



Subject: Gulf Air Agency Debit Memo Policy.

List of GDS/Booking Violations:

#	Violation	Definition/Description	ADM Value
1	Duplicate PNR cancellation	GF will automatically cancel duplicate booking (PNRs) issued for the same passenger, and/or the same sector at or around the same date, and will raise an ADM.	USD 15 per passenger per segment
2	Duplicate segment cancellation	GF will inspect for booking with multiple segments for the same passenger with the same origin or destination in the same PNR, or same booking class. GF will cancel one of the duplicate segments, and will raise an ADM.	USD 15 per passenger per segment
3	Passive segment	When an agent creates a PNR containing a passive segment, GF will cancel the passive segment, and will raise an ADM.	USD 15 per segment per passenger
4	Fictitious names/booking	GF will inspect for booking containing fictitious names in the PNRs, and will cancel the booking and raise an ADM.	USD 15 per segment per passenger
5	Fictitious tickets	GF will inspect for booking containing fictitious PNRs, and will cancel the booking and raise an ADM.	USD 15 per segment per passenger
6	Groups firming - name & deposit	GF will inspect for the required deposits for group reservations. In cases where group PNRs do not have deposit paid according to rules and/or do not have names for all seats reserved, GF will send a warning message to the booking source with information about the mandatory deposit payments and/or about when names need to be inserted into the PNR. Failure to submit the specified deposit, or enter the names for all reserved seats will result in GF cancelling the booking in full.	GF will cancel the booking in full.

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7	Hidden group	Where a group reservation is booked with separate individual PNRs to avoid group reservation deposit requirement, GF will raise an ADM.	\$100 for each passenger
8	MCT violation (minimum connection time violation)	GF will inspect all PNRs for minimum connection time allowed, and will cancel all PNRs containing connection with minimum timing, and will raise an ADM for all cancelled segments.	USD 200 per passenger, plus USD 15 per segment, in addition to the resulting stay- over cost
9	Fictitious block seats	If GF suspects fictitious block seats for which tickets were not issued, or voided tickets were issued, GF will cancel the booking and raise an ADM.	USD 15 per segment per passenger
10	Churning	GF will inspect for instatement of cancelled bookings for the same PNR. GF will cancel the booking, and an ADM will be raised to the agent.	USD 15 per segment per passenger
11	E-ticket revalidation	If the Agent revalidated a ticket without applying the surcharge imposed by GF, GF will issue an ADM to the Agent.	USD 60 per change
12	Inactive segment cancellation	When GF cancels a segment due to lack of ticketing, but the agent does not remove it from the face of the PNR in the GDS, an ADM will be raised. <i>Example segment status: (HX, UC, NO, UN, etc...).</i>	USD 15 per passenger per segment
13	COD tickets – collect on delivery	For itineraries where a return ticket is mandated by law, one PNR should be used for a return ticket. If the return sector is cancelled, without cancelling the booking, GF will cancel the booking and issue an ADM against the ticketing source.	full fare amount of the cancelled sector/segment
14	High cancellation rate- unticketed PNRs	A cancellation of more than 80% for flights departing within a month regardless of the time of generating the bookings will result in raising an ADM.	USD 1 per passenger per segment
15	Speculative bookings	GF will inspect for blocked bookings made on higher RBDs and cancelled close to the departure date using fictitious names in order to open lower RBD classes and benefit from lower prices.	USD 250 per passenger per segment
16	No show due to void ticket or refund ticket	If the agent fails to cancel the booking for a void or refunded ticket, resulting in a no show case, an ADM will be raised.	Full fare ticket value

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17	Scheduled change	For every scheduled change such as TL, TK, WK, the agent should remove the old/inactive segment from the face of PNR. Failure to comply will result in issuing an ADM.	USD 15 per passenger per segment
18	Inventory abuse	GF will inspect for cases where an agent blocks a seat without completing/ending the transaction.	USD 350 per passenger per segment
19	Fare sales violations	GF will inspect for cases where an agent issues a ticket outside the blackout period and then changes the dates to move it into the blackout period.	The difference between the blackout period rates and the reserved period dates for values of the fare, tax and commission
20	High cancellation ratio- ticketed segments	Cancellation ratio is allowed up to 20% from total ticketed segments monthly. Any cancellation beyond this rate will be subject to an ADM.	30 USD per passenger per segment
21	Out of sequence/cross boarded coupon usage	GF will inspect for compliance between the ticketed coupons, and the flown coupons. In cases where GF suspects that a PNR is issued for travel itinerary mismatching the actual trip in order to get lower fare or ancillary costs, GF will deny-board the passenger for the remainder of the coupons, and an ADM will be raised.	Flat ADM fee of USD 350 plus the difference between the flown ticket and the booked ticket. Passengers with a DMS segment in their ticket who arrive at BAH airport without taking the bus service and who do not have Saudi residency will be either asked to pay the difference in fare or will be denied boarding.
22	Incomplete itinerary coupon trashing	If the travel itinerary mismatched the actual trip due to trashing any of the ticket coupons, GF will suspend the remaining coupons, and an ADM will be raised.	Flat ADM fee of USD 350 plus the difference between the flown ticket and the booked ticket values
23	Excess baggage	In cases of manipulation of weight records to allow greater weight for a passenger using weight allowance of another non-related passenger, an ADM will be issued with the applicable additional weight charges.	Applicable additional weight charges
24	Fraud monitoring	Any ticket that was blocked "status NOGO" due to suspicion of fraud (credit card fraud, FFP fraud or charge back), should not be actioned. Failure to comply will result in issuing an ADM with the ticket price for the highest RBD on the flight travelled.	Ticket price for the highest RBD on the flight travelled
25	Ticket time limit on ancillaries	GF specifies a time limit for each of the ancillary reservations. In cases where a seat is reserved without issuing EMD (Electronic Miscellaneous	The maximum value for the same category of ancillary

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		Document) to settle the cost of the seat, GF will cancel the reservation, or charge the passenger the cost of the ancillary upon departure. GF will also raise an ADM.	
26	Accepting a passenger without ticket at the airport	In cases where a passenger should be accepted without a ticket due to a medical, emergency, or deportation case, the option to board the passenger as a "norec" in the system must be approved by the airport manager or the duty manager of the respective station. Failure to obtain such approval will result in issuing an ADM with the Ticket price for the highest RBD on the flight travelled.	Ticket price for the highest RBD on the flight travelled
27	Accepting a passenger as Norec/Go Show	In cases where a passenger is reported at the airport holding a ticket with a different date or flight number, the passenger should be accepted on higher RBD "M" and above on the economy cabin, and "D" and above for the business cabin, provided all applicable penalties to be collected. Failure to comply will result in issuing an ADM with the ticket price for the highest RBD on the flight travelled.	Ticket price for the highest RBD on the flight travelled
28	Unblocking a previously blocked ticket without approval from the airport manager	A ticket that was blocked from flying /ticket status was made "NOGO" by GF for any reason, can only be unblocked with the airport manager's approval. Failure to obtain such approval will result in issuing an ADM with the ticket price for the highest RBD on the flight travelled.	Ticket price for the highest RBD on the flight travelled
29	Issuing a zero-value EMD document for a pre-reserved seat when fare brand does not permit zero-value seating	GF will inspect for cases where a zero-value seat has been selected based on a stored 'Smart' or 'Flex' fare and the ticket later repriced in a lower fare brand in the same RBD that does not permit zero-value seating and the zero-value EMD also issued.	USD65 per segment per seat reserved

С уважением,

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