



## FlySafair policy on Agent Debit Memo (ADM) effective 20 August 2026.

FlySafair publishes its Agent Debit Memo (ADM) Policy in accordance with IATA requirements to provide travel agents with clarity on the circumstances under which ADMs may be issued and to outline the applicable guidelines.

As part of ongoing compliance monitoring, FlySafair will conduct regular sales audits to assess ticketing accuracy, adherence to the airline's policies and procedures, and compliance with its Conditions of Carriage. Instances of GDS misuse will also form part of the audit scope.

It is the responsibility of all GDS subscribers to ensure that their employees, agents, and contractors across all locations are fully informed of this policy.

FlySafair reserves the right to issue ADMs or invoices to recover amounts or make adjustments related to bookings, ticketing, sales, and refunds in accordance with IATA Resolutions 850M and 830A.

The policy applies to all GDS subscribers who access FlySafair internal reservation system content via the Global Distribution System (GDS).

The matrix below provides a transparent overview of the conditions under which an Agency Debit Memo (ADM) may be issued to booking and ticketing agents. It outlines various violations and non-compliance scenarios.

These guidelines are intended to ensure that ticket issuance is conducted in accordance with FlySafair's published fares, rules, general conditions of carriage, and any other instructions issued by the airline.

| Issue                                                         | Scope of Audit                                                                                                                                                                                                                                | Penalty                                                                                                                                  |
|---------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reservation Booking Designator (RBD) violation</b>         | A reservation is made in a lower or incorrect RBD while issuing a ticket at a higher fare class, or any deliberate RBD manipulation resulting in fare discrepancies or revenue loss.                                                          | Fare difference between the ticketed RBD and booked RBD, plus a R280 admin fee.                                                          |
| <b>Failure to Offer Best Available Fare (RBD Discrepancy)</b> | Verification of bookings where a higher RBD has been selected despite a lower eligible RBD being available at the time of booking, without a valid fare rule, booking requirement, or customer-requested reason for selecting the higher RBD. | Fare difference between the RBD booked and the lowest eligible available RBD at the time of reservation creation, plus a R280 admin fee. |

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| <b>Refund violation</b>                           | Verification of refund claims, including checks for duplicate refunds and validation of supporting documents. Ensuring the correct refund amount is applied in accordance with fare rules, and that any applicable administration fees are properly collected.                                                                                   | Fare/Tax difference, as well as a R280 admin fee.                                                                                                 |
| <b>High Cancellation rate</b>                     | Verification of agencies with a cancellation rate exceeding 75% of flight segments booked during the applicable monthly audit period, regardless of the intended date of travel. The cancellation rate will be assessed against the total number of segments booked by the agency during the same period.                                        | Penalty of R350 per passenger, per segment cancelled above the 75% threshold.                                                                     |
| <b>Reissue violation / uncollected change fee</b> | Verification of reissued documents to ensure the correct fare difference and applicable change fees have been accurately collected.                                                                                                                                                                                                              | Fare/Tax/Penalty difference as well as a R280 admin fee.                                                                                          |
| <b>Travel audit</b>                               | Validation of flown coupons against ticketed coupons to identify discrepancies such as mismatched RBDs, flight numbers or dates, differences in ticketed versus flown routing, and inconsistencies in fare collection.                                                                                                                           | Fare difference between the flown RBD and ticketed RBD, plus a R280 admin fee.                                                                    |
| <b>Excessive Churning</b>                         | Verification of repeated cancellation and rebooking of the same flight segment(s), within a single PNR or across multiple PNRs. A segment that is cancelled and subsequently rebooked more than three times, whether due to TTL expiry, airline cancellation, or agency action, will be considered excessive churning and will result in an ADM. | Penalty of R350 per segment, per passenger, applied from the 4th rebooking action onwards, regardless of whether the PNR was ultimately ticketed. |
| <b>Duplicate PNRs or duplicate segments</b>       | Verification of duplicate PNRs or flight segments created for the same passenger and itinerary, whether within a single PNR or across multiple PNRs, resulting in duplicate inventory being held.                                                                                                                                                | Full value of the applicable fare will be charged for the duplicate segment.                                                                      |

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| <b>Fictitious / Invalid Ticketing Information</b>               | Creation of fictitious bookings or the use of false, invalid, or fabricated passenger or ticketing information, including invalid or fictitious ticket numbers, for the purpose of holding or confirming inventory.                                                                                                                                                  | Full value of the applicable ticketed segment will be charged.                                                                                                  |
| <b>Service Fee, Surcharge and Tax Violations</b>                | Failure to correctly apply or collect service fees, surcharges, or taxes as required by fare rules. This includes missing, incorrect, or incomplete amounts during ticketing or reissuing.                                                                                                                                                                           | Fare/Tax/Penalty difference, as well as a R280 admin fee.                                                                                                       |
| <b>Ticketless / Voided / Refunded Bookings Remaining Active</b> | Verification of bookings where flight segments remain active after the associated ticket has been voided or refunded, or where no valid ticket has been issued within the applicable ticketing time limit. Agents are responsible for cancelling any associated active segments when the booking is no longer valid for travel.                                      | The full value of the applicable one-way fare, per passenger, will be charged for ticketless, voided, or refunded bookings that remain active in the system.    |
| <b>Name update fee</b>                                          | Verification that the applicable name update fee has been correctly collected where a name update is processed on eligible FA bookings.                                                                                                                                                                                                                              | Applicable name update fee of ZAR330.                                                                                                                           |
| <b>Unactioned Schedule Changes</b>                              | Verification of schedule change segments that have not been appropriately actioned by the agent. Agents are responsible for reviewing and actioning schedule change notifications, including accepting the revised itinerary, rebooking the passenger where appropriate, and removing duplicate or inactive segments to prevent unnecessary inventory and GDS costs. | Full value of the applicable fare will be charged for any segment resulting from an unactioned schedule change where avoidable costs are incurred by FlySafair. |

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| <b>Inactive and Non-Productive Segments</b> | FlySafair does not permit the use of passive or non-productive segments (e.g., BK, PS, PK, AK, HX, UN, NO, UC, US, etc.). These segments do not secure a seat in the airline's inventory and are considered duplicates of active/live bookings. Any such usage may result in an ADM being raised.                                                                       | Penalty of R350 per segment / per passenger will be applied.                                                     |
| <b>Credit Card charge-back</b>              | Where FlySafair incurs a financial loss as a result of a passenger-initiated chargeback, credit card misuse, or fraudulent transaction relating to a ticket issued by an agent, the applicable amount may be recovered from the issuing agent. Agents are responsible for ensuring that appropriate cardholder verification and secure payment procedures are followed. | Amount debited to or recovered from FlySafair as a result of the chargeback, up to the full value of the ticket. |

#### **TRAVEL AGENTS AND OTA BEST PRACTICES:**

- Ensure that all staff are properly trained in FlySafair's booking policies, as well as relevant IATA Resolutions and ADM procedures.
- Provide customers with access to the full Terms and Conditions of Carriage and clearly communicate fare rules, eligibility requirements, and free baggage allowance when applicable.
- Book only from the availability display for the relevant Origin & Destination (O&D) and do not bypass married segment logic either before or after end-of-transaction (EOT).
- Monitor and action all GDS queues daily. All HX, NO, UC, UN, and US segments must be removed at least 24 hours prior to departure to reduce unnecessary GDS costs.
- Enter the full legal names of passengers in reservations, exactly as they appear on the customer's passport.
- Use the fare levels and fare basis codes as published by FlySafair. All fares must be valid at the time of ticketing.
- When disputing an ADM, ensure that the response is detailed, with relevant supporting documentation submitted to the contact address indicated on the ADM.
- Do not dispute an ADM if the violation is valid and no evidence exists to support an exception.
- Inform passengers that the airline may collect differences in taxes as implemented by government authorities.

- Train staff specifically on ADM processes, including their purpose, implications, and the applicable dispute period.

#### **General ADM process Worldwide**

- In accordance with IATA Resolution 850m, FlySafair may issue an ADM via BSP Link within nine (9) months of the final travel date. If the final travel date cannot be determined, the document's expiry date will be used. After this period, any settlement will be handled directly between the agent and FlySafair.
- ADMs issued during the latency period (as per IATA 850m) will be sent via BSP Link and will carry no financial impact until finalized.
- Agents are requested to provide complete and up-to-date contact details to ensure timely and efficient handling of ADM-related queries by FlySafair.
- FlySafair will respond to all ADM disputes within 60 days, in line with IATA standards, and will provide a clear explanation of either the acceptance or rejection of the dispute.
- If a dispute is rejected and the agent wishes FlySafair to re-investigate, a response with new and relevant information must be submitted within 14 days. If no response is received, the ADM will be submitted to BSP Link for settlement.
- The date of ADM issuance in BSPLink is considered the official date of receipt by the agent. Agents are strongly encouraged to monitor BSPLink daily to ensure timely review and response to any ADMs issued.

# General GDS Fare Rules

(For complete fare rules, please consult the GDS)

| General Fare Rules           | Y class                                                                                                                                                                                                                                                                                                  | B – C Class        |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| Hand Luggage                 | 7kg bag included                                                                                                                                                                                                                                                                                         |                    |
| Checked Luggage              | 23kg bag included                                                                                                                                                                                                                                                                                        |                    |
| Extra Checked Luggage        | R250 per 20kg bag                                                                                                                                                                                                                                                                                        |                    |
| Special Equipment            | R285 per 32kg special equipment                                                                                                                                                                                                                                                                          |                    |
| Priority Boarding            | Included                                                                                                                                                                                                                                                                                                 | R100 per passenger |
| Snack Voucher                | R85 per passenger                                                                                                                                                                                                                                                                                        |                    |
| Seat Reservation             | From R32 per passenger                                                                                                                                                                                                                                                                                   |                    |
| Empty Middle Seat – Domestic | R750 per passenger                                                                                                                                                                                                                                                                                       |                    |
| Empty Middle Seat – Regional | R1350 per passenger<br><i>Note: Regional empty middle seat pricing only applies to flights between Johannesburg, Mauritius, Zanzibar, and Harare.</i>                                                                                                                                                    |                    |
| Flight Changes               | Two penalty-free changes are permitted.<br>Subsequent changes incur a R330 fee, to be collected as a DU tax.<br><i>Note: Changes must be made at least 2 hours prior to scheduled departure. Changes and reissues must be processed simultaneously.</i>                                                  |                    |
| Name Change                  | Create a new booking in the new passenger's name (subject to availability). Issue in exchange for the original ticket in the new booking. Charge the R330 name change fee as a DU Tax plus any difference in fare, if applicable. Cancel the original booking<br><i>Note: CANNOT be processed online</i> |                    |
| Reroute                      | ZAR330 penalty per segment, collected as DU Tax                                                                                                                                                                                                                                                          |                    |
| No-show                      | Ticket is forfeited                                                                                                                                                                                                                                                                                      |                    |
| Refunds                      | No refunds other than those stipulated in clause 58 and 59 of these Terms & Conditions of Booking & Carriage. A refund fee will be charged for any refunds processed via the BSP                                                                                                                         |                    |
| Cancellation                 | If the passenger is unable to travel on the original flight, the ticket may be reissued for a future travel date. Ensure any applicable fare and tax differences are collected at the time of reissue. Once the passenger confirms a new date, the ticket may be rebooked and reissued accordingly.      |                    |