AGENCY DEBIT MEMO POLICY

For Sales & Refund

(USA MARKET)

Version 1.4

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1. INTRODUCTION

In accordance with 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 ARC 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 ARC 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 ARC process if agreed by the Agent.

2.1.2. For agency not registered with ARC, 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 ADMs 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, 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 reasons 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	ARC 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 ARC link within a maximum period of 14 days or as per the time limit assigned by the local ARC whichever is earlier.

3.3. All correspondence in respect of disputes must be directly corresponded to 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 ARC 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 people with whom correspondence can be initiated will be available in the respective ADMs of the ARC 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. GDS BIDT ADM POLICY

4.1. KEY POINTS

4.1.1. 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.

4.1.2. An ADM will be submitted for processing through ARC to collect amounts or make adjustments for misuse of inventory and specified malpractices on booking procedures.

4.1.3. For all Manual ADM's, correspondence will be sent to agents or Etihad local office if agency not registered with IATA.

4.1.4. Etihad Airways will include more than one transaction on any ADM for inventory misuse and specified malpractices on booking procedures.

4.1.5 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.

4.1.6. Etihad Airways will charge USD 5.00 (or equivalent in local currency) for each Passenger/segment hold in the certified malpractice.

4.1.7. 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.

4.1.8 All ticketing and fare rules must be strictly followed. Bookings should either be ticketed or cancelled before the ticketing time limit expires. Etihad Airways reserves the right to use automated systems to cancel segments where ticketing has not been completed within the designated time frame

4.1.9 Travel service providers must not validate tickets on Etihad Airways if the itinerary includes flight segments operated by other airlines, unless those carriers are recognized Etihad interline partners with established ticketing and baggage agreements. Furthermore, any ticket validated on Etihad must include at least one Etihad-operated flight segment.

A list of Etihad's interline partners is accessible via the provider's GDS system. Standalone ticketing is permitted only for our partner airlines that are not represented in the local BSP.

4.2.0 Etihad Airways recognizes the Global Distribution System (GDS) as a vital distribution channel and actively participates in all major platforms. As part of this participation, we incur incremental fees for travel agent activities such as selling, cancelling, waitlisting, modifying bookings, and handling schedule changes. This policy applies to all GDS subscribers, including travel agents and any individuals or entities accessing Etihad Airways' reservation system via the internet or other electronic means.

It is the responsibility of each GDS subscriber to ensure that all employees, agents, and contractors across all locations are familiar with and adhere to this policy. We kindly request all GDS users to make every effort to comply with these guidelines.