

## I. INTRODUCTION

The purpose of this document is to inform our Agency Partners about booking rules and main policies, for individual and group sales. The ticketing policies are related to the sales, issuance of QH fares and documents, exchange/ reissue, refund and other related topics. This policy is valid for bookings and ticketing that include any flight on/ after 6<sup>th</sup>, February, 2020. The guidance is set to reduce Bamboo Airways (QH) distribution costs and to provide set clear expectations for reserving, booking, and ticketing itineraries through the use of Global Distribution System (GDS) or Central Reservation System (CRS). It helps the Agent to avoid errors, eventually leading to penalties, ADMs or other measures. For detailed booking and ticketing procedures refer to specific information as well as GDS help pages and support. Please contact your respective GDS Helpdesk for details regarding handling within the GDS.

## II. DEFINITION

Booking and Ticketing practices resulting in unnecessary distribution costs and inventory spoilage are termed as GDS misuse or violation. These processes result in excessive GDS fees and it accounts for significant percentage of airline's overall distribution costs.

## III. PURPOSE

This policy aims at reducing the costs associated with inactive segments and other booking related practices which cause negative inventory consequences. It is important that all subscribers using a GDS adhere to these policies to prevent revenue leakages to the airline inventory and avoid violations of reservation, fare and ticketing guidelines. Enforcing these policies would also assure last seat availability on GDS and ultimately allow the GDS subscribers to offer greater numbers of seats for firm passengers.

## IV. APPLICATION

This policy applies to all Travel Agent including travel agents, online travel agents and any person or entity accessing Bamboo Airways inventory via the internet or any other electronic devices. The travel agent must ensure that all its employees in all of its locations are made aware of this policy and of its future amendments. The terms and conditions of this policy and its associated practices and procedures are subject to change upon notice by Bamboo Airways.

## V. BOOKING & TICKETING GUIDELINES

### 1. BOOKING GUIDELINES

Travel agents must avoid repeatedly cancelling and rebooking the same flight to circumvent the ticket time limit or for any other reason; it will produce unreasonably high cancellation volume that cause higher GDS fees.

Travel Agents must never create any active or passive booking or transaction for achieving productivity or incentive targets set by GDS.

Travel Agent must take appropriate and timely follow-up action for any un-ticketed booking to ensure that there is no spoilage of airline inventory.



Travel Agent uses more than one GDS must book and ticket a specific passenger itinerary within the same GDS.

Travel Agent must not create Passenger Name Record(s) (PNR(s)) to hold or block reservations due to expected demand, customer indecision, or to circumvent any of Bamboo Airways fare rules or policies.

Travel Agent must not change the name once PNR is created.

Travel Agent must not create bookings that violate minimum connecting time requirements of individual airlines.

Travel Agent must provide the customer's first and last names which are identical to the customer's passport.

Travel Agent must comply with applicable government regulations and provide customer security information on PNR as required.

Travel Agent must provide passenger's mobile contact number on the correct GDS phone field or through SSR element to the airline to facilitate flight disruption handling of customer due to delays, reschedule, etc.

Galileo

SI.P1/SSRCTCMQHHK1/821011112222

SI.P1/SSRCTCEQHHK1/ABC//BAMBOOAIRWAYS.COM

SI.P1/SSRCTCRQHHK1/REFUSED

In case of changes to itineraries in a PNR, it is necessary to re-request any special service requests from the original bookings.

This includes unaccompanied minors and special meal request. When a SSR message is needed for only part of the itineraries, the special service request must be flight-specific and not requested for all flights.

Travel Agent must take action on queues promptly and ensure that the passenger is notified of any changes to his or her booking as soon as possible.

Passive Segments are not permitted.

## 2. BOOKING POLICY

### 2.1 Duplicate Bookings

a. Travel Agent must not create duplicate bookings in the same PNR or across PNRs for the same passenger, in the same or different GDS used by the same agency.

b. Creating supuplicate segments is not permitted under any circumstances.

c. Duplicates include booking the same passenger confirmed/ reconfirmed on a same a different flight, class, date or route where it is not possible for the passenger to travel simultaneously.

d. Should a SSR message for duplicate reservation checks be received, it is important to contact Bamboo Airways and inform the airline in case it is not a duplicate reservation.

Example of Duplicates across PNRs:

**OCLTZH**

1.1 NGUYEN/ VAN A MR

2.1 NGUYEN/ NGOC B MISS

1. QH 483 Y 14APR ICNDAD HK2 2335 #0215  
2. QH 482 Y 24APR DADICN HK2 1610 2335  
**IQASIK**  
1.1 NGUYEN/ VAN A MR  
2.1 NGUYEN/ NGOC B MISS  
1. QH 483 H 14APR ICNDAD HK2 2335 #0215  
2. QH 482 H 24APR DADICN HK2 1610 2335  
*The same passengers have been booked on two PNRs with the same itinerary, different class*

#### Example of Duplicates across PNRs:

**BUHMPH**  
1.1 NGUYEN/ VAN A MR  
2.1 NGUYEN/ NGOC B MISS  
3.1 NGUYEN/ THI C MRS  
1. QH 485 Y 14FEB ICNDAD HK3 0010 0250 O  
**MJEKEF**  
1.1 NGUYEN/ VAN A MR  
2.1 NGUYEN/ NGOC B MISS  
3.1 NGUYEN/ THI C MRS  
1. QH 483 Y 14FEB ICNDAD HK3 2355 #0235 O  
*Some passengers have been booked on two PNRs.  
Different flight numbers of the same date, one departing at 0010  
other departing at 2355*

#### Example of Duplicate segments within the same PNR:

**MJEKEF**  
1.1 NGUYEN/ VAN A MR  
2.1 NGUYEN/ NGOC B MISS  
1. QH 485 H 23FEB ICNDAD HK2 0010 0250 O  
2. QH 483 H 23FEB ICNDAD HK2 2355 #0235 O  
*The passengers are booked twice on the same date, same route,  
and different flight numbers within the same PNR.*

## 2.2 Fictitious Bookings

Agent must not create any fictitious or speculative bookings, testing or training bookings that block the airline's inventory in the live GDS environment. The training environment is provided by all GDSs and agents must use this mode for testing situations or training personnel. Creating PNRs for training purposes using active environment is prohibited. Fictitious names include bookings with spurious or fake names, names of famous personalities with no intent to travels, bookings made for testing purposes, bookings made with intention of blocking inventory.

#### Examples of Fictitious Names:

- 1) TRAVELER/ FLIGHT
- 2) MOUSE/ MICKEY
- 3) UNKNOWN/NAME
- 4) SMITH/ANNNA
- 5) SIMMMONS/ TIMMM
- 6) UNKNOWN/APPLE
- 7) SMITH/A/B/C
- 8) ABCDEFG/HIKLM
- 9) XXX/YYY
- 10) TEST/XXX

### 2.3 Inactive Segments

Travel Agent must take timely follow-up action on reservations that have been canceled by the airline by releasing inactive segments from the bookings. Travel Agents must ensure that all inactive segments such as “HX”, “NO”, “UC”, “UN”, etc. are removed from the active PNR to its history at least 24 hours prior to departure and within the same calendar month that the segment has been canceled by Bamboo Airways.

### 2.4 Churning

Travel Agent must not repeatedly create cancelling and re-booking of the same or different flight, class, date or route (known as churning) to circumvent ticketing time limits and avoid excessive cancellations for achieving GDS productivity targets or any other reason whatsoever; as this leads to unreasonably high booking/ cancelling volumes resulting in higher GDS fees for airline. Churning also includes repeated re booking of segments canceled by Bamboo Airways, repeated booking and canceling segments within the same PNR or across PNRs and within the same GDS and across GDS.

### Example of Churning Booking:

```

USL6XM
1.1 NGUYEN/ VAN A MR
1. QH 493 K 20MAY ICNCXR HK1 0520 0820
Booking created
> XE2
Booking cancelled
> SSQH493K20MAYICNCXRNN1
1. QH 493 K 20MAY ICNCXR HK1 0520 0820
Rebooked
> XE2
Cancelled
> SSQH493K20MAYICNCXRNN1
1. QH 493 K 20MAY ICNCXR HK1 0520 0820
Rebooked
> XE2
Cancelled
> SSQH493K20MAYICNCXRNN1
1. QH 493 K 20MAY ICNCXR HK1 0520 0820
  
```

## 2.5 Waitlist

- a. Waitlist booking is not permitted.
- b. Travel Agent must not repeatedly create waitlisted bookings since these do not increase chances of confirming and result only in higher booking volumes and increased GDS fee for the airline.
- c. Travel Agent must ensure all waitlisted bookings are removed from the active PNR any time.

## 2.6 Minimum Connecting Time Violation (MCT)

Travel Agent must adhere to Minimum Connect Time while booking onward connecting segment. MCT may be updated dynamically. Travel Agents are obliged to follow the respected MCT advised by the system.

Travel Agent need to follow the MCT, QH advise on the GDS system

For Example: MCT display on GDS – QH flight connect with QH flight apply at the Hanoi Airport will apply as below:

Domestic to Domestic	: 90 Minutes
International to International	: 1 Hour/ 60 Minutes
Domestic to International	: 2 Hours/ 120 Minutes
International to Domestic	: 2 Hours/ 120 Minutes

## 2.7 Auditing of Bookings

Bamboo Airways reserves the right to audit all booking transactions to identify noncompliant booking practices. Non-compliance with the Booking & Ticketing Policy may lead to penalties. These charges will be raised by Agent Debit Memo (ADM) for IATA Agents and invoiced to non-IATA Agents. An Agency Credit Memo (ACM) may also apply in cases such as e.g erroneous over-collection in ticketed fare, incorrect fare calculation or fare-recalculation when in favor of the eligible for a refund.

## 3. TICKETING GUIDELINES

### 3.1 Ticketing Instructions

- a. Travel Agent must always use latest and updated fares rather than pre-stored fares to issue ticket.
- b. Travel Agent must adhere to the ticketing time limit and ensure that booking is either ticketed or canceled before the expiry of the ticketing time limit.
- c. Travel Agent must report valid ticket numbers associated to PNRs.
- d. Travel Agent must collect and report accurately all taxes, fees, and surcharges imposed by a local and foreign government.
- e. Travel Agent must ensure collection of penalties for no-show, cancellation, re-issue fee, etc. as applicable as tax code CP.

### 3.2 Adhering to Fares and Ticketing Requirements

- a. Travel agents must use the latest and the most recently updated fares to issue tickets.
- b. Travel agents must adhere to all applicable fare rules.
- c. Travel agents must issue the tickets or cancel the booking before the ticketing time limit.
- d. Travel agents must ensure the class code booked on PNR is identical to the class code used for issuing ticket.



e. Travel agents must collect and accurately apply all taxes, fees and charges/surcharges imposed by any countries.

### 3.3 Invalid ticket on bookings (e-ticket validation)

a. Travel Agent must not retain bookings with invalid ticket numbers. Invalid ticket numbers include restricted, used, refunded voided or non-existent ticket numbers.

b. Travel Agent must not issue confirmed tickets against bookings that are on request or non-confirmed status in Bamboo Airways reservation system.

c. Travel Agent must ensure that the class code used for issuing ticket is identical to the code that exist on the PNR.

d. For interline itineraries, Travel Agent must validate Bamboo Airways bookings with ticket numbers for only those airlines that have a ticketing and baggage agreement with Bamboo Airways.

e. In case of plating violation, the highest published fare of the fare's owner quoted on the ticket will be charged. Debit Memo will be raised to the ticketing agent, **plus a handling fee of USD 150.**

## 4. POLICY VIOLATIONS

1. Bamboo Airways reserve the right to hold the Travel Agent responsible and charge for any loss or damage due to non-adherence to this policy by the relevant Travel Agent.

2. Bamboo Airways reserve the right to block any Travel Agent's access to view, book or ticket Bamboo Airways inventory in case of non-compliance to this policy.

3. Bamboo Airways further reserve the right to cancel any un-ticketed PNRs of Travel Agent who have been identified as non-compliant to this policy.

## VI. FLOW OF PROCESS FOR AGENCY DEBIT MEMO (ADM)

1. While the policy and misuse fee structure for Bamboo Airways is aligned, debit memos will be raised separately by each airline.

2. Bamboo Airways will send the debit memo monthly to the Travel Agent for all booking transaction created on/ after 10th February 2020.

3. Travel Agent can request for details to dispute the debit memo within 15 business days of receiving the memo with the following details:

- GDS name
- Agency name
- IATA number
- POS City, Country
- All PCC of the agent
- Contact name and email address where a report is to be sent

4. Bamboo Airways will provide details support within 15 business days of having received the request from Travel Agent.

5. After receiving and checking the supporting details, Travel Agent must submit formal dispute within 15 business days of debit memo date.

6. Bamboo Airways will respond to the dispute within 60 business days of the dispute receipt.

7. Bamboo Airways reserve the right to use BSPLink for raising debit memo.



8. Bamboo Airways email address for support: [gds@bamboairways.com](mailto:gds@bamboairways.com)

## VII. DEBIT MEMO FEE STRUCTURE

<b>POLICY</b>	<b>CHARGES</b>
Invalid class of service vs. the Fare Rules	As per fare differential
Duplicate Booking, Impossible and/ or Illogical Bookings	USD 10 per passenger per segment
Training, Fictitious and/ or Speculative Bookings	USD 10 per passenger per segment
Un-cancelled Inactive Segment	USD 10 per passenger per segment
Immediate ticket voiding after issuance; flight segments not canceled at the time of voiding	USD 10 per passenger per segment
Churning with the sole and clear purpose of speculating. For the fourth cancellation and/or rebooking and so on and so for	USD 10 per passenger per segment
Invalid Ticket Number	USD 10 per passenger per segment
Invalid Ticket	Highest Publish Fare on a class of service + handling fee: USD 150 per ticket finding
Un-ticketed/ RFND/ VOID ticketed No show	USD 10 per passenger per segment (in addition to normal ticketed cabin-based no show penalty)
Minimum Connecting Time (MCT)	USD 150 ADM fee per finding
In case of finding violation with more than one (1) ADM in relation to the same original booking are found during the audit process; QH will systematically generate ADM with the highest volume of the transaction	USD 15 per passenger per segment
ADM fee per ADM issuance	USD15

## VII. AGENCY CREDIT MEMO ISSUANCE FOR BOOKING AUDIT

In case of correction is issued waiver upon ADM is published, an Agency Credit Memo (ACM) will be issued to credit the respective amount, and ADM will be canceled.

## VIII. AMENDMENT

1. Bamboo Airways reserves the right to amend and/ or to adapt and/ or to partially delete the ADM policy at any time. We always aim to grant enough lead time to ensure manageable implementation by the Travel Agents.
2. This “GDS/ CRS Booking & Ticketing Policy” manual for agencies is a legitimate tool and is written according to industry and IATA regulations and serves as a guide to different markets that may make the amendments, they find necessary, adapting it to their trade policy.



3. Bamboo Airways reserves the right to modify, add or remove parts of this document without prior notice and expects travel agencies to refer to it regularly.
4. In case of questions please contact your local QH representatives.
5. Travel Agent that issues the ticket will be held liable in case of any violations to QH Booking & Ticketing Policy. This can occur even in the scenarios where an IATA agent issues a ticket for booking that has been created by a non-IATA or subagent.
6. The airline reserves the right to change the Debit Memo fees at any time. Thank you for your active participation in avoiding these policy violations and make your bookings to be more effective