

THE NEWSAGENT STOPPRESS

TICKETING ADM POLICY

Virgin Atlantic would like to take this opportunity to remind you of a number of aspects of our ADM policy, some have not always been consistently applied by our systems. Please be advised an ADM will be automatically raised should you not include the correct application of:

- Commission
- Reissue of tickets where additional collection is taken
- discounts
- taxes
- fuel surcharge
- booking class
- automated fare quotes
- baggage allowance
- misuse of Virgin Atlantic Carrier Identification Plate
- Deal codes

Ticketing Time Limits on Published Fares

Virgin Atlantic would like to remind you that all bookings must be ticketed in accordance to the fare rules as shown in the GDS.

ADMs will be generated in respect of any tickets found during the audit process that are not issued in compliance with the rules which apply to the ticketed fare.

Deal codes

It is imperative the correct deal code is shown in PNR and on the ticket, failure to do so will result in an ADM at a higher fare in an next applicable booking class. (E.g. if originally booked in X class, Q published fare will be charged.)

Reissue of tickets

When making a change to a booking that results in the issuance of a VMPD/VMCO, the full VMPD/VMCO details should show clearly in the PNR.

Failure to show the VMPD detail, will result in an ADM being raised for the additional collection plus a minimum of £25 administration charge.

TTL – Reservation and Ticketing Guidelines

This refers to the fare rules stating that the ticket must be issued a specific number of hours/days after the reservation has been made.

Certain changes within the PNR can be taken into consideration when establishing the reservation date.

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The PNR create date is used as the reservation date for the TTL unless there are subsequent specified changes to the PNR prior to ticketing.
The list below shows the different type of PNR changes and whether they affect a change to the reservation for TTL calculation:

<u>Itinerary Changes</u>	<u>Restart time limit</u>
Schedule Change	Yes
Name Change	No
Cancel/Rebook	
Routing	Yes
Date Changes	Yes
Flight Times	Yes
Flight Numbers	Yes
Booking Class to higher Class	Yes
Booking Class to lower Class	Yes
Contact Detail Change	No
Meal Requirements	No
Seat Assignment	No

If the PNR shows Flight Sectors have been cancelled and rebooked with the same information, the TTL will not be restarted and the original reservation creation date will be used for TTL purposes.