

CRS & GDS Reservation & Ticketing Policy

Standards Document

(fastjet Group)

Controlled Document

Issue 02 Revision 00

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[FNSD-COM-RTP(GP)]





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CONTENTS

CONTENTS 1

1 FRONTMATTER 3

 1.1 FOREWORD 3

 1.2 PURPOSE & SCOPE 3

 1.3 APPLICABILITY 3

 1.4 RESPONSIBILITY 4

 1.5 DOCUMENT CONTROL 4

 1.5.1 Controlled Status 4

 1.5.2 Issuing Authority 4

 1.5.3 Responsibility for Content & Document Control 4

 1.5.4 Distribution 5

 1.5.5 Revision Record 5

 1.5.6 Summary of Amendments 5

 1.5.7 List of Effective Pages 6

 1.6 TERMS & ABBREVIATIONS 7

 1.6.1 Terms 7

 1.6.2 Abbreviations 9

2 STANDARDS & REQUIREMENTS 11

 2.1 RESERVATIONS 11

 2.2 BOOKING AMENDMENTS 11

 2.3 TICKETING POLICY 12

 2.4 BOOKING POLICY 14

 2.4.1 General 14

 2.4.2 Best Practices 14

 2.4.3 Cancellation 17

 2.4.4 Churn 18

 2.4.5 “Impossible / Illogical Booking” - Duplicate Bookings 18

 2.4.6 Fictitious and Speculative Bookings 19

 2.4.7 Ticket Time Limits 20

 2.4.8 Name Changes /Corrections 21

 2.4.9 Group Bookings 21

 2.5 AGENT DEBIT MEMO 21

 2.5.1 General 21

2.6	AGENCY CREDIT MEMOS.....	22
2.6.1	General	22
2.7	Fare Audit.....	23
2.8	Exchange Audit	23
2.9	Fastjet Rights	23
3	FURTHER INFORMATION.....	24

1 FRONTMATTER

1.1 FOREWORD

- [i] This document is referred to as the Central Reservations Systems (CRS) & Global Distribution Systems (GDS) Reservations & Ticketing Policy, effective 01 Oct 2021.

1.2 PURPOSE & SCOPE

- [i] This document prescribes the fastjet Group standards and requirements regarding inventory integrity and avoidance of circumvention of inventory controls, avoidance of GDS costs brought on by unproductive and inefficient bookings or actions and maintaining efficient cooperation between the travel trade and the branded airline.
- [ii] These standards enable fastjet group companies to manage flight inventories in an optimum manner, offer more seat availability to the travel partners and ease the day of travel process if the booking transaction is correctly secured.
- [iii] This content of this document complies with IATA resolutions; in particular the obligations of a Travel Service Provider and its agents as described in IATA Resolutions 824, 830a, 835d, 850m, 852 ,890 and 049x. It provides a detailed understanding and classification of fastjet's booking standard for Airline designator code "FN" on ticket stock 334 (only).

1.3 APPLICABILITY

- [i] These standards and requirements prescribed in this document apply to:
 - (a) all GDS and Radixx Users;
 - (b) all Codeshare & Interline reservations and tickets;
 - (c) all Travel Service Providers, including their representing agents, who make bookings and/or ticketing for air transportation on fastjet flights (IATA and Non-IATA; Domestic and International); and
 - (d) any person or entity accessing fastjet internal reservation system content via the Internet or any other electronic means.collectively referred to as "Travel Partner(s)" for the purpose of this document.
- [ii] The standards and requirements prescribed in this document, along with any specific terms and conditions shall
 - (a) constitute additional terms and conditions to any applicable travel service providers agreements or arrangement between any travel service providers and fastjet; and Interline and Codeshare airline partners.
 - (b) subject to change from time to time at the sole discretion of fastjet.

1.4 RESPONSIBILITY

- [i] The fastjet Group commercial division is responsible for establishing and amending as relevant the prescribed standards and requirements relevant to the integrity of inventory.
- [ii] fastjet hereby reserve all rights to monitor and audit all booking transactions to identify booking abuses and practices which are not in line with this policy. The following is applicable to all bookings and direct connection subscribers and are applicable to all bookings regardless whether the itinerary is ultimately ticketed.
- [iii] It is the responsibility of the Travel Service Provider ensure that all of its employees and contractors in all of its locations are familiar with the standards and requirements prescribed in this document, including future updates.

1.5 DOCUMENT CONTROL

1.5.1 Controlled Status

- [i] This document is issued as a controlled document, and therefore subject to control status procedures in accordance with the fastjet Documentation Management System. Refer to the Document Control policy for further information.

1.5.2 Issuing Authority

- [i] This document is issued on the authority of the fastjet Group Chief Operating Officer.

1.5.3 Responsibility for Content & Document Control

- [i] The Commercial section of the Company is the custodian of this Policy document and will be responsible for managing any approvals and amendments. This document may not be revised without the consent of the Commercial section and the Issuing Authority stated above.
- [ii] Document control and distribution shall be managed by the Group Compliance section in accordance with the fastjet Document Management System.

1.5.4 Distribution

[i] This document shall be distributed in accordance with the fastjet Documentation Management System.

[ii] This document shall be distributed as follows to the following internal recipients:

RECIPIENTS	FORMAT	DISTRIBUTION
Fastjet Limited	PDF	Email
Fastjet Africa (PTY)	PDF	Email
Fastjet Zimbabwe	PDF	Email
Federal Airlines	PDF	Email

[iii] This document shall be distributed to the following external recipients:

RECIPIENTS	FORMAT	DISTRIBUTION
Travel Partners	PDF	Email

[iv] Distribution of this document to any parties not listed above is only permitted for legitimate and reference purposes. Such distribution would be in uncontrolled status.

1.5.5 Revision Record

ISSUE	DATE OF ISSUE
00 Initial	01 NOVEMBER 2018
01	01 NOVEMBER 2020
02	01 OCTOBER 2021

1.5.6 Summary of Amendments

ISSUE	REVISION	SUMMARY OF REVISIONS
01	00	This document is issued in its full entirety in replaced of the previous Policy & Procedures document.
02	00	This document is issued in its full entirety in replaced of the previous Policy & Procedures document.

1.5.7 List of Effective Pages

PAGE	ISSUE	REV	DATE
COVER (FRONT)	02	00	01 OCT 2021
COVER (BACK)	02	00	01 OCT 2021
01	02	00	01 OCT 2021
02	02	00	01 OCT 2021
03	02	00	01 OCT 2021
04	02	00	01 OCT 2021
05	02	00	01 OCT 2021
06	02	00	01 OCT 2021
07	02	00	01 OCT 2021
08	02	00	01 OCT 2021
09	02	00	01 OCT 2021
10	02	00	01 OCT 2021
11	02	00	01 OCT 2021

PAGE	ISSUE	REV	DATE
12	02	00	01 OCT 2021
13	02	00	01 OCT 2021
14	02	00	01 OCT 2021
15	02	00	01 OCT 2021
16	02	00	01 OCT 2021
17	02	00	01 OCT 2021
18	02	00	01 OCT 2021
19	02	00	01 OCT 2021
20	02	00	01 OCT 2021
21	02	00	01 OCT 2021
22	02	00	01 OCT 2021
23	02	00	01 OCT 2021
24	02	00	01 OCT 2021

1.6 TERMS & ABBREVIATIONS

1.6.1 Terms

- [i] When used, the following general terms shall have the meaning outlined below:
- (a) **“Shall”** means that the application of a rule or procedure or provision is mandatory. (“Must” is used as an alternative).
 - (b) **“Should”** means that the application of a procedure or provision is recommended.
 - (c) **“May”** means that the application of a procedure or provision is optional.
- [ii] When used, the following terms shall have the meaning outlined below:
- (a) **“fastjet”** refers to fastjet Africa (PTY) Ltd, fastjet Zimbabwe Ltd, fastjet Limited unless otherwise mentioned.
 - (b) **“Accredited Subscriber”** means a Travel Service Provider, including a corporate travel department (CTD), appointed by IATA to issue airline traffic documents.
 - (c) **“Administrative Booking”** means a booking created for administrative or accounting purposes such as for printing itineraries or invoices.
 - (d) Agency Debit Memo (ADM) and Agency Credit Memo (ACM) are accounting documents used by Airlines to make adjustments to any payment irregularities in the issuance of tickets and other related document
 - (e) **“Booking”** means a direct flight segment that was requested via the GDS and has the filled status code of HK or HL in the host reservation system for which a message has been transmitted back to the GDS.
 - (f) **“Cancellation”** means an entry made by a GDS user that causes a direct flight segment that was requested via the GDS and has the filled status code of HK, HL in the host reservation system for which a message has been transmitted back to the GDS, to be deleted from the booking file. Cancellations generated by fastjet will be transmitted with a HX action code.
 - (g) **“Churning”** means cancelling and rebooking of the same itinerary in the same or different classes of services across one or more PNRs or GDS.
 - (h) **“Codeshare”** this term is used to describe an arrangement where one airline sells seats (the marketing carrier) on a flight operated by another airline (the operating carrier). Both airlines display their respective flight numbers.
 - (i) **“Duplicate Booking”** is a booking with more than one reservation for the same passenger traveling on or about the same date to one or more of the same or nearby airport destinations, or creating another PNR for a passenger when one already exists in airlines reservation system or in a different

CRS/GDS. Duplicate Bookings also include, but are not limited to, a similar or same itinerary booked on two separate carriers.

- (j) **"Fare Rules"** are the applicable requirements or restrictions associated with a particular fare, including but not limited to, non-refundability, Ticket Time Limits, class of service requirements, minimum / maximum stay requirements, or advance purchase ticketing requirements.
- (k) **"Fictitious /Speculative Bookings"** are bookings made when no definite passenger exists – generally made with fake names and ignoring the provisions of the tariff and inventory rules.
- (l) **"Flight Segment"** refers to part of the journey; if a passenger is flying from Johannesburg to Victoria Falls with a stopover in Harare, the flight would be two segments. 1. Johannesburg to Harare, 2. Harare to Victoria Falls. Each time the passenger boards an aircraft, the segment starts and each time a passenger gets off an aircraft, the segment ends.
- (m) **"GDS Incentives"** are fees paid by the GDS to Travel Services Providers for creating bookings on airlines using its system. The GDS normally sets targets for the Travel Service Providers to obtain higher incentives for their bookings.
- (n) **"Group Booking"** is a booking of 10 or more passengers on at least one common flight segment within their itinerary to a common destination in a single PNR or multiple PNRs.
- (o) **"Impossible / Illogical Booking"** are bookings for a single passenger on concurrent flights that fly in the same time period, on or near the same day; multiple bookings for the same passenger between the same origin/destination; **duplicate bookings**; or bookings with connections that depart before the arrival of the inbound flight
- (p) **Inactive Segment(s)**, is a flight segment(s) within the CRS / GDS PNR with status codes HX, NO, KL, SC, TK, UC, UN, US or WK.
- (q) **"Interline Booking(s)**, also known as interline ticketing means a direct flight segment that was requested on another carrier other than fastjet via the GDS and has the filled status code of HK or HL in the host reservation system for which a message has been transmitted back to the GDS.
- (r) **Name Changes**, A name change means that another person replaces the person travelling.
- (s) **Name Corrections**: Name Corrections are only permitted if the customers names is misspelt (up to 3 characters only)
- (t) **Non-accredited Subscriber**: A Travel Service Provider not appointed by IATA to issue airline traffic documents.
- (u) **Non-Revenue Bookings**: A non-revenue booking is a direct flight segment that was requested via the GDS and has the filled status code of HK or HL in the host reservation system for which a message has been transmitted back

to the GDS. The difference from an ordinary booking is that the agent is creating the booking for purposes other than intended travel.

- (v) **Ticket:** The record/s of agreement, including electronic tickets or “eTickets”, for the carrier(s) to provide transportation and related services under certain terms and conditions to the Passenger named on the Ticket in accordance with applicable governing tariffs and regulations.
- (w) **Ticket Time Limit:** The date and/or time deadline required for ticket issuance as set forth in the applicable Fare Rule.
- (x) **Travel Service Provider:** Any travel agency, Accredited Subscriber, Non-Accredited Subscriber, CRS/GDS user, and any other person or entity accessing an airline internal reservation system content via the Internet or any other electronic means
- (y) **Split Booking:** defined as creating individual sell transactions for a group in an attempt to obtain number of seats.

1.6.2 Abbreviations

[i] When used the following acronyms and abbreviations shall have the meaning outlined in the table below:

ACM	Agency Credit Memo
ADM	Agency Debit Memo
CRS	Computer Reservation System
ETKT	E-Ticket
GDS	Global Distribution System
IATA	International Air Transport Association
PNR	Passenger Name Record
RBD	Reservations Booking Designator
LK	System generated action / advice code to report a sale action
HK	Holding a confirmed segment
LL	System generated action / advice code to request a waitlist
HL	Segment is waitlisted
KK	Confirming a segment not previously waitlisted
KL	Confirming a segment from a waitlist
RR	Confirming a segment from a waitlist

HX	Segment was cancelled
NO	No action taken of which the reason may be stated in a supplementary element
UC	Unable to confirm – waitlist is closed
UN	Unable to confirm – flight does not operate
US	Unable to confirm / sell – flight, class, date, segment is closed for sale, have waitlisted.
AK/BK/GK/MK/PK	Passive status codes segments confirmed outside the CRS
SSR	Special Service Requirement
TTL	Ticket Time Limit
TKNE	System generated advisory – Electronic Ticket
TKNA	System generated advisory – Paper Ticket
TKNM	Manual entered ticket number

2 STANDARDS & REQUIREMENTS

2.1 RESERVATIONS

- [i] The following information/activities must be provided/complied with for each new or existing booking/PNR:
 - (a) Customer Name / ID: Customer's full first and last name which are identical to those in the customers passport / proof of identification are required in all bookings.
 - (b) Passenger Contact: Travel Service Provider must provide valid passenger mobile number and e-mail details (if applicable) to facilitate the disruption handling and information passengers of any changes to their booking through SMS service. Travel Service Provider remains obligated to inform passengers of any changes to their bookings.
 - (c) Correct Booking RBD: All bookings must reflect the correct and appropriate booking class according to the fare paid.
 - (d) Ticket Time Limit (TTL): Each fare has its own ticketing time limit. A date and time deadline must be set in a PNR. In case of discrepancy the most restrictive ticketing time limit will apply. A fake ticket number is considered as intention to bypass the Ticket Time Limit.
 - (e) Accurate Information: A Travel Service Provider may not add any information in the PNR that is not accurate for any reason.

2.2 BOOKING AMENDMENTS

- [i] When creating or modifying a PNR the travel itinerary must be booked in the sequence of travel times. Fastjet strictly forbids any manipulations of bookings and subsequent ticketing of such reservations.
- [ii] Abusive Behaviour
 - (a) The following are regarded as abusive actions:
 - i. Bookings are made for other purposes than travel e.g. to obtain fares, target volumes.
 - ii. Booking are made using incorrect entries / procedures e.g. revalidations.
 - iii. Bookings are made using initials in lieu of first or last names in the name field.
 - iv. Name changes are made to bookings for purposes other than correcting misspelled names.

- [iii] Corrective Action
 - (a) Bookings should never be created for purposes other than confirmed travel requests / plans.
 - (b) Applicable entries should be used to obtain fare quotes without using the end transaction if flights were booked for obtaining a fare quote.
 - (c) The Travel Service Providers agents must be trained adequately to use their respective GDS's in a manner that is consistent with booking objectives.
 - (d) Initials in lieu of first or last names are not permitted. A valid first and last name as published in the passenger's travel document is required for all reservations.

2.3 TICKETING POLICY

- [i] All Tickets including Electronic Tickets and related documents shall contain the following.
 - (a) Passenger Name, family name and full first name
 - (b) Airline Designator code or name of Marketing Carrier; name of Operating Carrier
 - (c) Flight number/s; date of flight/s; flight departure time/s
 - (d) For each flight, origin and destination Airport City code
 - (e) Fare base amount; equivalent fare amount; taxes /fees/charges
 - (f) Form of payment
 - (g) Reservations status
 - (h) Date Of issue; issuing Agency; Airline Name and place of issue; Baggage Allowance
 - (i) Ticket Document number/s
 - (j) Endorsements and Restrictions as may be required
- [ii] Travel Service Providers must strictly apply the following ticketing best practice principles;
 - (a) Fare Rules: fastjet prohibits, and the Travel Service Provider is liable for, any booking or ticketing practice that circumvents the applicable Fare Rules. The Travel Service Provider must issue a valid ticket or cancel the PNR by the applicable Ticket Time Limit
 - (b) Invalid Ticket: When a Travel Service Provider cancels the ticket using (VOID/REFUND/REISSUED) the agent must either cancel the PNR or remove ticket number and apply new Ticket Time Limit. All bookings not cancelled and become no-show will be considered as damaged and Travel Service Provider will be charged the full value of the seats.

- (c) Reissue: Date changes, change in RBD booked and rerouting require the ticket to be reissued with applicable fees to apply. Please refer to fare rules for information on fees for re-issue.
- (d) Rebook, Reissue and Refund charges: Travel Service Provider must collect and include in their sales report all currently applicable rebooking, reissue and refund charges as per fastjet fare rules. The collection of date change fee for rebooking and reissue must be done as a CP Tax in their GDS.
- (e) By changing a flight in a passenger booking record, the corresponding ETKT must be updated according to the applicable fare rules within the same change transaction.
- (f) Adding a new flight segment with or without cancellation of existing ticketed flight segment/s is considered as a rebooking transaction. This guarantees efficient and smooth check-in processes for our customers by avoiding the risk that the flight bookings could be cancelled due to ticketing deadline control.
- (g) Flight cancellations due to ticketing deadline control are not eligible for automatic flight reinstatement.
- (h) A flight change transaction performed without ETKT adaptation (e.g. fare adjustment and/or change fee collection) including ticket reissue or revalidation wherever permitted will be subject to ADM.
- (i) Coupon Revalidation for an ETKT is permitted and possible only once. In case of a revalidation, it is mandatory that the same RBD, same routing, same fare (Fare Base Code), and the not valid before and not valid after (NVB/NVA) date on the respective flight coupon is not restricted or overruled.
- (j) It is mandatory that all fare change conditions must be adhered to and applied with coupon revalidation.
- (k) Involuntary revalidation due to schedule changes only are permitted.
- (l) Should the new flight arrangement not be fit for purpose for the customer, an additional change prior to the revalidation or re-issuance of the ETKT is permitted. All subsequent changes remain subject to the original fare rules.
- (m) Taxes: Travel Service Provider must collect, report and accurately code all taxes, fees and charges / surcharges imposed by local and foreign countries and governments.
- (n) Terms and Conditions of Carriage: fastjet conditions of carriage and other important notices shall be provided to the customer before the finalisation of the booking.
- (o) Observe the applicable rules for Designation and Selection of Ticketing Airline (IATA Resolution 852) where a valid interline agreement between the ticketing airline and fastjet exists.

2.4 BOOKING POLICY

2.4.1 General

- [i] Fastjet pays a fee each time a booking is created, changed, cancelled or entered passively in the GDS system. These fees apply even if the customer never actually travels.
- [ii] We value Travel Service Provider professionals and know that working together we can ensure our mutual customer receive the best value for their travel. We ask your assistance in helping us to avoid using the following unacceptable practices detailed in this subsection.

2.4.2 Best Practices

- [i] Passenger Contact Information
 - (a) In accordance with IATA regulation 830d effective June 2019, to be able to advise passengers of irregular flight operations and disruptions fastjet requires sufficient contact details to proactively contact the passenger.
 - (b) Consequently, at or before the time of ticketing, the agent must actively ask each passenger whether they wish to have their contact details (mobile number and /or email provided to the airline.
 - (c) The agent must ensure that the Passengers consent is obtained in compliance with any data protection directives and regulations.
 - (d) Where the passenger wishes to have their contact details provided to fastjet, the agent must enter it in the booking, whilst maintaining compliance with all data protection directives and regulations and in accordance with the following prescribed GDS entries.
 - (e) The information share shall be used exclusively for the purpose of operational notices and flight disruptions and shall not be used for any sales and marketing purposes.
 - (f) In the event that the passenger exercises his/her right not to provide contact details it is incumbent on the agent to indicate that the passenger has declined to provide such details, and to enter the refusal in the PNR to limit any statutory liability. In such a case, the agent must actively advise the passenger that they may not receive information from the airline relating to operational information, flight updates, cancellations, or schedule change notices (including delay in departure).

[ii] GDS Entries

- (a) Contact details must be entered in the PNR in compliance with the resolutions governing the reservations procedures. Please see below for the specific GDS instructions for IATA 830d Resolution standard transaction formats.
- (b) Amadeus

Passengers mobile telephone number	SRCTCM-27 83 555 1234
Passengers e-mail address	SRCTCE-SJONES//GMAIL.COM
No passenger information provided	SRCTCR-REFUSED TO PROVIDE INFORMATION

(c) Galileo

Passengers mobile telephone number	SI.P1/SSRCTCMFNHK1/27835551234
Passengers e-mail address	SI.P1/SSRCTCEFHNK1/SJONES//GMAIL.COM
No passenger information provided	SI.P1/SSRCTCRFNHK1/ REFUSED TO PROVIDE INFORMATION

Note: Use “//” (double slash) in place of @ (at sign), use “..” (double dot) in place of “_” (underscored) and use “./” (dot slash) where a “-” (dash) is needed in an e-mail address

[iii] No Shows

- (a) The agent must advise their customers of the confirmed travel arrangements and the importance of notifying the airline or travel agent should the passenger not be able to make use of their confirmed travel commitments.

[iv] Schedules Changes

- (a) In the event of a flight schedule change, Travel Partners can offer the customer an alternative flight option without prior approval, or waiver from fastjet.
- (b) Involuntary “INVOL” rebooking without the collection of change fees must be done within 14 days of the schedule change.
- (c) The agent must maintain the integrity of fastjet fare family RBD’s with all schedule changes and may not rebook a passenger on a RBD outside of the original fare family secured unless authorised by a fastjet representative.

FARE FAMILY	RBD
FLEXIFLYER	Y
	P
	A
	B
	E
	M
VALUEFLYER	U
	K
	L
	H
	G
	S
	T
	X
	O
	Q
	V
	W

[v] Inactive Segments

- (a) Travel Service Providers must promptly remove all unwanted / cancelled / inactive segments. Inactive segments include status codes of: DL, KL, HX, NO, TK, TL, WK, WL, WN, UC, UN, US or UU. Inactive segments result in unproductive segment fees charged to fastjet by the GDS.
- (b) Inactive segments that are not cancelled 72 hours prior to departure will be considered a violation to fastjet Policy and the Travel Service Provider will be charged the cost of such practice. Inactive segments not cancelled are subject to debit memos.
- (c) Travel Service Provider with multiple GDS subscriptions must book and ticket passenger itineraries in the same GDS, to simplify transaction and reduce fees.
- (d) Travel Service Provider must action queues promptly and regularly to ensure that all the segment status codes are updated and notify passengers of any changes to their booking as soon as possible and remove the inactive segments.

- [vi] Remedies for failure to comply
- (a) Fastjet will be undertaking regular and consistent audits of all GDS agency transactions to identify Booking and Ticketing Policy violations. Fastjet will hold the Travel Service Provider responsible for any losses due to the actions in violation of this Policy and will charge the Travel Service Provider fees for any such violation.
 - (b) The best way to avoid fees and violations associated with this CRS / GDS policy is to make every effort to comply with this policy
 - (c) Administrative fees: fastjet reserves the right to charge the Travel Service Provider a fee for each Policy Violation plus applicable charges, based on nature of the policy violation.
 - (d) Damages: Fastjet will charge the Travel Service Provider for any losses incurred arising out of or in connection with any violation of this Policy and / or the Travel Service Provider engaging in any prohibited practices. These damages will include, but are not limited to, loss of revenue for the value of the seats and / or the difference between the fare charged and the actual fare available at the time of the violation or booking, use or issuance of the ticket.

2.4.3 Cancellation

- [i] The cancellation ratio (number of cancelled segments vs number of booked segments) shall not exceed 10 % for online travel agents. Cancellations should be done at least 48 hours before departure.
- [ii] Abusive Behaviour
- (a) The following are regarded as abusive actions:
 - i. Bookings are cancelled and rebooked by agents to try and circumvent Ticket Time Limits
 - ii. Agents are not adhering to Ticket Time Limits resulting into system automated cancellation.
 - iii. Agents are inserting fictitious ticket numbers to try and circumvent Ticket Time Limits
 - iv. Incorrect entries / procedures are used to book and cancel segments
 - v. Inactive segments are not cleared from booking

- [iii] Corrective Action
- (a) Bookings should never be created for purposes other than confirmed travel plans. Circumventing Ticket Time Limits results into unnecessary GDS cost due to booking and cancel actions (“Churning” effect).
 - (b) Agents must always adhere to Ticket Time Limits. If clients are not submitting payment, agents must refrain from rebooking the same itinerary repetitively and continuously following system automated cancellations (“Churning” effect).
 - (c) Inserting fictitious ticket number/s by using the TKNM entry must never take place.
 - (d) Agents must be trained adequately to use their respective GDS’s in a manner that is consistent with booking objectives.
 - (e) Inactive segments with status codes UC/UN/HX/O must be deleted from bookings without delay.

2.4.4 Churn

- [i] All GDS/CRS bookings must be either ticketed as per fare rules or cancelled in the GDS immediately when not required and prior to departure.
- [ii] It is prohibited to;
 - (a) Repeatedly book and cancel a segment across one or more PNR’s or GDS within the same class or different class to circumvent ticketing time limits of the fare rule.
 - (b) This practice is strictly prohibited and if identified will be invoiced / debited on per segment per passenger basis, which could potentially incur very high invoice amounts to the Travel Service Provider.

2.4.5 “Impossible / Illogical Booking” - Duplicate Bookings

- [i] Fastjet does not allow duplicate segments and/or PNR(s)
- [ii] Travel Service Provider must not create duplicate bookings in the same Passenger Name Record (PNR) or across PNR’s for the same passenger for any reason or duplicate any reservation booked by another Travel Service Provider or that is stored in another CRS / GDS or fastjet internal reservation system or create impossible travel itineraries by holding concurrent flights for the same period where the passenger could not travel simultaneously. It is the responsibility of the Travel Service Provider to determine if the customer already made a booking.

- [iii] Abusive Behaviour
 - (a) The following are regarded as abusive actions:
 - i. Agents creating a duplicate booking by using the same name items in a new booking when another booking already exist with the same name items and exact itinerary.
 - ii. Agents are creating a duplicate booking by using the same routing with different dates of departure and/or flight numbers and/or classes in an existing booking and/or multiple booking.
- [iv] Corrective Actions
 - (a) Duplicate bookings should never be created. If a customer requests a booking, the agent should verify that the customer is not already holding a similar booking with another consultant / agency.
 - (b) Action must be taken on any warning messages relating to duplicate bookings within 24 hours after receiving such message. Appropriate action is to cancel all duplicated items or the complete itinerary.

2.4.6 Fictitious and Speculative Bookings

- [i] Travel Service Provider must refrain from holding fastjet inventory until a passenger or ticketing opportunity arises. A Travel Service Provider may use the GDS only when it relates directly to a passenger's request or intention to purchase a ticket.
- [ii] Travel Service Providers are requested to strictly refrain from creating:
 - (a) Bookings for fare quotes
 - (b) Bookings for administrative reasons like visas, invoices etc.
 - (c) Bookings with false or fictitious names.
 - (d) Live PNR's for training or test purposes.
 - (e) Holding or blocking seats in lieu of expected demands
 - (f) Circumventing fare rules.
- [iii] A booking which violates the minimum connecting time requirement as defined by individual airlines.
- [iv] Requesting and /or selling space not at the specific request of a customer or to meet GDS productivity agreements.

2.4.7 Ticket Time Limits

- [i] A date and time deadline required for ticket issuance is set in a PNR. Each fare has its own ticketing time limit.
- [ii] Fastjet uses an automated process to cancel segments when ticketing has not occurred by the applicable time limit.
- [iii] The cancellation of such segment(s) is sent with a status code (HX). Status code "HX" segments and other inactive segments must be removed immediately.
- [iv] Voided and refunded tickets will be checked and will result in a cancellation of active segments. A fake ticket number is considered as intentions to bypass the Ticket Time Limit (TTL).
- [v] Abusive Behaviour
 - (a) The following are regarded as abusive actions:
 - i. Agents are not adhering to automated system TTL advisories to ticket within deadlines given.
 - ii. Agents reinstate bookings that were cancelled by the automated TTL system.
 - iii. Agents deliberately changes booking information to circumvent assigned TTL's.
 - iv. Agents create new bookings in similarity to automated TTL system cancelled bookings to receive newly assigned TTL's.
 - v. Agents must not advise ticket numbers using the SSR TKMN entry, especially after flight changes.
- [vi] Corrective actions
 - (a) Agents must adhere to Ticket Time Limits deadlines.
 - (b) Agents must not reinstate cancelled bookings, unless payment is received that will allow the booking to be ticketed with the TTL deadlines given.
 - (c) Agents must not deliberately change booking information to circumvent assigned TTL's
 - (d) Agents must not create new bookings based on a cancelled booking to receive a new Ticket Time Limit, unless payment is received that will allow the booking to be ticketed with the newly assigned TTL deadlines.

- (e) Agents must reissue tickets after itinerary changes are done on a previously issued ticket

2.4.8 Name Changes /Corrections

- [i] Name changes are not permitted. The full name according to travel document e.g. passport and title of each passenger must be entered at the time of booking. If a change is needed it is considered as a new booking, thus the original PNR must be cancelled and a new PNR must be created, based on current availability. The original ticket may be refunded according to fare rules and a new ticket is to be issued as per the actual applicable fare
- [ii] Name corrections up to a maximum of three (3) letters are only permitted if the customer's name has been misspelled. Name corrections are subject to a fee.

2.4.9 Group Bookings

- [i] Abusive Behaviour: Individual bookings are created for a group booking.
- [ii] Corrective Action: Agents must refrain from creating individual bookings for a group of passengers exceeding nine (9). These passengers must be booked as a group using group booking procedures.

2.5 AGENT DEBIT MEMO

2.5.1 General

- [i] Fastjet audits every booking with a FN segment and 100% of tickets validated on 334 FN ticket stock. This is to ensure the highest level of policy compliance and to provide equal and fair treatment to all agencies.
- [ii] Agent Debit Memo (ADM) shall be issued for a ticket, PNR and/or booking related transaction(s). This includes previously made reservation transactions and ticket usage.
- [iii] Fastjet provides ADMs four times a month via BSPLink.
- [iv] Fastjet issues ADMs within six months after the last date of travel and makes all efforts to issue them quickly and accurately. However, in certain cases fastjet reserves the right to issue an ADM for up to two years, e.g. if a fully flexible ticket is first rebooked and then refunded at the end of the limitation period. All ADM's will be issued in English.

- [v] Overview of Fees levied as Compensation for proven errors and/or manipulations of reservations are as follows:

Category	Fees - Minimum Charge applicable
Duplicate Bookings	USD 10.00 Per Passenger, Segment and Error
Inactive Segments	
Fictitious Names	
Speculative Bookings	
Ticket Time Limit bypass with fake ticket number/s	
Incorrect Revalidation	
Hidden Groups	USD 15.00 Per Passenger and Segment
Schedule Change (failed to notify customer)	USD 30.00 per passenger and segment
Churn	USD 50.00 Per Passenger and Segment
No-Show without ticket, with ticket refunded or voided	USD value of the fare held Per Passenger and Segment
No Contact Details or Passenger Decline Notice in PNR	USD 30.00 Per Passenger
Downgrading of class when reissuing	USD 10 and difference in fares Per Passenger and Segment

2.6 AGENCY CREDIT MEMOS

2.6.1 General

- [i] **Agency Credit Memo (ACM)** In the case where fastjet owes an agency money, fastjet will issue an ACM to the Agent via BSPLink, setting out the details of the amount to be credited to the Agent.
- [ii] Below are typical reasons a credit memo may be issued:
- Over collection of fares and taxes
 - Unclaimed commission if applicable
 - In the event that Agency Debit Memos have been discovered as unjustified, an Agency Credit Memo will be issued to credit the respective amount. This only applies, if the ADM has already been billed. Otherwise the ADM will be cancelled.

2.7 Fare Audit

- [i] Fastjet reserves the right to raise an ADM in the event of fare audit conducted on an ETKT with;
 - (a) Incorrect fare value (under-collection)
 - (b) Non-compliance of fare rules
 - (c) Incorrect Fare Base Code & Ticket Designator code
 - (d) Open or waitlisted sectors (where reservation is required)
 - (e) Free baggage allowance discrepancies
 - (f) Incorrect form of payment

2.8 Exchange Audit

- [ii] Fastjet reserves the right to raise an ADM in the event of fare audit conducted on an exchanged ETKT with;
 - (a) Missing rebooking fee, calculated per transaction
 - (b) Incorrect calculations of reissue/rerouting
 - (c) Missing name corrections fees

2.9 Fastjet Rights

- [i] Fastjet reserves the right to implement further audit/s and/or change the value of the compensation fees at any time.
- [ii] An agent can dispute an ADM issued by fastjet within 30 days after issuance.
- [iii] Fastjet will handle the dispute in a timely manner in accordance with IATA Resolution 850m, which states (and subject to change)
 - (a) Dispute Handling In accordance to the IATA Resolution 850m, an agent shall have a maximum of 15 days in which to review and dispute an ADM. Disputes of ADMs are to be handled via BSP Link within the given setup after reception of the ADM, indicating the reason for dispute and including supporting documentation.
 - (b) Disputed ADMs will be clarified in a timely manner, limited to within 60 days maximum in BSP Link. In case of rejected disputes, detailed information and explanations about reason for rejection will be provided to the Agent
- [iv] If fastjet rejects the dispute, an explanation for the rejection will be sent to the agent.
- [v] fastjet's decision is final.

3 FURTHER INFORMATION

- [i] Any queries or support required regarding this policy and procedure may be addressed as follows.
- (a) For booking and e-ticketing support: Local GDS Support
 - (b) For issues regarding this Policy: Revenue Accounting fastjet Limited
 - i. Revenue Accounting: revenue.accounting@fastjet.com
 - ii. Contact and Address: fastjet PLC, Upper Level, Key West Centre, 43 Van Buuren Road, Bedfordview, Johannesburg, South Africa.
 - iii. Revenue Accounting: Phone: +27 (0) 10 448 0875

Issued By	On the Approval of
<ul style="list-style-type: none">• Fastjet Limited Commercial	<ul style="list-style-type: none">• Fastjet Limited Chief Commercial Officer
Internal Distribution	External Distribution
<ul style="list-style-type: none">• Fastjet Limited Management• Fastjet Zimbabwe Commercial• Federal Airlines Fastjet Systems, Revenue, Brand, Commercial, Revenue Accounting	<ul style="list-style-type: none">• Nil