RWANDAIR LIMITED

SUBJECT: RWANDAIR (WB) BOOKING AND INVENTORY POLICY AND DEBIT MEMO RULES FOR TRAVEL AGENTS.

RwandAir is experiencing significant and exorbitant expenses for travel agency abusive GDS booking behavior and hording of inventory. We urge all Travel Agent reservations staff to strictly follow procedures and regrettably, non-compliance of these rules will result with debit to the agency.

All booking activities for RwandAir flights are monitored by various robotic applications as well as by the Central Reservation Control Team at our Headquarters in Kigali, Rwanda. Hence, as of 1st July 2017, Rwandair will charge a flat USD 15.00 fee per instance, where an instance is defined as per segment per passenger to all booking mal-practices listed in **Article II-Booking procedures** below. We will penalize any inventory abuse by raising an ADM in the amount of USD 15.00 per instance. Travel agents which request availability for more than 75 transactions without issuance of a ticket, will be charged USD 0, 10 for any extra transaction above the 75 requested. Other measures we will be taking include removal of access to inventory, cancellation of commercial agreements, and removal of ticketing. We have the full support of our GDS partners in this initiative who are equally keen to the removal of abusive behavior.

An example of "**per instance**" on a single PNR with 3 passengers and 2 segments is equivalent to 6 instances. If a PNR has been churned, that is when the ticket time limit is approaching, has been rebooked to circumvent system cancellation, and this ends up as unproductive then RwandAir will charge USD 15.00 per instance.

RwandAir Debit Memo/Booking policy applies to all GDS users; accredited and non-accredited travel agencies as well as an entity accessing RwandAir internal reservation system via internet or any other electronic means. RwandAir holds the right to change its Debit Memo/Booking policy at any time and post it on its web site. Therefore it is the responsibility of travel agent to update its employees and digital system of our regulations as stipulated on our web site.

Please be aware that if you are working with sub-agents, and you provide your pseudo city code to facilitate bookings, you are responsible for their GDS activities. Your sub-agents are your responsibility.

ARTICLE I. Definitions

1. Speculative/Fictitious Booking: Bookings made in an anticipation of a sale where no definite passenger exists/ or for productivity purposes where no definite passenger exists by using fake names.
2. Administrative Booking: Bookings created for testing/agency training/business tracking services (printing itineraries or invoices)
3. Churning: Segments that are repeatedly cancelled and re-booked to circumvent time limits or to me meet GDS productivity.

4. Duplicate Bookings: Booking more than one Segment/PNR for the same passenger for the same/different route.
5. No-show: inventory Spoilage caused by Travel service providers' failure to issue tickets and /or cancel un-ticketed reservations.
6. Inactive Booking: segments in PNR with status code PN, HX, UN, NO, SC, TK, UC, US or WK.
7. Availability Abuse: requesting for availability for more that 75 times without issuance of ticket or booking.

ARTICLE II-Booking procedures

Travel Agents must refrain from below booking practices but not limited to:

1. **Speculative/Fictitious Bookings:**
   a. Post departure bookings
   b. Bookings made with fake names. Not limited to, but such as surnames ABC/FGHJK/. Initials like A/B/C. Names of celebrities.
   c. Impossible Bookings: Itinerary with bookings illogical for passenger to meet such as multiple destinations, bookings with connections that depart before arrival of the inbound flight.
   d. Booking created to block the space or to reach the CRS designated productivity count, if there is not definite passenger.
   e. Booking not cancelled immediately when passenger notifies travel service provider of cancellation
   f. Open segments entered for other purpose than that of ticketing purposes.
   g. Repeatedly high cancellation ratio.
2. **Administrative Bookings:**
   a. Test PNRs; such bookings must not be created in live mode; test mode shall be used for this purpose.
   b. Bookings created for agency training
   c. Bookings created for business tracking purposes.
   d. Bookings made for sole purpose of obtaining customer Visa and other similar documents
   e. Bookings created to keep copy of itinerary
3. **Inactive Bookings:**
   a. Failure to remove all inactive codes HX, UN, NO, UC, SC, TK, US, PN or WK status codes from PNR.
   b. When the desired waitlisted segment is confirmed, all other waitlisted segment are no longer needed, must be removed.

   ** Agent should monitor queues regularly and remove all inactive segments.

4. **Duplicate Bookings**:
   Duplicate bookings: booking more than one reservation for the same passenger within one or more CRS. The following are considered duplicate booking if:

a. The same flight number are on the same or different date. Flight segments in a PNR are active or passive
b. Different flight numbers for the same city pair for the same or a different date
c. Different destination point on the same or different date
d. Same or nearby Airport
e. Similar itinerary booked on another airline and WB

5. **Availability Request**:
Availability Request abuse: requesting for availability from our CRS that you want make bookings for. It will be considered as an abuse on availability if
a. You request for availability and you end up not making the booking.

ARTICLE III- Ticketing and Time Limit Rules

a. Churning: Segments that are repeatedly cancelled and rebooked to circumvent time limits or to meet GDS productivity (Churning)
b. No-show: Inventory spoilage caused by Agent's failure to issue ticket and/or cancel un-ticketed reservations
c. Questionable cancellations prior to the scheduled flight.
d. Time Limit requirements and fair rules must be adhered to and ticket must be issued according to the booking status. Confirmed status may not be used unless received from WB. Forced-sell segments to HK status and ticket issued will show UC in WB system. Agent will be debited the difference between the class forcibly booked/issued and the full fare on the route **plus** the general policy penalty in para-2, page-1.
e. Confirmed ticket issued for a not-confirmed booking e.g. forced quote ticket.
f. Agent must not create a PNR in order to check the fare and other information
g. Agent must not book itinerary in one class of service and issue ticket in another class of service.
h. Ticketing must be done in the same CRS in which the original booking is made.

We kindly request that all reservations and ticketing agents at travel agencies read these guidelines carefully and adhere to them strictly. We expect complete compliance and thank you in advance for your cooperation.

Sincerely

RwandAir Limited.