize GDS cost

- Travel service provider must avoid repeatedly cancelling and rebooking the same flight (also known as “churning”) to circumvent the ticket time limit or for any other reason; as it will produce unreasonably high cancellation volume that cause higher GDS fees.
- Travel service provider should make use of special service request (SSR) messages to apply for ticket deadline extension.
- Travel service provider must not repeatedly create waitlist segment, which in any case does not increase the chance of waitlist promotion.
- Travel service provider must promptly remove all unwanted / cancelled/ inactive segments to the history portion of PNR.
- Travel service provider must use the GDS itinerary pricing function instead of creating a PNR with 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.
- Travel service provider must use GDS non-billable status segment for administrative activities such as itinerary printing or any back office administration.
- Travel service provider must ensure passive booking details match with those of active booking PNR.
- Travel service provider must promptly remove rejected passive segments.

III. Accurate information provided in the reservation process

- Travel service provider must provide customer’s first and last names which are identical to those in the customer’s passport.
- Travel service provider must minimize name change request as it is subject to flight situation and administrative fees.

- Travel service provider must comply with applicable government regulations and requirements and provide customer security information on PNR as required.
- Travel service provider must provide passenger mobile contact number on the relevant GDS phone field or OSI element to facilitate the disruption handling.
- Travel service provider must review booking constantly and cancel all unwanted segments promptly.
- Travel service provider must not re-use the cancelled inventory of one customer for another customer, even if the other customer desires an identical itinerary. A new PNR must be created in such case.
- Travel service provider must limit the number of waitlist segment to one segment on each identical date and sector for each passenger.
- Travel service provider must action queues promptly and regularly to ensure that all the segment status codes are updated and notify passengers of any changes to his or her booking as soon as possible.
- Travel service provider must always use SSR instead of phone call to communicate with CX/ KA on general inquiry and passenger services request.
- Travel service provider must not commit special services request to passenger unless confirmation is notified from CX/ KA.
- Travel service provider must request group booking via CX/ KA's local sales office directly.

D. TICKETING POLICY (applicable only to authorised ticketing agents of CX/KA)

I. Adhere to fares and ticketing requirements

- Travel service provider must always use the latest and the most up-to-date fares rather than the pre-stored fares in the PNR to issue tickets.
- Travel service provider must adhere to all IATA Fare Rules and the fare rules imposed by CX/KA.
- Travel service provider must issue the ticket or cancel the booking before the ticket time limit.
- Travel service provider must ensure the class code booked on PNR is identical to the class code used for issuing ticket.
- Travel service provider must report genuine ticket number that is valid for travel for an associated PNR.
- Travel service provider must collect, report and accurately code all taxes, fees and charges/surcharges imposed by local and foreign countries.

E. CONSEQUENCES FOR POLICY VIOLATIONS



Administration Fee - In addition to other legal or equitable remedies, CX/KA reserves the right to charge travel service provider a USD 40.00 administrative service fee for each Policy violation without further notice.

Damages - In addition to the remedies set forth in this Policy, CX/KA reserves the right to hold the travel service provider responsible and charge for any losses and damages due to violation of this Policy by the relevant travel service provider.

Loss of Access/Termination – CX/KA further reserves the right to cease any travel service provider's access to view, book and as the case may be, ticket CX/KA inventory and/or terminate the appointment of any travel service provider that does not comply with this Policy and in such case any un-ticketed PNRs will be subject to cancellation.