



EGYPTAIR BOOKING POLICY FOR GDS USERS

GDS Booking Policy

- In line with the current challenges to the aviation industry, and as an effort to reduce distribution costs, Egyptair would like to implement a formal CRS/GDS booking policy.
- This policy is in line also with industry partners and is intended to defer the increasing distribution costs caused by the improper CRS/GDS booking practices.
- The purpose of this policy is to reduce the costs associated with the inactive segments and other booking-related practices which cause negative inventory consequences.
- The best way to avoid fees and violations associated with this CRS/GDS policy is to make every effort to comply with this policy. As always, your Egyptair service team is available to support your efforts in case you have specific questions or concerns.

1- Application :-

- This policy is applied to all CRS/GDS subscribers including travel service providers (Accredited and Non- Accredited, Domestic and International) and any person or entity accessing Airline's internal reservation system content via the internet or any other electronic means.
- It is the responsibility of the travel partner to ensure that all of its employees and contractors in all of its locations are aware and familiar with this policy and of its future updates.
- The terms and conditions of this policy and its associated practices and procedures are subject to change upon notice by Egyptair.
- The legal basis for calculating the fees for non-compliance with the "EGYPTAIR GDS/CRS RESERVATION POLICY" conforms to the provisions of IATA Resolution 830a as well as the IATA Travel Agent's Handbook (Code of Reservation Ethics).
- Egyptair reserves the right to assess the mentioned fees plus Airline's standard administrative fees of USD 25.00 per each ADM.
- ADM Dispute For any un-resolved disputes, EGYPTAIR reserves the right to deduct the disputed amount from applicable Productivity incentive.



- In accordance to the IATA Resolution 850m, an agent shall have a maximum of 15 days in which to review and dispute an ADM.

2- Types of misuse of GDSs :-

a) Inactive Segments:

- Travel Service Providers must take a follow-up action on reservations that have been Cancelled by Airline as a result of circumstances such as schedule change, ticketing Time limit action, flight cancellation or any other extraordinary circumstances, Egyptair will send to the travel service provider through the queue, the original PNR which then will require an action by the agent.
- Travel Service Providers must insure that all inactive segments such as "HX", "NO", "UC", "UN" etc.. Are removed from the active PNR to its history at least 24 hours prior to departure and within the same calendar month that the segment has been cancelled by Airline.

b) Churning of Bookings:

- "Cancelling and rebooking of the same itinerary in the same or different classes of service across one or more PNRs or GDSs to circumvent or extend ticketing time limits is not permitted. As defined by Egyptair policy, instances of 11 or more transactions - i.e. book-cancel-book-cancel etc. - are monitored closely to detect churning cases.
- For any churning cases, penalty of USD 10 per pax / per segment is charged from 11th transaction onwards "

c) Duplicate Bookings:

- Booking of the same passenger confirmed, reconfirmed on same or different flight, class, date or route, where it's not possible for the passenger to travel simultaneously .
- Creating duplicate bookings in the same PNR or across PNRs for the same passenger.
- Creating impossible travel itineraries by holding concurrent flights on the same time period, where it's not possible for the passenger to travel simultaneously.

d) Fictitious Bookings:

- Travel Service Providers must not create any fictitious bookings include bookings with fake names, names of famous personalities with no intent to travel, bookings made with intention of blocking the airline's inventory.



- Travel partner must not use fake ticket numbers.

e) **Test & Training Bookings:**

- Travel Service Providers must not create any training bookings that block the airline inventory in the live GDS environments.
- Training environment is provided by all GDSs and agents must use this mode for testing situations or training personnel, creating PNRs for training purposes using active environment is prohibited and result in a very high GDS's cost for the airline.

f) **Passive Bookings:**

- The creation of passive segment bookings is prohibited.

g) **Waitlist Bookings:**

- Travel Service Providers must not repeatedly create waitlisted bookings, since these do not increase chances of confirming and result only in higher booking volumes and increased GDS's fees for the airline.
- Travel Service Providers must ensure all waitlisted bookings are removed from the active PNR at least 24 hours prior to departure.

h) **Name Changes:**

- Travel Service Provider is not allowed to change name or reservations unless entered for the purpose of correcting a miss-spelling of the passenger's name.

i) **Bookings On The Day Of Departure:**

- Travel Service Providers must not create any booking on the day of departure without instant ticketing.

j) **Un-ticketed Bookings resulting in no show :**

- Including but not limited to:
 - i. Not removing segments from PNR when that portion of the Ticket is refunded /voided.
 - ii. Booking of multiple alternatives of one trip within one Office ID (this can be avoided by checking passenger name, date, flight etc.)

k) **Uncommitted booking:**

- Uncommitted Bookings are bookings not finalized with EOT (End of Transaction). If those seats in hold for more than the necessary time to finalize the PNR, this will end with blocked seats in our inventory preventing other agents from booking those seats.
- Double or multiple uncommitted bookings/Sessions for the same passenger/date/flight number/O&D are not allowed.



- Uncommitted bookings are to be removed immediately by agent if booking no longer needed.
- Egyptair has the right to Clear/terminate sessions of uncommitted bookings at any time:

IF flight segments are held longer than the average, time needed to finalize booking.
IF the Travel Agent holds multiple uncommitted bookings on the same flight.

An ADM will be issued against the agent who did not respect the above policy

l) Force Booking:

- It is not allowed to book a closed class. All Agents must respect the availability published by airline. The only permitted way to book a class is using the normal availability codes. Any overly complex sale methods to circumvent the system is not allowed.
- Egyptair has dedicated modules that detects any misuse or malpractice and has the right to cancel the booking once detected and an ADM will be issued against the agent.

m) Married Segment Control:

- Married Segments are defined as a travel itinerary that contains at least one connection but which is sold as a single origin/destination.
- Egyptair may provide a level of availability on Married Segments that differs from the level of availability provided by Egyptair if the segments were sold separately. Booking must be made from origin to destination.
- Agent is not allowed to break the Married Segments for any purposes nor manipulate the GDS/CRS system to circumvent Egyptair Married Segment Control logic.
- If agent need to change the booking, he must cancel the entire origin/destination including connection and rebook the new origin/destination containing the connection subject to availability.
- Egyptair has dedicated modules that detects any misuse or malpractice and has the right to cancel the booking once detected and an ADM will be issued against the agent.

n) Group Bookings:

- A group booking is a party of more than (10) passengers travelling together over one or more segments for which space has to be requested.



- Agents must book Group bookings directly with MS Group desk.
- Violations of the group booking policy may result in booking cancellations and/or assessment of fees or penalties.
- It is prohibited to create multiple bookings in anticipation to secure space for a speculative Group PNR.

3- **Policy Violations:**

- Egyptair reserves the right to hold the travel service providers responsible and charge for any loss or damage due to non-adherence to this policy by the relevant travel agent.
- Egyptair reserves the right to block any travel service provider's access to view, book or ticket Egypt air's inventory in case of non-adherence to this policy.
- Egyptair further reserves the right to cancel any un-ticketed PNRs of a travel service provider who has been identified as non-compliant to this policy.

These violations include but are not limited to the following:

| Violation | Framework of audit | Penalty (per passenger per segment) |
|--|---|---|
| Passive segment | The creation of passive segment bookings prohibited. | USD 10 |
| Inactive bookings | Travel service providers must ensure that all inactive segments such as "HX", "NO", "UC", "UN" etc. are removed from the active PNR to its history At least 24 hours prior to departure and within the same calendar month that the segment cancelled by MS will be fine. | USD 15 |
| Fake Ticket numbers and fictitious bookings | Travel Partner must not use fake ticket numbers or make speculative bookings made with fake names. | USD 30 |



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| Un-ticketed booking resulting in no show | <p>Including but not limited to:</p> <ul style="list-style-type: none"> i. Not removing segments from PNR when that portion of the Ticket is refunded /voided. ii. Booking of multiple alternatives of one trip within one Office ID (this can be avoided by checking passenger name, date, flight etc.) | USD 20 |
| Churning | <p>Cancelling and rebooking of the same itinerary in the same or different classes of service across one or more PNRs or GDSs to circumvent or extend ticketing time limits is not permitted. As defined by Egyptair policy, instances of 11 or more transactions - i.e. book-cancel-book-cancel etc. - are monitored closely to detect churning cases.</p> <p>For any churning cases, penalty of USD 10 per pax / per segment is charged from 11th transaction onwards “</p> | USD 10 |
| Test PNRs (Training and Testing in test system only, not live) | All test PNRs must be created in the test environment (QAB). For further information please contact your GDS) or will result in fine. | USD 10 |
| Speculative bookings | <ul style="list-style-type: none"> i.open segments entered for other than ticketing purposes ii.Incorrect usage of SA status code to protect the PNR in order to get segment confirmation | USD 10 |



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|-------------------------------------|---|--|
| Duplicate bookings (segment) | <p>Booking of the same passenger confirmed, reconfirmed on same or different flight, class, date or route .</p> <p>Creating duplicate bookings in the same PNR or across PNRs for the same passenger.</p> <p>Creating impossible travel itineraries by holding concurrent flights on the same time period.</p> | USD 20 |
| Cancellation ratio | <p>The cancellation ratio (number of cancelled segments vs. number of booked segments) shall not exceed 80% monthly.</p> <p>The penalty passenger/segment will be one USD</p> | USD 1 |
| Uncommitted booking | <p>Uncommitted Bookings are bookings not finalized with EOT (End of Transaction). If those seats in hold for more than the necessary time to finalize the PNR, this will end with blocked seats in our inventory preventing other agents from booking those seats.</p> | USD 30 |
| Married Segment | <p>Consider the following as 'Married Segment Violation</p> <p>Manipulation on Married Segment</p> <p>Partial Cancellation of any Married Segment</p> <p>Made against Rules</p> <p>Any activity to use fake flights / destination in order to book for lower classes for desired segment</p> <p>Married Segment violation will be sentenced to ADM</p> | <p>Domestic flights 500 EGP</p> <p>International Flights 750 USD</p> |
| Force Booking | <p>All the transactions made to be able to retrieve confirmed space for closed classes are considered as force booking abuse will be sentenced to ADM.</p> | USD 750 |
| Group Bookings | <p>It is prohibited to create multiple bookings in anticipation to secure space for a speculative Group PNR.</p> | USD 30 |



4- **Best Booking Practices**

- Travel service providers must never create any active or passive booking or transaction for achieving productivity or incentive targets set by GDS
- Travel service providers must take appropriate and timely follow-up action for any un-ticketed booking to ensure that there is no spoilage of airline inventory
- Travel service providers that use more than one GDS must book and ticket a specific passenger itinerary within the same GDS
- Travel service providers must not create PNRs to hold or block reservations due to expected demand, customer indecision, or to circumvent any of MS fare rules or policies
- Travel service providers must not change name once PNR is created
- Travel service providers must not create bookings that violate minimum connecting time requirements of individual airlines
- Travel service provider must provide customer's first and last names which are identical to the customer's passport
- Travel service provider must comply with applicable government regulations and provide customer security information on PNR as required
- Travel service provider must provide passenger's mobile contact number on the correct GDS phone field or through OSI element to the airline to facilitate flight disruption handling of customer due to delays, re-schedules etc.
- In case of changes to itineraries in a passenger name record (PNR), it is necessary to re-request any special service requests from the original booking
- This includes unaccompanied minors and special meal requests. When an SSR message is needed for only part of the itinerary, the special service request must be flight specific and not requested for all flights.
- Travel service providers must action queues promptly and ensure that the passenger is notified of any changes to his or her booking as soon as possible.