

Shandong Airlines GDS Booking Policy

Effective Date: 1st Nov. 2018

In order to control the distribution cost, to optimize utilization of the inventory and to guide the agents, Shandong Airlines would like to lay down guidelines for usage of GDS. Travel service providers should follow the specification strictly.

1 GDS Booking Policy

Travel service providers should create booking according to the real itineraries of customer and should not attempt to do the following (including but not limited to the following behaviors).

1.1 Duplicate Bookings

Travel service providers should not create duplicate booking for a passenger in different PNRs or in different GDSs.

Travel service providers should not create duplicate itineraries in the same PNR.

Since there is no business requirement in having a duplicate booking, even a single duplicate booking will warrant a debit memo.

1.2 Churning

Travel service providers should refrain from repeatedly

cancelling and re-booking. Shandong Airlines understands that a small amount of these practices are a part of the ticketing process; however, any cancellations & re-booking done in excess of 3 times for the same booking will be considered as an attempt to circumvent ticketing time limits or meeting GDS productivity and thus an ADM will be issued.

1.3 Fictitious Name and Other Speculative Bookings

Travel service providers are requested to refrain from making bookings with fictitious names and thus blocking inventory. Travel service providers should not create live PNRs for training or test purposes on GDS. Since there is no business need for a fictitious booking, an ADM will be issued even if there is one fictitious booking found.

1.4 Inactive Segments

Travel service providers should release inactive segments with HN/HX/NO/UC/UN/HL/SC/TK/TL/TN/UU/US or other inactive status codes 24 hours before departure; otherwise an ADM will be issued.

1.5 Invalid Ticket Numbers

Travel service providers should refrain from retaining bookings with invalid ticket numbers. (E.g. : voided, refunded,

used, fictitious. etc) Failure to remove these segments on time will result in an ADM.

1.6 Passive Bookings

Shandong Airlines does not allow passive bookings, and each passive booking will result in an ADM.

2 Terms of application

Shandong Airlines will take the following measures if the booking abuse results in economic losses.

2.1 Shandong Airlines will impose a fine on the travel service providers who have booking abuse behavior for every segment in the PNRs.

2.2 For travel service providers who frequently violate the Policy, Shandong Airlines will take action of strictly controlling the time limit for ticketing and shielding the display of the GDS terminal.

2.3 If the violations cause a complaint from customer, the travel service providers shall bear full responsibility and be responsible for compensating the passenger for all economic losses.

2.4 Shandong Airlines will raise ADMs for the violations.

2.5 Shandong Airlines reserves the right to revise the

parameters and debit memo charges as per business need from time to time with no prior intimations to the travel service provider.

3 Debit Memo Policy

Parameters	Debit memo*
Duplicate Bookings	USD 10 per segment
Churnings in excess of 3 times per bookings	USD 10 per segment
Fictitious Name and Other Speculative Bookings	USD 10 per segment
Inactive Segments	USD 10 per segment
Invalid ticket numbers	USD 10 per segment
Passive Bookings	USD 10 per segment

*Note – The charges applicable are per passenger

3.1 Shandong Airlines will raise and submit the ADMs through BSPlink, ARC Memo Manager & ASD.

3.2 Shandong Airlines will not send any supporting documents along with the debit memo and the travel service provider is expected to approach their GDS' for the complete PNR history.

3.3 Any disputes will have to be done through the channel of receipt within the latency period and through email after the ADM has been billed. No disputes will be taken through

telephone.