

BULGARIA AIR /FB/ ADM POLICY FOR ALL BSP

TO: All Travel Agents,

In order to improve the sales availability and to reduce the costs of abusive practices with ticketing and fare rules, GDS/CRS reservation rules FB implements the following ADM policy.

Monitoring and analyzing the reservation and ticketing activities for Bulgaria Air, we notice a big share of non-productive activity. We remind you to observe all reservation, pricing and ticketing IATA and carrier rules.

Reasons for ADM:

Back-to-back ticketing/ Cross tickets

FB does not allow the booking and/or issuance and/or use of Flight Coupons from two or more different tickets for the purpose of circumventing applicable tariff rules- such as minimum stay requirements, advance purchase or other restrictions.

Pricing and Ticketing Override

Travel agent must observe all ticketing and fare rules. Pricing and Ticketing Overrides are not allowed. The FCMI codes generated by the ticketing system will be checked.

Churning (repeated cancel/rebook)

Repeated canceling and rebooking of space is often done to circumvent ticketing time limits of the fare rule. Participating in this activity prevents other agencies from selling available space and blocks seats from all other customers. At the same time all booked/canceled segments for the same flight and passenger brings additional cost for the airline.

Fake Ticket Number

A ticket number which is entered in the PNR but is not the valid passenger ticket issued for the corresponding PNR

Throw away ticketing

FB Airline does not allow the usage of round trip fares for one way travel.

Hidden city/point beyond ticketing

FB Airline does not allow the purchase of a fare from a point before the passenger's actual origin or to a point beyond the passenger's actual destination.

Duplicate reservations

FB Airline does not allow customers to hold more than one reservation for travel on or about the same date to one or more destination. A duplicate reservation where two or more reservations are made for the same passenger when it is evident the passenger(s) will be able to use only one is prohibited. Creating reservations for a passenger when one already exists in the FB reservation system or any GDS are considered duplicate reservations.

Inactive Segments

Inactive Flight segments within the CRS/GDS PNR with status codes HX,NO,UC,UN,US or other must be removed at least 72 hours prior to flight departure. This includes cancelling ticketed or un-ticketed segments.

Fictitious reservations or Names

Creating a fictitious reservation, passive or active, for any reason, including training purposes or to meet GDS productivity requirements are not allowed. FB Airline incurs booking fees for these unproductive segments.

Group travel

In accordance with the reservation procedures and parameters of all GDS supporting Bulgaria Air, the maximum number of individual passengers is 9. The reservation of an additional number of passengers for the same destination and dates won't result in "debit memo", except in cases in which the reservation is being renewed.

Payment processing

When credit card payments are rejected we will issue a debit memo to collect our funds.

Ticket endorsements

Follow all fare rules and list any applicable endorsements on the tickets when processing the original sale and any subsequent exchanges.

Ticket Stock

The Validating Carrier (VC) shall be the controlling and authorising entity for Electronic Ticketing Transaction, as per the provisions of IATA| Resolution 722g.

Validating carrier override is not permitted.

Validating Carrier is linked to the fare owner. Missing or incorrect fuel surcharge YR/YQ as a consequence of the modification of the VC of the farequote will result in an ADM.

If the airline identifies any violations the charge of EUR250.00 per each ticket will apply and FB will issue an ADM via BSP link according to IATA Resolution 852 to the agency.

Bulgaria Air issues ADMs within 9 months after the last date of travel as per IATA Resolution 850m. In certain cases Bulgaria Air reserves the right to issue an ADM for up to 3 years if violation of the FB rules be found.

Follow all fare rules requiring fares to be issued on the specific airline ticket stock. Some fares require tickets to be issued on FB or on other airline ticket stock. If specific market exceptions are needed the VC override can be allowed under certain conditions and only authorized by Bulgaria Air.

Training and Testing

Test and training PNR can only be created in the training mode of the GDS/CRS.e

New ADM administration fee

Bulgaria air introduces and will apply an ADM administration fee of 25 EUR per ADM.

ADM Processing

Bulgaria air will use the BSP link to raise ADM for non-compliance within nine months of the final travel date. For refunds the ADM may be issued within nine months after the refund was made.

Disputes have to be raised by the Agent within 30 days of receipt of the ADM.

Bulgaria air will settle the disputes within 60 days of receipt.

Charges for non-compliance

FB will charge 5EUR per segment plus 25EUR administration fee per ADM for non-compliance in reservation activity.

In case of pricing or ticketing violation FB will charge 5EUR per segment plus the correct applicable fare plus administration fee.

- In case of renewal of a booking more than 2 times the agency (that have created the booking) will be warned by the airline by SSR in the booking informing that this will be followed by the sending of ADM.
- In case of repeated non-compliance with these requirements, a written warning will be sent to the agency by the airline.
- In case of a next violation of the rules – the airline will send to the agency ADM for the corresponding obligation.

Bulgaria air monitors constantly the reservation and ticketing activity. When frequent violations of this policy and/or for failure to pay the ADM amounts, or for high cancellation activity are established, Bulgaria Air may take actions to stop the access to FB ticketing