



## AGENCY DEBIT MEMO POLICY

For Sales & Refund, Booking & Ticketing

Version 1.1

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## 1. INTRODUCTION

In accordance of the IATA resolution 850m Etihad Airways is hereby furnishing ADM policy. Etihad Airways will issue an ADM to collect amounts or make adjustments to Etihad Airways traffic documents issued by, or at the request of the Agent. An ADM may also be used to collect amounts where a traffic document has not been issued, if agreed with the Agent, for example, for deposits for group sales.

## 2. SALES & REFUND DOCUMENTS ADM POLICY

### 2.1. KEY POINTS

- 2.1.1. An ADM will only be submitted for processing through the BSP to adjust sales if issued within nine months of final travel, or when the final travel date cannot be established, the expiry date of the document. To adjust refunds, an ADM will only be issued within nine months of the BSP remittance date on which the document was settled. For any charge due Etihad Airways beyond this period, Etihad Airways will agree with the Agent bilaterally the best settlement method and only submit an ADM through the BSP process if agreed by the Agent.
- 2.1.2. For agency not registered with IATA, ADM's will be raised manually, and Correspondence will be sent to agents or Etihad local office.
- 2.1.3. For all Manual ADM's raised, Etihad Airways will provide a credit period of maximum 14 Days from the date of submission of those ADM's to the Agents. Beyond this time frame if the agent fails to settle the disputed amounts to Etihad Airways, Etihad Airways will then institute legal action for collection of these funds/Bank Guarantee/Insurance.
- 2.1.4. The minimum value of a single ADM shall be USD 10 per agent per fortnight or per reporting period whichever is earlier. However, if there is a persistent practice of under-payment (multiple occurrences of under payments less than USD10 or equivalent) by the same Agent (IATA location), Etihad Airways may raise an ADM to recover the under-payments.
- 2.1.5. The general principle applied by Etihad Airways for raising an ADM for non-compliance with ticketing rules is to raise the fare to the next applicable fare that meets all fare & ticketing rules/conditions for the journey travelled/booked. (This does not apply when there is a fixed amount penalty charge as communicated through notes in the fare rules, by letter or any other communication e.g. Key News for specific markets)
- 2.1.6. Etihad Airways will not issue more than one ADM on the same original booking, if it is for different memo reason and charges. (This does not apply when an ADM is cancelled and raised again for the same reason but for a different value.)

## 2.2. ADM SCOPE

ADM shall be raised specific to following discrepancies.

Fare calculation	Endorsement restrictions
Abuse of CIP (Carrier Identification Plate) selection rules	Refund calculation
Minimum/Maximum stay	Fare non-refundable
Booking class / Class of travel	Cancellation fee/ Refund charge
Advance Purchase requirements	Refund on partly used ticket
Surcharges Weekend/YQ/YR	Conjunction ticket refunded separately
Routing/Flight requirements	Duplicate refunds
Child/Infant/Other discounts	Correct original airline
Expiry of fare/ticket	Commission on Refund
Open Jaws	Tax refunds
Stopover & Transfers	Agency checks
Seasonality/Travel Restriction/Blackout	Credit Card Refunds
Combinations for Fares & carriers	Ticket Refund validity
Commission	No Show Charges
Tax calculation	Group Fares
Agent IATA application	Group rules & conditions
AD/ID/Trade discounted fares	Lost ticket/Blacklisted tickets
Form of Payment	Dual utilization of coupons
Missing & Incorrect Tour Codes/Sanction Codes/Waiver codes/Discount code	Any conditions/Rules/Charges covered under contracts/Deals/Sanctions/Fares
Add-ons calculation	BSP billing discrepancies
Joint Fare violation of other airline and Airlines partner Joint fares	Conversion rates
IATA fare construction	Credit Card charge back
Reissue fare calculation	Out of Sequence
Reissue Tax calculation	Sales not reported.
Commission on Reissue	Tickets reported as void, but utilization of such tickets are noticed.
Change fee/Reissue charges	RBD Abuse
Name Change	Any Incorrect Ticketing
Expired tickets reissued	Baggage allowance ADMs
Original ticket details not reported in Re-issue ticket.	Credit Card Fraud

### 3. ADM DISPUTES & ADMINISTRATIVE COLLECTIONS

- 3.1. Administration fees of **USD 25.00** will be applied for all the ADM's to be raised, which will be included in the respective ADM itself.
- 3.2. Agents shall dispute the ADMs in the respective BSP link within a maximum period of 14 days or as per the time limit assigned by the local BSP whichever is earlier.
- 3.3. All correspondence in respect of disputes must be directly corresponded on the communication details mentioned on the ADM. If Disputes are accepted by Etihad Airways all charges associated with such ADM's will be reversed with an ACM in the respective BSP links.
- 3.4. Agents when disputing ADM's must provide supporting documentation.
- 3.5. No dispute shall be entertained by Etihad Airways whose billed date is more than 180 days old.
- 3.6. The contact details of persons with whom correspondence can be initiated will be available in the respective ADMs of the BSP links.
- 3.7. Dispute period of all Manual ADM's should be within 14 Days from the date of submission. All disputes submitted by agents to Etihad Airways must be supported with relevant supporting documents.

### 4. TICKET REFUNDS

Etihad Airways values all of its agents and is continually working to improve its services to offer the best possible and most comfortable service to every customer.

In line with this approach, Etihad Airways encourages agencies to use BSP Refund Application platform to initiate all refund requests for their tickets.

**Any refunds processed incorrectly through Refund Application will be recovered from the Travel Agencies in full without charging any Admin fee amount.**

## 5. GDS BIDT ADM POLICY

### 5.1. KEY POINTS

- 5.1.1. Etihad Airways will issue an ADM for specified malpractices on booking procedures based on GDS BIDT (Billing Information Data Tapes) data which contains all transactions done by every Travel Agent using that specific GDS / CRS.
- 5.1.2. An ADM will be submitted for processing through BSP to collect amounts or make adjustments for misuse of inventory and specified malpractices on booking procedures.
- 5.1.3. For all Manual ADM's, correspondence will be sent to agents or Etihad local office if agency not registered with IATA.
- 5.1.4. Etihad Airways will include more than one transaction on any ADM for inventory misuse and specified malpractices on booking procedures.
- 5.1.5. Etihad Airways will endeavor to provide as much information as possible on an ADM to ensure it is specific in detail about the reason a charge is being made.
- 5.1.6. Etihad Airways will charge USD 5.00 (or equivalent in local currency) for each Passenger/segment hold in the certified malpractice.
- 5.1.7. The minimum value of a single ADM shall be USD 10.00 per agent per fortnight or per reporting period whichever is earlier. However, if there is a persistent practice of under-payment (multiple occurrences of under payments less than USD 10.00 or equivalent) by the same Agent (IATA location), Etihad Airways may raise an ADM to recover these under-payments.

### 5.2. ADM SCOPE

ADM will be raised for malpractices on booking procedures on following parameters.

- Excessive Canceling reservations
- Churning
- Duplicate Bookings/Segments
- Fictitious or Speculative Bookings
- Test or training PNRs

## 6. FRAUDULENT OR ABUSIVE BOOKING PRACTICES

Etihad Airways recognizes the Global Distribution System (GDS) as a valuable distribution channel, and as such, we currently participate in all major systems. As part of our participation, we pay incremental fees for travel agent bookings. Billable activity includes sell, cancel, waitlist, change, schedule change, etc.

This policy applies to all GDS subscribers including travel agents and any person or entity accessing Etihad Airways internal reservation system content via the Internet or any other electronic means. It is the responsibility of the GDS subscribers to ensure that all of its employees, agents and contractors, in all of its locations are familiar with this policy.

We hereby request all GDS subscribers to make every effort to comply with these policy guidelines.

### A- POLICY

#### 6.1 Inactive Segments:

When a reservation is affected by a schedule change, ticketing time limit action, flight cancellation or any other circumstance, Etihad Airways sends a notification directly to the original booking agents GDS queue. This notification communicates the change and directs the booking agent to accept the changes in the passenger's name record (PNR) and remove the inactive segments.

Changes to itinerary segment status resulting in inactive segments require action at least 24 hours prior to departure. This includes cancelling ticketed or un-ticketed segments with a status code of UN, NO, HX, WK, WL, or WN.

#### 6.2 Waiting lists:

Travel Service providers must not repeatedly create waitlisted booking, since these do not increase chances of confirming and result only in higher booking volumes and increased GDS fees for Etihad Airways.

Travel Service providers must ensure all waitlisted bookings are removed from the active PNR at least 24 hours prior to departure.

#### 6.3 Space Churning:

Excessive and repeated booking and cancelling of space is often done to:

- Cancelling and/or rebooking the same flight, class, date or route to circumvent the fare rule
- Achieving the GDS productivity targets

The above practices are strictly prohibited and if identified, will be invoiced on a per segment basis and could potentially incur very high invoice amounts.

#### **6.4 Duplicate segments on a booking /alternative segment for the same passenger:**

A Travel services provider must not create impossible traveling itineraries in a single booking. It is not allowed to hold concurrent flights for the same travel period where it is not possible for passenger to travel simultaneously

Debit memos of USD10 per passenger per segment will then be raised against travel agencies found in violation.

#### **6.5 Fictitious/speculative booking & ticket numbers:**

Holding on to Etihad Airways inventory until a passenger or ticketing opportunity arise increases the airlines booking fees and reduces the availability of Etihad Airways product. Your cooperation is requested to use the GDS only when it relates directly to passenger's request or intention to purchase a ticket.

Creating segments, passive or active, or a combination of both, to meet GDS productivity agreements is a breach of standard industry procedures. This includes the ticketing of duplicate space from one GDS to another to fulfill booking requirements and gain GDS incentives.

Inputting fictitious ticket numbers to hold a booking lead to a reduction of availability of the Etihad Airways product. Refrain from making reservations with fictitious names or entering false ticket numbers. Booking which contain fictitious names or ticket numbers will be screened. Once identified, such booking is subject to automatic cancellation and Debit memos of USD10 per passenger per segment will then be raised against travel agencies found in violation. Travel agents should contact relevant country sales team with the Pax Passport copy, instead of rebooking multiple times when PNRs are cancelled due to fictitious or invalid name checks.

#### **6.6 Passive bookings:**

An acceptable passive segment is entered into a GDS for the purpose of ticketing. It must match an existing booking in Etihad Airways internal reservation system. The use of mismatched segments to issue tickets is strictly prohibited.

Industry standards require that passive segments be used "for the purpose of ticketing" only after a booking has been made in an airline inventory system. Etihad Airways does not allow passive segments to be used for other reasons, including but limited to:

- Satisfying GDS productivity requirements
- Circumvent fare rules
- Fulfill administrative function



If a passive segment is rejected by Etihad Airways, then the passive segment should be cancelled immediately by the agent following complaint usage in order to avoid unnecessary fees to Etihad Airways.

## **6.7 Fare rules:**

Adhere to all ticketing and fare rules, ensure that the booking is either ticketed or cancelled prior to the expiry of the ticketing time limit. Etihad Airways reserves the right to use an automatic program to cancel segments when ticketing has not occurred within the ticketing time limit

## **6.8 Training/Test bookings:**

Creating bookings for testing or training purposes using live inventory is not permitted. Test bookings should by no means be used for the purpose of itinerary pricing. Pricing transactions are available for all pricing requirements, and it is the responsibility of the agency to provide its personnel the training necessary in order to foster the use of those transactions. Once identified, such booking is subject to automatic cancellation and Debit memos of USD10 per passenger per segment will then be raised against travel agencies found in violation

## **6.9 Invalid Ticket on bookings (E ticket validation):**

Holding confirm bookings with VOIDED/REFUNDED/FLOWN TICKET in live inventory is not permitted.

Invalid ticket numbers include restricted, used, refunded, voided or non – existent ticket numbers associated with confirm segments in a booking. A valid ticket should be provided immediately or booking needs to be cancelled if ticket is voided/refunded/ flown. Once identified, such booking is subject to automatic cancellation and Debit memos of USD10 per passenger per segment will then be raised against travel agencies found in violation.

## **6.10 Interline Ticketing**

Travel Service provider must not validate any ticket on Etihad Airways if the ticket contains a flight segment(s) on any other airlines unless the other airline is a Etihad interline partner and has a ticketing and baggage agreement with Etihad. In addition, any ticket validated on Etihad must contain at least one Etihad flight segment. A listing of Etihad's interline partners is available via Travel Service Provider's GDS system. We permit standalone tickets only for our Partner Airlines where they are not present in local BSP.

## **B- Consequences for policy violations**

Damages: Etihad Airways reserves the right to hold the Travel Service provider responsible and liable for any losses and damages due to violation of this policy by the relevant Travel Service providers.

## **ADM Issuance:**

ADMs will be processed through BSP/ARC and issued within 9 months of the final travel date, or the expiry date of the document when the final travel date cannot be established.

The minimum amount for the issuance of a single ADM is US\$ 10 (or equivalent amount in local currency). Differences that are lower than this amount, related to more transactions of the same kind and with the same memo reason, may be included in one single ADM.

#### ADM Fee Structure applicable for GDS violation of policy

Policy	Charges (in US\$)
Un-cancelled Inactive Segments	US \$10 per passenger/per segment
Space Churning	ADM will be raised for the excessive churn cost amount
Duplicate segments on same bookings	US \$10 per passenger/per segment
Fictitious/Speculative bookings	US \$10 per passenger/per segment
Married Segment Control abuse	Etihad Airways will raise ADM of USD200 in Economy Cabin and USD400 in Business and First cabin per passenger for ticketed bookings that are not made in compliance with the Married segment abuse.
Origin - Destination (O&D) availability abuse	Etihad Airways will raise ADM of USD200 in Economy Cabin and USD400 in Business and First cabin per passenger for ticketed bookings that are not made in compliance with the Journey/Married segment Integrity policy.
E-Ticket Validation (Invalid Ticket)	US \$10 per passenger/per segment
Passive Bookings	US \$10 per passenger/per segment

#### A note about booking, the afore mentioned policy

Etihad Airways shall have the right to audit all booking transaction to identify non-compliant booking practices and reserves the right to issue invoices to recover excessive GDS cost wastage. If the non-compliant activity is continued by a travel agent, Etihad Airways reserves the right to take additional action up to and including restricting that agency's access through the specific GDS which was used by the agency to abuse Etihad Airways inventory.

It is expressly understood that the principles, rules, and instructions set forth above are in addition to the rights of each Carrier pursuant to the ARC ARA and the IATA Passenger Sales Agency Agreement (as may be amended from time to time)

Each agent's concurrence with these principles, rules, and instructions shall occur by such agent's continuing performance under the ARC ARA or the IATA Passenger Sales Agency Agreement.

## INTRODUCTION

Effective 01 May 2020, this policy replaces the current Etihad Policy on Married Segment Logic dated 1 Jun 2014. The objective of this policy is to effectively manage Etihad inventory which enables all our travel partners to get the correct availability.

The changes have been classified into the following categories:

- Origin - Destination (O&D) Availability Abuse
- Married Segments Violation
- Agency Debit Memo (ADM) Policy

### 6.11 ORIGIN-DESTINATION (O&D) AVAILABILITY ABUSE

Point of Commencement for a given itinerary is determined by Point of Origin in the booking. Availability on a flight may differ from different point of commencement or journey board point. Booking should be created using the OD availability in sequence of journey. When a flight shows an "Availability Display" as part of a connection, the entire connection or travel option must be sold together.

#### Abuse of Point of Commencement (POC)

All bookings on Etihad Airways flights should be created in the right sequence, as per the passenger's intended journey. Bookings created solely with an intention to bypass Etihad inventory - e.g. to obtain seats in those booking classes which are not available at the time of booking - will be considered as a Point of Commencement violation. Un-ticketed bookings will be cancelled immediately, and ticketed bookings will be cancelled within 24hrs of ticketing. Agency will be held responsible for any inconvenience caused to the guests and an Agency Debit Memo (ADM) of 200\$ per passenger in Economy Cabin and 400\$ per passenger in First and Business Cabins will be raised against the ticketed bookings for ticketing agency.

#### Following violations are handled under POC abuse:

- Booking Out of Sequence is not allowed ☒ Inbound booked first & outbound booked later
- Booking Dummy Segment is not allowed ☒ Booking a segment at the beginning of the itinerary which is not intended

**All the abused PNRs will be identified and cancelled by EY Revenue Integrity.**

Sample PNR 1 ☒ Out of Sequence

\*ZJJMMA◆

1.1COMMENCEMENT/POINT OF MR

1 EY 658H 01AUG T CAIAUH\*HK1 0050 0630 /E

2 EY 171H 01AUG T AUHLAX\*HK1 0835 1410 /E

3 EY 170L 20AUG S LAXAUH\*HK1 1655 2010 21AUG M /E

4 EY 657L 21AUG M AUHCAI\*HK1 2155 2345 /E

Outbound booked after

Inbound booked first

In the above PNR, return segment is booked first thus PNR is captured as out of sequence and EY RI process will cancel the booking.

### Sample PNR 2 ✕ Dummy Segment

\*IUDRIP◆

1.1COMMENCEMENT/POINT OF MR

1 EY 378V 30AUG W BAHUAH\*HK1 1005 1220 /E

2 EY 292V 30AUG W AUHKTM\*HK1 1400 2010 /E

3 EY 293V 20AUG S KTMAUH\*HK1 2140 0030 21AUG M /E

4 EY 379V 21AUG M AUHBAH\*HK1 0320 0330 /E

5 EY 378V 30AUG W BAHUAH\*HK1 1005 1220 /E

6 EY 292V 30AUG W AUHKTM\*HK1 1400 2010 /E

Booked first and cancelled

Guest Intended

\*IUDRIP◆ - Segments retained in the PNR

1.1COMMENCEMENT/POINT OF MR

3 EY 293V 20AUG S KTMAUH\*HK1 2140 0030 21AUG M /E

4 EY 379V 21AUG M AUHBAH\*HK1 0320 0330 /E

5 EY 378V 30AUG W BAHUAH\*HK1 1005 1220 /E

6 EY 292V 30AUG W AUHKTM\*HK1 1400 2010 /E

In the above PNR dummy segment is booked first and cancelled later to get the better availability.

As per POC information for above PNR, abuse is identified as POC for segments 3, 4, 5 & 6 is BAH. If agency books correctly then POC for all the segments should be KTM.

### ❖ ETIHAD AIRWAYS REBOOKING PROCEDURE

- 1) When rebooking, cancel the entire Origin & Destination and rebook in a correct sequence.
- 2) Rebook all Origin and destination in the same entry
- 3) When rebooking partially flown booking, always book within a same PNR.

### 6.12 MARRIED SEGMENTS VIOLATION

Booking class inventory availability varies to specific Origin-Destination (O&D) cities requested. The Etihad Airways booking policy requires connecting flight segments to be booked from a single availability display from point of origin to point of destination. Flight segments sold together are designated as “married segments” and must not be separated. Rebooking or cancellation of any married segments must, at the same time, be applied to the connecting flight segment.

A PNR is considered as a Married Segment violation if:

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- There is no married segment indicator on the PNR
- When the married segment indicator is not in sequence
- When the married segment indicator is missing in one of the legs of an O&D
- Any partial cancellations done on OD segments

While majority of the Travel Trade community abide by our booking practices, there are cases where some are bypassing our Married Segment Logic rules resulting in bookings in lower RBD's than it should

be booked in. This results in revenue loss to Etihad Airways and potential lost sales opportunities for our valued trade partners.

To avoid such revenue loss, Etihad Airways requires multi segments itineraries to be booked together in one transaction and prohibits various practices that manipulate the system to accept bookings made against the married segment logic.

#### **6.12.1 ETIHAD AIRWAYS MARRIED SEGMENTS PROCEDURE**

- 1) Book married segments from the O&D availability display
- 2) When rebooking, cancel all connecting flight segments of a married Origin and Destination (Partial cancellations on OD segments will be considered as violation)
- 3) Rebook all new selected flight segments of a married Origin and Destination in the same entry Etihad Airways strictly forbids the practice to "UN-MARRY/DIVORCE" flight segments to circumvent the Married Segment Control logic

#### **6.12.2 MARRIED SEGMENT ABUSE**

- 1) Booking manipulation of married segments
- 2) Cancellation of partial itineraries
- 3) Booking flights to a fictitious destination to find flight availability in a lower booking class

Where Etihad Airways finds Married Segment abuse in the system, Etihad Airways has the right to cancel the reservation for un-ticketed bookings immediately and ticketed bookings will be cancelled within 24hrs of ticketing. Agency will be held responsible for any inconvenience caused to the guests. An agency debit memo (ADM) of USD200 per passenger in Economy and USD400 per passenger in Business and First Cabin will be raised against the ticketed bookings for ticketing agency.

#### **6.12.3 GUIDELINES TO VERIFY MARRIED SEGMENT ABUSE BOOKINGS**

##### SABRE:

\*IMSL«

1 EY 22U 21MAR F MANAUH\* 1/1 HK2

2 EY 408U 22MAR J AUHBKK\*1/2 HK2

3 EY 407U 01APR T BKKAUH\*2/1 HK2

4 EY 21U 01APR T AUHMAN\* 2/2 HK2

**AMADEUS:**

AUH1A0980/1971AD/20MAR14

1.TEST/ABMR

2 EY7604 Y 20APR 7\*BOMAUH HK1 2150 2325 20APR E EY/WFWTQL

3 EY 103 Y 21APR 1\*AUHJFK HK1 0210 0820 21APR E EY/WFWTQL

4 EY 102 Y 30APR 3\*JFKAUH HK1 1225 0920 01MAY E EY/WFWTQL

5 EY7605 Y 01MAY 4\*AUHBOM HK1 1035 1510 01MAY E EY/WFWTQL

>rtim

RP/AUH1A0980/AUH1A0980 AD/SU 20MAR14/0420Z 2LJ57Z

AUH1A0980/1971AD/20MAR14

2 EY7604 Y 20APR 7 BOMAUH HK1 2 2150 2325 \*1A/E\* A01

3 EY 103 Y 21APR 1 AUHJFK HK1 3 0210 0820 \*1A/E\* A01

4 EY 102 Y 30APR 3 JFKAUH HK1 1225 0920+1 \*1A/E\* A02

5 EY7605 Y 01MAY 4 AUHBOM HK1 1 1035 1510 \*1A/E\* A02

TRAVELPORT (WORLDSPAN/APOLLO/GALILEO):

1.1TEST/CMR

1. EY 205 Y 02AUG BOMAUH HK1 0450 0625 O\* E SA 1

2. EY 101 Y 02AUG AUHJFK HK1 1030 1635 O\* E SA 1

3. EY 100 Y 07AUG JFKAUH HK1 2240 #1925 O\* E TH 2

4. EY 206 Y 08AUG AUHBOM HK1 2215 #0300 O\* E FR 2

## 6.13 REVISED POLICY FOR TICKETED BOOKINGS FOR JOURNEY/MARRIED SEGMENT INTEGRITY POLICY

Etihad Airways hereby publishes and communicates in writing to you our Married Segment Integrity policy dated 15.04.2020, version 4 with regards to Origin - Destination (O&D) Availability Abuse, Point of Commencement Abuse and, Married Segments Violation. Etihad Airways will cancel un-ticketed bookings immediately and ticketed (fully and partially) bookings will be cancelled within 24hrs of ticketing and agency will be held responsible for any inconvenience cause to the guests.

### 6.13.1 PARTIALLY TICKETED BOOKINGS

Bookings that are partially ticketed will also be cancelled within 24hrs of ticketing.

Example1: Partial Ticketing

In an example below, the Guest intended journey is JFK-AUH-BOM, but he books BOM-AUH-JFK and JFK-AUH-BOM. Segments 3 and 4 are ticketed but segments 1 and 2 are not ticketed this would be treated as partially ticketed, this is considered as a violation and an ADM will be raised per passenger as USD 200\$ for Economy Cabin and 400\$ for Business and First Cabins.

1.1TEST/CMR

1. EY 205 Y 02AUG BOMAUH\* HK1 0450 0625 O\* E SA 1
2. EY 101 Y 02AUG AUHJFK\* HK1 1030 1635 O\* E SA 1
3. EY 100 Y 07AUG JFKAUH\* HK1 2240 #1925 O\* E TH 2
4. EY 206 Y 08AUG AUHBOM\* HK1 2215 #0300 O\* E FR 2



Un-ticketed



Ticketed

Example 2: Partial Ticketing.

The Guest intended Journey is AUHBOM, but the agency books BOM-AUH and AUH-BOM and tickets only the segment 2. This would be also treated as partially ticketed bookings and ADM will be raised per passenger as USD 200\$ for Economy Cabin and 400\$ for Business and First Cabins.

1.1TEST/C MR 2.1TES /M MR ◆

1 EY 205M 02AUG S BOMAUH HK2 0520 0655 /E

2 EY 206 M 02AUG S AUHBOM HK2 1040 1650 /E ---→ Ticketed Segment

## 6.14 AGENCY DEBIT MEMOS (ADM)

### FOR JOURNEY/MARRIED SEGMENT INTEGRITY POLICY

Etihad Airways will raise ADM of USD200 in Economy Cabin and USD400 in Business and First cabin per passenger for ticketed bookings that are not made in compliance with the Journey/Married segment Integrity policy.

**The ticketing agent will be responsible if tickets are issued which violates the EY booking policy. Bookings can originate from NON-IATA agents and are ticketed by IATA agents.**

IATA agents should not issue any tickets that violate Journey/Married Segment Policy. EY will recover the loss through ADM from the IATA agents.

#### 6.14.1 PENALTY APPLIED

The penalty amount for the violation of Etihad Inventory is USD200 in Economy and USD400 in Business and First per passenger (or equivalent in local BSP currency). This will be applied to all ticketed PNRs that are identified as having an inventory violation.

Violations of this policy will result in actions that may include loss of access to view, book and ticket Etihad Airways inventory, as well as compensations paid to Etihad Airways.

We would like to take this opportunity to thank all our trade partners for supporting Etihad Airways, and hope that all understand that the best practice management of seat inventory is to the benefit of all concerned. Should any further information be required, kindly contact your local Etihad Airways Sales and Account Management team.