

## CLARIFICATION ON IATA RESOLUTION 890

### Credit Cards Acceptance

Agencies are permitted to accept cards as payment for ticket sales on behalf of Jet Airways, whose ticket is being issued, subject to the Rules and Procedures outlined in IATA Resolution 890 and in chapter 9 and/or 14 of the Billing and Settlement Plan manual for Agents.

The Agent is responsible for checking the validity of the credit card and to ensure that the cardholder's signature is provided as well as ensuring that the card is accepted for payment by Jet Airways. Jet Airways will charge the Agent by means of an ADM for incorrect credit card type usage or if payment by credit card was made in BSP where credit cards are not accepted.

In case Jet Airways is debited by the credit card acquirer for a fraud case, a purchase rejection by the passenger or credit card misuse on a ticket issued by the Agent, Jet Airways will charge the Agent for the chargeback.

Refunds of a total unused or partially used ticket shall only be refunded on request of the passenger and only to the credit card number which has originally been used for payment. Refunds will be processed according to the refund rules of the issued tariffs, and only if in line with fare rules and only for unused tickets or the unused portion of a ticket.

Card issued in the name of the Agent, or in the name of a person permitted to act on behalf of the Agent, or in the name of the Agent's Office (partner or employee), **shall not** be used for the sale of the air transportation. Jet Airways reserves the right to issue an ADM when abusive usage of a credit card in the name of the Agent and in connection with air transportation sale for any customer of the Agent is detected.