

CRS Booking and Ticketing Procedures Policy

1. Introduction

Air Transat CRS Booking and Ticketing Procedures is to ensure that Tariff Rules and other procedures between the Travel Agent and Air Transat are respected and if not, settle the difference in an adequate and logical way.

Audits and checks are performed on TS 649 documents.

2. Legal basis

In accordance with IATA resolution 850m, Agency Debit Memos (ADM) are a legitimate accounting tool for use by Air Transat and is only used to collect amounts or make adjustments to agent transactions in respect of the issuance and use of 649 Standard Traffic Documents issued by or at the request of the Agent.

Alternative uses of ADMs may exist provided that such an agreement exists between Air Transat and the Agent.

3. Booking and Ticketing Policy

- a) No agent shall make any Booking or complete any Ticketing for a fare class or class of service that is not available at the time such Booking or Ticketing is made or completed. Air Transat reserves the right to cancel any Booking or Ticketing which contravenes the foregoing and issue an ADM for any costs associated with such violation.
- b) In case of irregularities, reissuances or refunds not in accordance with Tariff Rules can be authorized by Air Transat (i.e. flight cancellations, weather conditions). It is the Travel Agent's responsibility to obtain a waiver code by contacting Air Transat and to include it on the endorsement box of the reissued document or the refund. Failure to do so may result in an ADM being issued for failure to comply with Tariff Rules.
- c) Travel Agents must book and ticket within the same CRS. Travel Agents may not duplicate segments by moving segments between CRS and may not create active or passive duplicate bookings, including any combination of bookings that will not be flown. In addition, Air Transat shall not be held liable for duplicate segment fees.
- d) Passive segments are not permitted unless approved in writing by Air Transat. Travel agents who issue tickets on behalf of sub-agents must use the original live CRS booking.

- e) All CRS bookings must be ticketed as per Tariff Rules or immediately cancelled in the CRS when not required, prior to departure. Any fees specified in the Tariff Rules must be collected and submitted to Air Transat as required in said Tariff Rules. Failure to do so may result in an ADM being issued.
- f) Travel Agents shall not hold inventory for potential future sales. Title and full name of each passenger is required at time of booking. Name changes are not permitted. Name corrections are permitted (misspelled names).
- g) Multiple bookings and cancellations for the purpose of extending the ticket time limit are not permitted (commonly referred to as churning).
- h) For training or test purposes, PNRs must be created in training mode only and must not affect Air Transat's inventory.
- i) Segment status changes due to schedule changes, irregular operations, flight firming, flight cancellations or other circumstances will be queued to your CRS, and must be actioned at least 48 hours prior to flight departure. This includes cancelling ticketed or un-ticketed segments with a status code of UN, NO, HX, WK, WL, or WN. You must also action or cancel segments with status codes UC, US, or DS.
- j) A Travel Agent shall not, without prior written consent from Air Transat, share, redistribute, display or advertise any of Air Transat's content to a 3rd party agent, including but not limited to, any GDS, Travel Agent, both online or not, metasearch engine or any other website/entity where airfare may be distributed.

4. Fees and Penalties

If Air Transat determines that a CRS subscriber has engaged in practices that violate this policy, the travel agency will be subject to an administrative AND a policy violation fee, per ADM, for each violation.

Fee structure:

	Canada	United States	EU	UK	Europe – other markets	Americas – other markets
Administrative Fee	CAD\$30	USD\$30	€20	£20	EU amounts converted to local currency	US amounts converted to local currency
Violation Fee	CAD\$5	USD\$5	€5	£5		
Fare audit Fee	Difference between ticketed and available fare					
Churning	Fees will be charged per the above table for each violation exceeding 6 churns.					

Air Transat is committed to provide clear and specific information as to why the ADM charges are being made.

Air Transat can issue more than one ADM for one original ticket when the ticket combines multiple unrelated fare discrepancies.

Ticketing authority:

Air Transat reserves the right to restrict ticketing authority and/ or booking capability for any travel agency that has:

- Overdue (more than 30 days) debit memos/invoices for booking infractions;
- Engaged in fraudulent bookings;
- 25% no show factor in any given month or 10 of more no show passengers; or
- Systematically and regularly violates this policy.

Minimum value for the issuance of a single ADM

- The minimum amount for which a fare audit ADM is issued is CAD \$5.00 (or equivalent in local currency).
- In case of persistent practices of under-payment (multiple occurrences of underpayments of less than CAD \$5.00 or equivalent in local currency) by the same IATA Agent, Air Transat reserves the right to recover these underpayments by sending a global ADM.

5. Contact information

The email address to contact for ADM/ACM questions and issues is:

gdsperception@transat.com