

## Overview of ADM Penalties and Fees

	OS	LH	LX
<b>Booking</b>			
Booking manipulation (e.g. Marriage Breaks, OnD Bypass)	per passenger and per remaining manipulated O&D: Economy Class (CH/EU/Cont) CHF185 / EUR150/USD200/CAD 320 Economy Class (IC/Intercont) CHF300/EUR250/USD350/CAD380 Business Class (CH/EU/Cont) O&D CHF300/EUR250/USD350/CAD380 First/Business Class (IC) O&D CHF500/EUR400/USD550/CAD600	per passenger and per remaining manipulated O&D: Economy Class (CH/EU/Cont) CHF185 / EUR150/USD200/CAD 320 Economy Class (IC/Intercont) CHF300/EUR250/USD350/CAD380 Business Class (CH/EU/Cont) O&D CHF300/EUR250/USD350/CAD380 First/Business Class (IC) O&D CHF500/EUR400/USD550/CAD600	Per passenger per remaining manipulated O&D: Economy Class (CH/EU/Cont) CHF185 / EUR150/USD200/CAD 320 Economy Class (IC/Intercont) CHF300/EUR250/USD350/CAD380 Business Class (CH/EU/Cont) O&D CHF300/EUR250/USD350/CAD380 First/Business Class (IC) O&D CHF500/EUR400/USD550/CAD600
Inactive Segments	EUR5 per passenger and segment	EUR5 per passenger and segment	n/a
Fictitious, Speculative, Test Bookings	EUR5 per passenger and segment	EUR5 per passenger and segment	n/a
Fake Ticket Number	EUR5 per passenger and segment	EUR5 per passenger and segment	n/a
Churning	EUR5 per passenger and segment	EUR5 per passenger and segment	n/a
Hidden Groups	EUR5 per passenger and segment	EUR5 per passenger and segment	n/a
No-show without ticket, refunded or voided ticket	EUR10 per passenger and segment	EUR10 per passenger and segment	Automatic fee issued by BSP
Open or waitlisted sectors (for which reservation is required)	Difference to next applicable fare for which confirmed reservation is not required will be issued to those tickets in which condition "reservations are required for all sectors" is not observed.		
<b>Ticketing</b>			
Fare Audit	Difference to applicable fare applies	Difference to applicable fare applies	Difference to applicable fare applies
Exchange audit	Fare/Fee/Condition according to applicable fare rules	Fare/Fee/Condition according to applicable fare rules	According fares/refund rules Cat 16/31. (No fee)
Refund audit	Fee/Condition according to applicable fare rule	Fee/Condition according to applicable fare rule	According to fare /refund rules Cat 16/33. ADM fee as per country specific ADM policy
Refund for dupe			CHF25, EUR25, USD25, CAD25 per ticket handled by LX.
ACM Fee for incorrect form of payment on Refund vs Sales			Fee 20% of ADM amount max CHF/USD/EUR/CAD 150.00 only in case of ADM reversal
Name correction fee (ticket already issued)	n/a	n/a	CHF50, EUR50 USD50, CAD50 per passenger.
Plating violation	ADM for the full YY-IATA fare or published unrestricted fare if no IATA fare is found.	ADM for the full YY-IATA fare or published unrestricted fare if no IATA fare is found.	CHF200 flat fee per ticket (equivalent local currency). Plating violations for OAL fares when mentioned in CAT15 , then the charge is the full YY-IATA fare or published unrestricted fare.

	OS	LH	LX
<b>Usage</b>			
Marine/offshore -missing SSR-CKIN element	Omission of the mandatory SSR entry, result in ADM for USD75 per ticket and may result in a retroactive document check. Failure to provide correct documentation when requested by OS /LH, will result in an ADM for the difference between the fare remitted and the applicable published fare level. If the required documentation is subsequently provided and is satisfactory, a contract violation fee (ADM for USD75) will be issued due to the missing mandatory entry and resulting manual check process.	USD75 per ticket	n/a
DOB – missing DOB-entry in PNR	If an infant/child discounts or student/senior citizen fare was used and no DOB information according to above procedure was entered in the PNR a fee of EUR20 will be applied by means of an ADM or SDA for each booking. Passengers travelling with this discount/fare type even not entitled to, ADM or SDA will be charged by raising the fare to next applicable fare.	EUR20	n/a
Rebooking fee missing	Rebooking fee as per fare rule	Rebooking fee as per fare rule	n/a
Incomplete use/cross border/out of sequence	Fare difference to applicable fare for actual itinerary flown	Fare difference to applicable fare for actual itinerary flown	n/a
Cross ticketing	Fare difference to applicable fare for actual itinerary flown	Fare difference to applicable fare for actual itinerary flown	n/a
Class difference / Booking Class Mismatch	Fare difference to applicable fare	Fare difference to applicable fare	Fare difference to applicable fare
Wrong tariff	Fare difference to applicable fare	Fare difference to applicable fare	Fare difference to applicable fare
<b>General</b>			
ADM (Administrative) Fee	An ADM (administration) fee of EUR35 or USD35 will be added to each ADM to cover administrative costs of OS	An ADM (administration) fee will be added to each ADM to cover administrative costs of LH. Please contact your local LH representative for fee level.	Refer to the respective local ADM policy filed in BSP Administration fees apply to specific audits only (Incorrect RF, commission, wrong tour code etc..)
ACM Fee	n/a		Only in case of ACM request. Fee agreed with local sales on a case by case basis

Currencies not specifically mentioned will be converted from the EUR amount mentioned above.  
LHG Carriers reserve the right to implement additional checks, as well as to change the penalty amounts.