



# BOOKING PROCEDURES & ADM POLICY

NEOS S.p.A.



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## 1. INTRODUCTION

The current document defines the **NEOS** Air booking procedures and policies. These policies and procedures allow optimum handling of the seat inventory **NEOS** flights. This enables **NEOS** to put the right number of seats available for sale, minimising the unproductive spaces on the inventory which, in addition, generate a distribution and/or travel cost for **NEOS**.

This guide is intended to help travel agents to avoid errors which could possibly generate fines, ADMs or other measures.

The policies and procedures set out herein take into account and are based on the resolutions laid down by IATA; travel agent obligations are described in the IATA resolutions 824, 830a, 850m and 049x which are attached at the end of this document. As mentioned in paragraph 3.2 of IATA resolution 824 and any other local regulation applicable, **NEOS** may provide this booking policy to travel agents who are obliged to comply with it. We expect the cooperation of our travel agents (internal and external, IATA/ARC and non-IATA/non-ARC) to abide by these policies and procedures as they are of mutual benefit, including our customers.

In view of the above, **NEOS** audits all booking transactions to identify any possible breaches of these policies and procedures. These breaches could result in fines, Agent Debit Memos (ADMs) or invoices. The associated fines for such breaches can be found in the document **NEOS** in this document. Repeated violations of the policy and/or failure to pay any fine/ADM/invoice may result in a modification or loss in access to the **NEOS** inventory, whether to look, book or issue.

If a travel agent has carried out practices which conflict with these policies and procedures, **NEOS** shall inform it, providing clear and documented evidence and may take the aforementioned measures.

It should be pointed out that the policies and procedures set out herein do not constitute a final list of breaches, but merely examples; with this in mind, any practice whose direct or indirect effect or purpose is to restrict, prevent or falsify the correct availability of seats on sale on **NEOS** flights, shall constitute a breach of our booking policies which may result in fines, Agent Debit Memos (ADMs) or invoices.



## 2. BOOKING POLICIES

### 2.1 NO SHOW

A “no show” occurs when a travel agent does not cancel a booking which is no longer required by the passenger and which may lead to an inventory loss.

In case the passenger miss a first flight resulting in a no show, the subsequent flights will be confirmed and able to be flown or changed according to fare rules.

Any flight change, cancellation and refund must be processed 48 hours prior to departure, otherwise it will be considered as **NO SHOW**.

No show coupons are not refundable and cannot be changed.

Airport taxes can be refunded on non used flights. The request shall be processed **exclusively** through Neos Customercare on **NEOS** website: <https://www.neosair.com/en/information/customer-service> . The reason on the report to be inserted is: "DENIED/MISSING BOARDING". Only the mandatory fields need to be completed.

Refund requests can be submitted only after the flight has departed (once the no-show status is confirmed) and must fall within the ticket’s validity period.

**Important:** Any refund requests submitted via BSP will be automatically rejected.

### 2.2 FICTITIOUS NAMES

Any bookings with fictitious names and/or which are not directly related with a passenger’s request to buy a ticket are not allowed.

Fictitious names shall be deemed to be any names entered incorrectly or which have a high probability of not being real passengers, examples of such bookings are the ones with names on the PNR like: TRIP/A/B/C, MOUSE/MICKY, TEST/AIRLINE.

PNRs should not be created for testing or training purposes. The training mode provided by the GDSs must be used when a functionality is being tested or travel agents are being trained.

To avoid this type of irregularity, please follow the recommendations below:

- Enter the passenger name in its complete form, without abbreviations.
- Avoid creating bookings without any intention to travel in order to quote or submit the itinerary to the passenger.
- Carry out training and testing in the TEST/Training environment of your GDS.



### 2.3 PNR NAME FIELD FORMAT & CHANGES/AMENDMENTS

As per IATA and Government requirements, only the Last and First name are mandatory in the PNR name field, which the GDSs & PSSs are able to handle. If the full name, including middle names doesn't exceed the field format length, the travel agent may create the PNR with the full name.

For countries where API is required, the exact full name shall be informed with SSR DOCS field. No other remarks are mandatory apart of SSR DOCS

This requirement is industry standard applied to all airlines and NEOS has not special guidelines with respect to that.

Name changes are not permitted on either unticketed or ticketed bookings. In such cases, a new Passenger Name Record (PNR) must be created, and the applicable itinerary and fare conditions at the time of the new booking will apply.

For ticketed bookings, if a different passenger intends to travel, a new ticket must be issued. This new booking and ticketing will be subject to current seat availability and prevailing fares. The original ticket may be refunded according to the applicable fare rules.

Regardless the origin and destination, misspelled and mistyped names are not accepted as a name correction. **NEOS** allows boarding when there are minor discrepancies of up to three (3) characters in the first, middle, or last name, or in the title. In such cases, no correction to the reservation is required. If the discrepancy exceeds three (3) characters, standard fare rules will apply, and the passenger will be denied boarding or required to purchase a new ticket if the name does not match the travel document at check-in.

Please note that the purpose of permitting passengers to board under these circumstances is solely to address genuine misspelling or mistyping errors. If it is determined that the discrepancy indicates a change of passenger rather than a minor spelling mistake, NEOS may deny boarding.

An example of a case that would be considered a passenger change (given that NEOS accepts discrepancies of up to three characters) is shown below:

- **PNR/Ticket Issued As:** LAO/WHU
- **Actual Passport Name:** LAO/LIU or ZHU/LIU

\*Even though, three characters are being changed, on such examples, a genuine misspelling, mistyping is not observed, therefore NEOS will not allow the passenger to board.

For legal name corrections (e.g., due to marriage, divorce, gender reassignment, legal proceedings, or a new passport/ID), NEOS may accept the change provided that official documentation is presented (such as a marriage certificate, divorce decree, or legal name change certificate) confirming that the person travelling is the same as the one named in the original booking. In case of legal name correction, Travel Agency will send a request to tickets@neosair.it. Neos HQ will do the name correction and the agency will lose control of booking. Travel agency must attach the documents with evidences of legal name change, include Neos PNR and provide the wrong name and correct name.

#### NAME CORRECTION EXCEPTIONS

Travel agents are not required to request a name correction in the following cases:



- The passenger has multiple first names, but only the first appears in the booking.
- The first name and surname are transposed (e.g., surname appears as the first name and vice versa).
- The passenger's name appears without spaces.

**Note:**

The APIS data must exactly match the information shown in the passport.

These exceptions do not apply to interline or codeshare bookings, for which correct name formatting is mandatory. In case of interline or Codeshare bookings name correction is restricted, the PNR for affected passenger would need to be cancelled and new reservation is required.

## **SPECIAL INSTRUCTIONS**

### **No family name:**

If the passenger does not have a family name but has a given name, use LNU (Last Name Unknown) as the family name.

Example:

Name: Suporno

Format: LNU/SUPORNO

### **No given name:**

If the passenger does not have a given name (first and middle names), use FNU (First Name Unknown) as the given name.

Example:

Name: Mr. Kaur

Format: KAUR/FNU

## **2.4 ADDING AN INFANT TO AN EXISTING ADULT PNR**

On unticketed PNRs, the procedures for Sabre and Amadeus are basically the same. The only action needed is to add the infant, associated with the Adult passenger by using Amadeus and Sabre specific commands.

### *SABRE*

On ticketed PNRs, Sabre and Amadeus have different restrictions. Sabre is simple, it is just needed to add the Infant, associated with the adult, just like an unticketed PNR, then have it priced and fare stored (only the INF PSGR) and then issue the ticket.

### *AMADEUS*

However, the process in Amadeus is more restrictive. Amadeus will not allow the issuance of an INFANT ticket when an FA element (Adult Ticket Field) is already present in the PNR.

To proceed, Amadeus requires that the adult passenger's ticket be fully refunded while keeping the PNR active with the original booking classes. After the refund is completed, the FA element for the adult passenger must be removed from the PNR.

Once the refund has been processed and the FA element removed, the INFANT can be added and associated with the adult passenger in the PNR. Both the adult and the INFANT must then be repriced, with the TST stored and tickets issued using the specific Amadeus commands.



Please note that this Amadeus procedure is a general rule applied to all airlines, and NEOS has no influence over this process.

To process the adult ticket refund, travel agencies are authorized to issue the refund without any penalty by using the following waiver: “NEW TKT DUE TO ADT TRAVELLING WITH AN INF”. However, when the adult ticket is repriced, the fare may differ from the original, depending on the date of the new issue.

If the original PNR contains two or more passengers, the adult passenger to whom the INFANT will be associated must be split from the original PNR. The newly created PNR resulting from the split must not be cancelled.

## 2.5 SPECIAL SERVICES REQUEST (SSRs)

Special Services can be complimentary (Free of Charge) or chargeable, depending on the type of service. It also may be available to be requested via GDS or not. The SSRs available to be requested through GDS will receive a reply as HK and the other services, not available, will be always as HN status (pending) meaning that the service must be requested directly with NEOS customer support.

Please refer to the chart below with the list of SSRs and how they are handled:

| SSR                 |                         | SERVICE OFFERED ON                       |                                                                                             |                                |                                |                                           |
|---------------------|-------------------------|------------------------------------------|---------------------------------------------------------------------------------------------|--------------------------------|--------------------------------|-------------------------------------------|
|                     |                         | NEOS POINT TO POINT & CONNECTING FLIGHTS |                                                                                             |                                | INTERLINE & CODESHARE          |                                           |
|                     |                         | PERMITTED/<br>NOT<br>PERMITTED           | HOW CAN IT BE BOOKED?                                                                       | FREE OF<br>CHARGE /<br>CHARGED | PERMITTED/<br>NOT<br>PERMITTED | HOW CAN IT BE BOOKED?                     |
| SPECIAL<br>MEALS    | DBML                    | PERMITTED                                | Directly by the passenger on the booking (Website or GDS up to 4 days prior to departure)   | FREE OF CHARGE                 | PERMITTED                      | Contact each airline call center directly |
|                     | GFML                    |                                          | Directly by the passenger on the booking (Website or GDS up to 4 days prior to departure)   | FREE OF CHARGE                 |                                | Contact each airline call center directly |
|                     | VGML                    |                                          | Directly by the passenger on the booking (Website or GDS up to 4 days prior to departure)   | FREE OF CHARGE                 |                                | Contact each airline call center directly |
|                     | OTHER MEALS AVAILABLE   |                                          | Directly by the passenger on the booking (Website or GDS up to 4 days prior to departure)   | FREE OF CHARGE                 |                                | Contact each airline call center directly |
| MEDICAL<br>SERVICES | WCHC                    | PERMITTED                                | Directly by the passenger on the booking (Website or GDS up to 48 hours prior to departure) | FREE OF CHARGE                 | PERMITTED                      | Contact each airline call center directly |
|                     | WCHR                    |                                          | Directly by the passenger on the booking (Website or GDS up to 48 hours prior to departure) | FREE OF CHARGE                 |                                | Contact each airline call center directly |
|                     | WCHS                    |                                          | Directly by the passenger on the booking (Website or GDS up to 48 hours prior to departure) | FREE OF CHARGE                 |                                | Contact each airline call center directly |
|                     | WCOB                    |                                          | By contacting the call center up to 48 hours prior to departure                             | FREE OF CHARGE                 |                                | Contact each airline call center directly |
|                     | WCMP                    |                                          | By contacting the call center up to 48 hours prior to departure                             | FREE OF CHARGE                 |                                | Contact each airline call center directly |
|                     | DPNA                    | PERMITTED                                | By contacting the call center up to 48 hours prior to departure                             | FREE OF CHARGE                 | NOT<br>PERMITTED               |                                           |
|                     | MEDA                    | PERMITTED                                | By contacting the call center up to 48 hours prior to departure                             | FREE OF CHARGE                 |                                |                                           |
|                     | OXYG                    | PERMITTED                                | By contacting the call center up to 48 hours prior to departure                             | FREE OF CHARGE                 |                                |                                           |
|                     | WCBD (DRY CELL BATTERY) | PERMITTED                                | By contacting the call center up to 48 hours prior to departure                             | FREE OF CHARGE                 |                                |                                           |
|                     | WCBW (WET CELL BATTERY) | PERMITTED                                | By contacting the call center up to 48 hours prior to departure                             | FREE OF CHARGE                 |                                |                                           |
|                     | DEAF                    | PERMITTED                                | Directly by the passenger on the booking (Website or GDS up to 48 hours prior to departure) | FREE OF CHARGE                 |                                |                                           |
|                     | BLND                    | PERMITTED                                | Directly by the passenger on the booking (Website or GDS up to 48 hours prior to departure) | FREE OF CHARGE                 |                                |                                           |
|                     | STCR                    | NOT ACCEPTED                             |                                                                                             |                                |                                |                                           |



| SSR                                                                                    |      | SERVICE OFFERED ON                       |                                                                                              |                                |                                |                                           |
|----------------------------------------------------------------------------------------|------|------------------------------------------|----------------------------------------------------------------------------------------------|--------------------------------|--------------------------------|-------------------------------------------|
|                                                                                        |      | NEOS POINT TO POINT & CONNECTING FLIGHTS |                                                                                              |                                | INTERLINE & CODESHARE          |                                           |
|                                                                                        |      | PERMITTED/<br>NOT<br>PERMITTED           | HOW                                                                                          | FREE OF<br>CHARGE /<br>CHARGED | PERMITTED/<br>NOT<br>PERMITTED | HOW                                       |
| BAGGAGE<br><br>SPORT &<br>MUSIC<br><br>OTHER<br>SPECIAL<br>ITEMS<br><br>AND<br>ANIMALS | BULK | PERMITTED                                | By contacting the call center up to 48 hours prior to departure                              | CHARGED                        | NOT<br>PERMITTED               |                                           |
|                                                                                        | BIKE | PERMITTED                                | Directly by the passenger on the booking (Website only up to 48 hours prior to departure)    | CHARGED                        |                                |                                           |
|                                                                                        | CBBG | PERMITTED                                | By contacting the call center up to 48 hours prior to departure                              | CHARGED                        |                                |                                           |
|                                                                                        | XBAG | PERMITTED                                | Web check-in or at airport                                                                   | CHARGED                        |                                |                                           |
|                                                                                        | WEAP | PERMITTED                                | By contacting the call center 48 up to hours prior to departure                              | CHARGED                        |                                |                                           |
|                                                                                        | SPEQ | PERMITTED                                | Directly by the passenger on the booking (Website only up to 48 hour prior to departure)     | CHARGED                        |                                |                                           |
|                                                                                        | AVIH | *PERMITTED*                              | CONNECTING FLIGHTS NOT PERMITTED - By contacting the call center up to 48 prior to departure | CHARGED                        |                                |                                           |
|                                                                                        | PETC | *PERMITTED*                              | CONNECTING FLIGHTS NOT PERMITTED - By contacting the call center up to 48 prior to departure | CHARGED                        |                                |                                           |
| OTHER<br>GENERAL<br>SERVICES                                                           | BSCT | PERMITTED                                | By contacting the call center up to 48 hours prior to departure                              | FREE OF<br>CHARGE              | NOT<br>PERMITTED               |                                           |
|                                                                                        | DEPU | NOT ACCEPTED                             |                                                                                              |                                |                                |                                           |
|                                                                                        | DEPA | *PERMITTED*                              | CONNECTING FLIGHTS NOT PERMITTED - By contacting the call center up to 48 prior to departure | CHARGED                        |                                |                                           |
|                                                                                        | DPNA | PERMITTED                                | By contacting the call center up to 48 hours prior to departure                              | FREE OF<br>CHARGE              |                                |                                           |
|                                                                                        | EXST | PERMITTED                                | By contacting the call center up to 48 hours prior to departure and subject to availability  | CHARGED                        |                                |                                           |
|                                                                                        | LANG | NOT ACCEPTED                             |                                                                                              |                                |                                |                                           |
|                                                                                        | MAAS | NOT ACCEPTED                             |                                                                                              |                                |                                |                                           |
|                                                                                        | UMNR | *PERMITTED*                              | CONNECTING FLIGHTS NOT PERMITTED - By contacting the call center up to 48 prior to departure | CHARGED                        |                                |                                           |
|                                                                                        | SEMN | NOT ACCEPTED                             |                                                                                              |                                |                                |                                           |
|                                                                                        | SVAN | PERMITTED                                | By contacting the call center up to 48 hours prior to departure                              | FREE OF<br>CHARGE              |                                |                                           |
| SEAT<br>ASSIGNMENT                                                                     |      | PERMITTED                                | Directly by the passenger on the booking (Website only)                                      | CHARGED                        | PERMITTED                      | Contact each airline call center directly |

## 2.6 DUPLICATED BOOKINGS & REDUNDANT SEGMENTS

Duplicated Booking means cases in which the same passenger is involved in several bookings at the same time, created by the same Travel agency (same PCC/Office ID), that are simultaneously active in the booking system and where it is clear that it is not possible to fly on both bookings without doing No Show in one of them.

**NEOS** does not allow duplicate PNRs. The creation of bookings in one or more PNRs/GDSs which are simultaneously active in systems where it is logically impossible to travel, are not allowed.

To avoid this type of irregularity, please follow the recommendations below:

- Check that the passenger does not hold similar bookings in the system before creating a new one.



- Passengers with namesake travelling together should be booked in different PNRs and each PNR must have a cross referencing and also SSR OTHS – PAX NAMESAKE – Name of PAX PNR
- If there is a similar booking, cancel it before creating a new PNR. As an additional recommendation, you must wait a few moments before starting to create the new PNR so that it is evident in the system that both bookings did not co-exist.
- Avoid making several bookings for the same passenger with the same itinerary and a different flight number or reservation booking designator.
- Avoid creating several bookings for the same passenger with different itineraries, but with overlapping dates or on which it is impossible for the same passenger to fly.
- It is recommended to include the passenger contact data and not the contact information of the Travel agency in order to distinguish between bookings of passengers with the same first name and surname created at the same Travel agency.

## 2.7 CHURNING

All bookings created on the GDS must be issued in accordance with fare rules or cancelled immediately on the GDS before the departure date, when they are no longer required by the passenger. If an unticketed booking is created within 48 hours prior to departure time and the customer no longer requires to travel, then the travel agent must cancel the booking immediately upon being informed by the customer

Cancelling and rebooking the same itinerary on the same or a different service class in one or more PNR or GDS to circumvent or extend the ticketing time limit is not allowed. To avoid this type of irregularity, please follow the recommendations below:

- Only make changes to a booking when the passenger so requests.
- Avoid circumventing the ticketing time limit by cancelling and relocating segments.
- Reinstatement or reactivation of cancelled or expired PNRs is not allowed in any case. On such situations a new PNR should be created, respecting the guidelines referred above.

## 2.8 FICTITIOUS TICKET

Each PNR has a date and time at which the issuance of the respective tickets is requested. Each fare has its own ticketing time limit which is determined in the paragraph of CAT 5/AP. If there is any discrepancy between the ticketing time limit in the system and the encoded content in CAT 5 of the fare, the most restrictive ticketing time limit shall be regarded as valid.

**NEOS** has automatic programming which cancels segments when the issuance has not occurred within the times determined. Any manual ticket insert will not be accepted by NEOS

A false ticket number is regarded as an intention to circumvent the ticketing time limit. A false ticket is taken to have different numbering from a real ticket, including in the ticket format in the booking. Some examples of this malpractice are the input of the following data in the ticket field:

- Totally fictitious numbering.



- Real numbers used previously in other bookings.
- Ticket issued for a route which is different from that booked.
- Ticket issued in the name of someone different from the booking.
- Cancelled ticket.
- Ticket with invalid check digit.
- MCO or any other form of accounting used as fictitious ticket.
- Ticket numbers entered incorrectly.

To avoid this type of irregularity, please follow the recommendations below:

- Refrain from creating bookings and entering an invalid ticket number with the intention of preventing the airline from cancelling said booking or to block the airline inventory.
- Avoid issuing tickets in the booking and then voiding them with the intention of keeping the inventory blocked.
- If you void a ticket, cancel the booking immediately so that the seats do not remain blocked.

## 2.9 PASSIVE SEGMENTS

**NEOS** does not support any type of passive segments

## 2.10 WAITING LISTS

**NEOS** does not support waiting lists

## 2.11 APPLICABLE FARES

The agent commits to offer its customers the fares that **NEOS** has available in its system at the time of the booking and/or purchase in accordance with the applicable and published regulations and standards and the legislation in force. In particular, the agent must offer, book and issue the fares applicable in the country in which the booking is made in accordance with the registered IATA code of the Travel agency.

The violation of APPLICABLE FARES includes but does not limit to:

- Fare/Sales violation
- Unauthorized use or re-distribution/marketing of Private fares
- Point of sale violation
- Reissue and Refund violation
- RBD violation

The following hierarchy consists all Neos applicable RBDs. All other RBDs not included in the table are dedicated to **NEOS** Internal use and are not permitted to be booked. It will be considered as violation, subject to penalties.



| ECONOMY |   |   |   |   |   |   |   |   |   |   |   |   |   | PREMIUM |   |   |   |   |   |   |   |
|---------|---|---|---|---|---|---|---|---|---|---|---|---|---|---------|---|---|---|---|---|---|---|
| R       | U | O | X | V | T | Q | N | M | L | K | H | B | S | Y       | E | W | Z | I | D | C | J |

### 2.11.1 ADDITIONAL GUIDELINES FOR RECALCULATION (CHANGES & REISSUE)

The agent is responsible to apply all the fare condition on processing the recalculation for changes and reissue, considering the applicable fees and fare difference.

In order to have the correct recalculation, the agent must proceed with the following guidelines:

#### VOLUNTARY CHANGES/CANCELLATION

- Changes before travelling the first flight segment – If fare rules allow, a new fare has to be priced considering the applicable fares available on the date of the new quote.
- Changes after travelling the first flight segment – When changing the return segment, the fare applied has to be the one available on date of the original ticket issuance. According to ATPCO procedures and IATA Ticket Handbook, a historical pricing shall be applied.
- Reissuance/Change fee shall be collected as **CP** tax code;
- If a PNR with multiple passengers has to be rebooked with a separate itinerary or to be refunded for one or more of them, the PNR has to be splitted. A separate PNR will be created and automatically tagged by the GDS as an Associate PNR. The Original PNR will be also automatically tagged as Parent PNR.

#### INVOLUTARY CHANGES/CANCELLATION

- If the passenger experiences a cancellation or a schedule change of 1 hour or more (affecting either the departure or arrival time) and does not accept the proposed re-accommodation, a full refund is permitted. Alternatively, NEOS allows the passenger to rebook on a different date within a window of fourteen (14) days before or after the original departure date, subject to flight schedule and seat availability, and maintaining the originally purchased cabin class. In the case of round-trip tickets, both outbound and return segments may be adjusted to preserve the original length of stay. Only one reissuance will be permitted free of charge; any additional changes will be subject to the applicable fare rules. Acceptance of the proposed re-accommodation or rebooking on an alternative date, as per previous instructions, must be completed within 10 days from the notification. Segments remaining in TK status for more than 10 days after airline notification will be considered unproductive and subject to ADM policy.
- For schedule changes of less than one hour, no complimentary changes or refunds will be authorized. In such cases, only the original fare rules will apply.
- If a schedule change affects either the outbound or return segment, the passenger may choose to travel only on the unaffected segment. In such cases, a partial refund will be issued for the unused



portion of the journey. The calculation to process the refund shall be done according to the fare breakdown.

- Subject to the conditions outlined above, and only in case of schedule change of 12 hours or more, Travel Agencies are authorized to change the point of origin and point of destination, provided the country of origin and destination remain the same.

It is the joint responsibility of both the passenger and the travel agency to verify and comply with all applicable entry and exit requirements, as well as any other relevant regulations issued by local authorities, based on the voluntarily applied changes to the point of origin or destination

- This waiver applies exclusively to Neos-operated flights; therefore, interline itineraries are not permitted to change the point of origin or destination.
- Involuntary reissues must meet **NEOS** RBD hierarchy informed above and shall be booked from lowest to high if the original ticketed RBD is not available, observing the original cabin service. All involuntary reissues must have "INVOL" designator. By proceeding with GDS automatic reissuance, the "INVOL" information will be automatically placed in the Endorsement Box.
- All special services/products requested and already paid, will be transferred to the next protected flight. A refund will be also granted if requested. On disruptions occurring on the day of departure the process will be managed by the airport staff. For any inquiry regarding special services/products purchased before the schedule change should be requested at <https://www.neosair.com/en/informazioni/servizio-clienti>
- On special circumstances and force majeure events, such as natural causes and major strikes, **NEOS** will do all efforts to disclose its guidelines at the earliest possible. All official communications will be made available via the overhead banner on the NEOS website: <http://www.neosair.com>.

## 2.12 MINIMUM CONNECTING TIME

In order for passengers to be able to take their connecting flights without any problems, it must be ensured that there is enough time between the arrival of the first flight and the departure of the following one. The time between flights is known as the minimum connecting time and it needs to be taken into account in order to be able to carry out the security checks and any terminal change, if necessary. The minimum connecting time (MCT) is specified in the GDSs and it varies in line with the airport, the connection type and the airlines between which the connection is made. It is not allowed to generate bookings which contain connecting flights whose connecting time is less than that required in the MCT table specified in the GDS.

To avoid this type of irregularity, please follow the recommendations below:

- Book PNRs based on full O&D availability
- When there is re-booking or changes in the booking, all the connecting segments of an O&D must be cancelled
- Re-bookings or changes must be carried out of all new segments selected in an O&D on the same entry
- Do not circumvent the O&D logic by trying to achieve a space in a closed class in order to obtain a lower fare that does not apply, owing to the fact that there is no longer any availability for the service class requested.



## 2.13 MISUSE OF PASSENGER TYPE

All bookings must be created with the correct passenger type.

All bookings must have in the name field the identification of the passenger type (ADT, CHD, INF), otherwise it will be assumed to be an adult passenger (ADT).

It is not permitted to log in a passenger type (ADT, CHD, INF) which is not consistent with the real age of the passenger at the time of the journey which is determined in CAT 1 (Eligibility) or CAT 19 (Children Discounts) of the tariffs.

To assure the correct use of passenger type for CHD and INF, the following examples should be applied:

### Sabre

```
1.2GUANCIALE/LUIZ MR/MARIA MSTR01JUN15 (ADT and Child)
2.I/1GUANCIALE/PATRICIA MISSDOB01FEB24-1.1 (Infant)
1 NO 787Y 01FEB J MXPJFK SS2 1155A 250P /DCNO /E
```

### Amadeus

```
1.GUANCIALE/LUIZMR(INF/PATRICIA/01FEB24)
2.GUANCIALE/MARIA(CHD/01JUN15)
3 NO 787 Y 01FEB 6 MXPJFK HK2 1 1155 1450 787 E 0
SEE RTSVC
4 SSR CHLD NO HK1 01JUN15/P2
5 SSR INFT NO NN1 GUANCIALE/PATRICIA 01FEB24/S3/P1
```

## 2.14 NON-CANCELLATION OF UNPRODUCTIVE AND/OR INEFFICIENT BOOKINGS

An irregularity of non-cancellation of unproductive and/or inefficient reservations is understood as the non-cancellation of non-productive and/or inefficient segments that generate an unrecoverable cost for **NEOS** in the GDS reservation systems.

**NEOS** does not allow PNR's of unproductive and/or inefficient segments in GDS inventories further than 24 hours prior to departure time. Examples of unproductive segments are HX, UN, UC, US, NO, UN, among others, these may not end in ticket emission. Inefficient segments include confirmed segments (e.g. HK, TK) that have undergone changes leading to the creation of a new reservation invalidating the old one, or HK, TK status without issuance and/or remission within the same reservation.

It will be the sole responsibility of the Agency to review the cancellation queues to perform the corresponding cleaning in the inventories of the GDS of preference, no further than 24hrs. prior to departure time.

In order to avoid this type of irregularity, we recommended to:

- Verify cancellation queues
- Verify the cancellation, in the GDS, of reservations that have been subject to refunds.
- Verify the cancellation, in the GDS, of reservations subject to itinerary changes.



**Important:** All voided tickets must be accompanied by the immediate cancellation of the corresponding PNR, otherwise will be considered as unproductive bookings.

## 2.15 IRREGULAR COMMISSION AND MARK UP

Travel agencies are not permitted to apply any additional charges, such as commissions, service fees, or mark-ups, on top of the published ticket price, unless expressly authorized in writing by Neos or as established within each BSP. Failure to comply with this policy will result in a penalty of €100 / \$110 / CAD 150 per violation.



### 3. BOOKING AUDIT

**NEOS** states that if a booking audit shows that practices have been committed such as those set out below (this list is not exhaustive nor necessarily final), the travel agents will see effects like those described in the attached document “**NEOS Bookings Audit Effects**”:

- Booking manipulation (for example: O&D Circumvention, Married Segment breakage)
- Reinstatement/reactivation of canceled PNR due to expired time limit
- No show
- Fictitious names
- Duplicate Bookings
- Redundant Segments
- Churning
- Fictitious ticket
- Application of incorrect tariffs (cross border selling, unauthorized private fares), set out in point 2.9
- Violation of minimum connecting times
- Adult bookings with issuance of CHD/INF tariffs
- Taxes, fees, commissions and surcharges missing, altered or miscalculated
- Obtaining cheaper fares with a fictitious roundtrip
- Obtaining cheaper fares with a fictitious initial/final coupon



## 4. NEOS ADM POLICY

### 4.1 INTRODUCTION

The ADM serves to notify an Agent that unless there is some justification to the contrary, the Agent owes the issuing BSP Airline the amount shown on the ADM for the reasons indicated.

ADMs are a legitimate accounting tool for use by all BSP Airlines to collect amounts or make adjustments to Agent transactions in respect of the issuance and use of Standard Traffic Documents issued by the Agent. Alternative uses of ADMs may exist provided that consultation has taken place either individually with the Agent or a local representation of Agents, or through the applicable local joint consultative forum

ADMs are to be specific in their detail as to why a charge is being made.

### 4.2 AIRLINE POLICY

Airlines are required to publish their ADM policies to Agents through BSPlink in advance of Implementation.

Where possible the model shown in the Attachment to this Resolution should be applied.

### 4.3 BSP PROCESSING OF ADMS

ADMs shall only be processed through the BSP if issued within nine months of the final travel date. ADMs referring to refunds made by the Agent shall be processed through the BSP if issued within nine months after such refund has been made by the Agent. Any debit action initiated beyond this period shall be handled directly between the BSP Airline and the Agent.

ADMs/ACMs may be processed through the BSP, for a maximum period of 30 days following default action taken against an Agent in accordance with Resolution 818g, Attachment 'A', Section 1.10.



## 5. ISSUANCE PRINCIPLES

Airlines should consider establishing policies for a minimum value for the issuance of a single ADM. Where such minimum is established it may be published to Agents.

In principle ADMs should not be raised for the collection of administrative fees.

If there is an administrative cost associated with the raising of an ADM it should be incorporated in the same ADM document raised for the adjustment. The inclusion of the administration fee must be communicated to the agent.

Airlines shall provide Agents with the phone and email address of a person or department that has knowledge of the concerned ADM.

Whenever a Fare Calculation Mode Indicator (FCMI) has been provided by a ticketing system to the Airline, the Airline shall include the FCMI in any ADM raised to an Agent.

An Agent shall have a maximum of 15 days in which to review and dispute an ADM prior to its submission to BSP for processing.

All disputes are to be settled by the Airline within 60 days of receipt.

If it is established that an ADM is not valid it must be cancelled.

Where ADMs are withdrawn by BSP Airlines, any administration fee that may have been levied will be withdrawn, or refunded to the Agent. In the event the ADM is refunded to the Agent, the Airline cannot charge an administrative fee associated to the refund.

Following consultation and if both parties agree a disputed ADM may be referred to the Travel Agency Commissioner to be resolved.

An ADM that has been included in the BSP billing will be processed for payment. Any subsequent dispute of such ADM, if it is upheld by the Airline, will be dealt with directly and where applicable may result in the issue of an Agency Credit Memo (ACM).



## 6. ISSUE AND PROCESSING OF AGENCY DEBIT MEMOS (ADMs)

It is RESOLVED that the following principles will be MODEL ADM INDUSTRY PROCEDURES

### 6.1 DESCRIPTION

ADMs are a legitimate accounting tool for use by all BSP Airlines and should only be used to collect amounts or make adjustments to agent transactions in respect of the issuance and use of Traffic Documents issued by or at the request of the Agent.

Alternative uses of ADMs may exist provided that consultation has taken place either individually with the Agent or through the applicable local joint consultative forum

ADMs are to be specific in their detail as to why a charge is being made.

Any ADM relates to a specific transaction only, and may not be used to group unrelated transactions together, however, more than one charge can be included on one ADM if the reason for the charge is the same, and a detailed supporting list is provided with the ADM.

In the event an airline decides to apply a charge for under-collection or incorrect ticketing on a sale or for the adjustment of a refund issued incorrectly or incorrectly calculated, such charges must be clearly explained in the carriers published ADM policy or must be agreed with Agents bilaterally in writing.

No more than one ADM should be raised in relation to the same original ticket issuance. When more than one ADM is raised in relation to the same ticket it shall be specified for a different adjustment to previous issues.

All rejected or disputed ADMs must be handled by BSP Airlines in a timely manner.

Except where otherwise agreed in a market ADMs should not be used to collect third party costs not directly associated with the initial ticket issuance of a passenger journey.

When ADMs are raised for administration fees the level of such fees should be commensurate with the cost of the work incurred.

When the Agent has used an automated pricing system to generate the total ticket price including fare, tax, fees and charges specific to the purchase, and subsequent issuance, of a ticket for a journey, and there has been absolutely no manipulation by the Agent, on such price the ticketing systems shall send a Fare Calculation Mode Indicator (FCMI) to the airline, in accordance with the provisions of IATA PSC Resolutions 722f and 722g, to identify automated pricing has been used. The airline shall ensure the FCMI indicator is passed to an Agent in the event an ADM is issued.



## 7. GLOSSARY

| Abbreviation | Description                             |
|--------------|-----------------------------------------|
| ACM          | Agency Credit Memo                      |
| ADM          | Agency Debit Memo                       |
| BSP          | Billing and Settlement Plan             |
| CAT          | Tariff note category                    |
| EMD          | Electronic Miscellaneous Document       |
| ET           | End of Transaction                      |
| GDS          | Global Distribution System              |
| IATA         | International Air Transport Association |
| O&D          | Origin-Destination                      |
| PNR          | Passenger Name Record                   |
| RBD          | Reservation Booking Designator          |



## ANNEX I NEOS BOOKING AUDIT EFFECTS

**NEOS** audits all booking transactions to identify any possible breaches of policies and procedures described in **NEOS** Booking Policy, available in **NEOS** Trade site. These breaches, if any, could result in fines, Agent Debit Memos (ADMs) or invoices. Repeated violations of the policy and/or failure to pay any fine/ADM/invoice may result in a modification or loss in access to the **NEOS** inventory, whether to look, book or issue.

If a travel agent has carried out practices which conflict with these policies and procedures, **NEOS** shall inform it, providing clear and documented evidence and may take the aforementioned measures. The billing process for the above mentioned fines/ADM/invoices shall take place via regular ADM/Invoice process currently defined for every agency in particular.

It should be pointed out that the policies and procedures set out herein do not constitute a final list of breaches, but merely examples; with this in mind, **NEOS** reserves the right to add new breaches with their corresponding penalty, also to modify penalty charts, prior notice to agents.

### **NET PENALTIES FOR EACH TYPE OF POLICY BREACH**

#### 1. Minor violations

Non-Cancellation of Unproductive and/or Inefficient Bookings: Fictitious names, Inactive Segments, Minimum Connecting Time, Net penalties are the following (these values are per passenger-segment)

|                  |                                                    |
|------------------|----------------------------------------------------|
| PAX-SEGMENT      | All cabins                                         |
| All destinations | € 35 (USD 35 USA BOOKINGS, CAD 50 CANADA BOOKINGS) |

#### 2. Major violations

No Show on Unticketed Bookings; Fictitious Ticket; Churning; O&D Circumvention; Duplicate and Redundant Bookings; Adult Bookings with Issuance of CHD/INF Fares; Unauthorized use of Private fares; Override of Point of Sale; RBD violation; misapplication of changes and reissue and any other Fare misuse (including taxes, fees and surcharges); Reinstatement/reactivation of canceled PNR due to expired time limit: Net penalties are the following (these values are per passenger-segment)

|                  |                                                      |
|------------------|------------------------------------------------------|
| PAX-SEGMENT      | All cabins                                           |
| All destinations | € 250 (USD 280 USA BOOKINGS, CAD 400 CANADA BOOKING) |

O&D Circumvention is identified through **NEOS** PSS system (HOST), since GDSs don't always leave a traceable mark in the PNR to identify this kind of breach. In case this penalty is disputed by the travel agent, **NEOS** will



send as evidence: (i) PNR history, if the GDS left a traceable mark of the breach, or (ii) information from **NEOS** PSS system describing the original O&D availability request and the final O&D present in the PNR.

Overbooking in Closed Class is identified through **NEOS** PSS system (HOST), since GDSs don't always leave a traceable mark in the PNR to identify this kind of breach. In case this penalty is disputed by the travel agent, **NEOS** will send information from **NEOS** PSS system as evidence.

Before pursuing Duplicated Bookings, **NEOS** grants certain amount of time for travel agents to rectify the bookings:

- Duplicated bookings with flights departing in less than 24 hours: 20 minutes.
- Duplicated bookings with flights departing within 24 hours and 72 hours: 6 hours.
- Duplicated bookings with flights departing after 72 hours: 12 hours.