

Married segment Integrity policy

Effective from 1 May 2020, this replaces our married segment logic policy and ensures that you always have access to the most up-to-date flight inventory.

The changes have been classified into the following categories:

1. Origin-Destination (O&D) availability abuse
2. Married segments violation
3. Agency Debit Memo (ADM) policy

1. Origin-Destination (o&d) availability abuse

The Point of Commencement for a given itinerary is determined by the Point of Origin in the booking. Bookings must 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 flights should be booked in the right sequence, as per the passenger's intended journey. Bookings created solely with an intention to bypass Etihad inventory, for instance, to obtain seats in unavailable cabins, will be considered as a Point of Commencement violation. Unticketed bookings will be cancelled immediately, and ticketed bookings will be cancelled within 24 hours. The agency will be held responsible for any inconvenience caused to the guests, and an Agency Debit Memo (ADM) of US \$200 per passenger in Economy or US \$400 per passenger in First and Business will be raised.

The following instances are considered 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

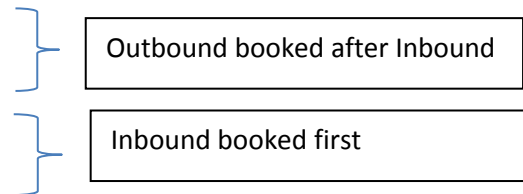
Impacted PNRs will be identified and cancelled by EY Revenue Integrity.

Sample PNR 1 → Out of Sequence

* ZJJMMA◆

1.1 COMMENCEMENT/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



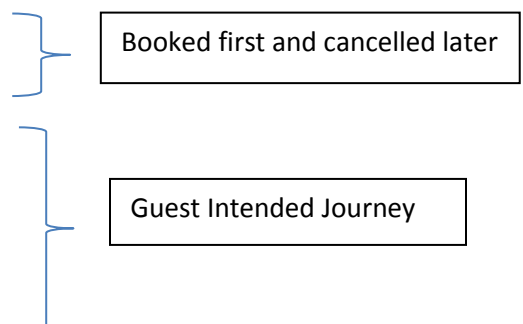
In the above PNR, the return segment was booked first – this is out of sequence. The booking will be cancelled.

Sample PNR 2 → Dummy Segment

*IUDRIP♦

1.1 COMMENCEMENT/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



*IUDRIP♦ - Segments retained in the PNR

1.1 COMMENCEMENT/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, a dummy segment is booked but cancelled later in order to find better availability.

Abuse has been identified for segments 3, 4, 5 & 6, POC BAH. Booked correctly, the POC for all segments would be KTM.

1.1 How to rebook

- 1) When rebooking, cancel the entire origin and destination and rebook in the correct sequence
- 2) Rebook all origin and destinations in the same entry
- 3) If you're rebooking a partially flown booking, always book within the same PNR.

2. Married segments violation

Booking class inventory availability varies with specific Origin-Destination (O&D) cities. Connecting flight segments should 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 cancelling any married segments must, at the same time, be applied to the connecting flight segment.

A PNR is considered a violation of married segment if:

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

Multi segment itineraries must be booked together in one transaction. All practices that manipulate the system to accept bookings made against the married segment logic are strictly prohibited.

2.1. 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 a violation)
- 3) Rebook all new selected flight segments of a married Origin and Destination in the same entry

2.2. 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

If we find married segment abuse, we have the right to cancel the reservation for all unticketed bookings immediately. Ticketed bookings will be cancelled within 24 hours. The agency will be held responsible for any inconvenience caused to the guests, and an Agency Debit Memo (ADM) of US \$200 per passenger in Economy or US \$400 per passenger in First and Business will be raised.

2.3. How 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

3. Revised policy for ticketed bookings for journey/married segment integrity

Etihad Airways will cancel unticketed bookings immediately, and ticketed (fully and partially) bookings will be cancelled within 24 hours. The agency will be held responsible for any inconvenience caused to the guests.

3.1 Partially ticketed bookings

Bookings that are partially ticketed will be cancelled within 24 hours.

Example 1: Partial ticketing

In the example below, the guest's intended journey is JFK-AUH-BOM, but the agency book BOM-AUH-JFK and JFK-AUH-BOM. Segments 3 and 4 are ticketed, but segments 1 and 2 are not ticketed. This is partially ticketed, and considered a violation. An Agency Debit Memo (ADM) of US \$200 per passenger in Economy or US \$400 per passenger in First and Business will be raised.

1.1TEST/CMR

1. EY 205 Y 02AUG BOMAUH* HK1 0450 0625 O* E SA 1	}	Un-ticketed
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	}	Ticketed
4. EY 206 Y 08AUG AUHBOM* HK1 2215 #0300 O* E FR 2		

Example 2: Partial ticketing

The guest's intended journey is AUHBOM. The agency book BOM-AUH and AUH-BOM, and only tickets segment 2. This is partially ticketed, and considered a violation. An Agency Debit Memo (ADM) of US \$200 per passenger in Economy or US \$400 per passenger in First and Business will be raised.

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

4. Agency Debit Memos (ADM)

Journey/married segment integrity policy

An Agency Debit Memo (ADM) of US \$200 per passenger in Economy or US \$400 per passenger in First and Business will be raised.

Ticketing agents will be held responsible for failure to follow our booking policy. Bookings can originate from NON-IATA agents and be ticketed by IATA agents.

IATA agents should not issue any tickets that violate our journey/married segment policy. EY will recover the loss through ADM from the IATA agents.

4.1. PENALTY APPLIED

The penalty amount for the violation of Etihad inventory is US \$200 per passenger in Economy and US \$400 per passenger in Business and First (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 the continued support and for adhering to our policies. If you need any further information, please get in touch with your local Etihad Airways representative.