

**Travel Service Provider  
Articles of Participation  
Global Sales FAQ**

1. What is the Travel Service Provider (TSP) Articles of Participation (Articles)?  
The Articles establish guidelines regarding the use of Jet Airways flight schedules, fares and availability (Content) by all TSP's on a global basis. This include the display, distribution, advertising, booking, ticketing or selling of any Jet Airways product or service. Its intent is to protect the value of the Jet Airways' brand and ensure we can maximize our revenue while controlling our costs.
2. What is the effective date of the TSP Articles?  
The Articles are effective 30 April 2018.
3. Do the Articles supersede the IATA Passenger Sales Agency Agreement or Jet Airways' Contract of Carriage?  
No. The policies outlined in the Articles provide additional rights and protections governing the use of Jet Airways content by a TSP. In the event of any conflict between these documents, the terms of these Articles shall prevail.
4. Can a TSP who did not distribute Jet Airways content online prior to the release of this policy start distributing Jet Airways content online now?  
No. Any new online distribution of Jet Airways content must be approved by Jet Airways prior offering Jet Airways content on their website. Any new sites identified will have their content and/or accreditation suspended until a request has been submitted and reviewed by Jet Airways.
5. Why are we prohibiting the redistribution of Jet Airways content?  
With the emergence of the internet, many new business models have been created that may or may not be beneficial to Jet Airways. The digital marketplace enables the free flow of our content around the world with limited knowledge, awareness or control by Jet Airways. This exposes Jet Airways to multiple regulatory, legal and financial risks. It also has an adverse impact on Jet Airways' cost of distribution, ultimately increasing the price of tickets for our guests. Jet Airways has the right to know who it is doing business with and how its content is used. Jet Airways provides content to a TSP for the sole purpose of the accurate and appropriate shopping, booking and ticketing of our services for that specific TSP, no one else. Jet Airways does not provide that content to be given to unknown 3<sup>rd</sup> parties that Jet Airways may not be aware of or approve of.
6. Why is Jet Airways requiring its fares to be displayed as published by Jet Airways?  
As new online entities are established, they look for creative ways to grow their business. Many of these practices may be misleading to the consumer and damaging to the Jet Airways brand and profitability. Many TSPs will promote and display Jet Airways fares below our published rates with the intent of drawing guests to their respective websites. Once the guest is on the site, fees can be introduced at the end of the purchase path to make up for the difference in the fare. These practices also make it very challenging for our guests to be able to accurately comparison shop between websites to determine if a fare on one site includes the same rules

and travel experiences as another fare. Because most 3<sup>rd</sup> party online distributors do not effectively summarize what specific fare product or travel experience is associated with a given price point, the inability for a guest to know what they may get with their fare is often masked. We want guests to know they are comparing apples-to-apples travel experiences and fare products when completing their comparisons.

Jet Airways wants its TSPs to compete on the merits of their business model and value creation for their clients, not through misleading use of our content. This policy does not prevent TSPs from applying service charges or convenience fees or from providing incentives to guests. It only requires that the Jet Airways fare be displayed as published by Jet Airways and any other fees or rebates itemized separately so it is transparent to the guest what they are paying for.

7. Has Jet Airways introduced any new GDS Booking Policies?

Jet Airways has had an established and effective GDS Booking Policy since 2012. This policy has been very effective in limiting the abuse of our content and reducing our GDS expense. It also protects the integrity of our seat availability, ensuring our best fares are always available and not pulled out of inventory by abusive behaviour. There have been no material changes to the existing GDS Booking Policies. They have been included in the Articles to provide a single point of reference to our TSP partners for any policy information.

8. Has Jet Airways introduced any new GDS Best Booking Practices?

Jet Airways has provided circulars on GDS best booking practices from time to time. Please refer to section 4.4.2 of the Articles for details regarding GDS best booking practices, ticketing policies, policy violations, debit memos and fee structures. The articles can be found at:  
<https://www.jetairwaysplus.com/>

9. How does the 'Convenience Fee' levy work?

In situations where a TSP charges a Convenience Fee to a guest for the issuance of Jet Airways tickets, the TSA must charge the transaction against their merchant agreement and not Jet Airways. Any merchant expense passed through to Jet Airways in such circumstances will be debited back to the TSA for the full amount of the merchant expense plus an administrative fee.