Handling of Inactive segments

General Description:

In order to handle and prevent misuse of **Inactive segments** and to improve the quality of our inventory and consequently the sales availability for our customers the following procedure shall become effective immediately:

Rules :

Inactive segments

• When a reservation is affected by a schedule change, ticketing time limit action, flight cancellation or other extraordinary circumstance, OS sends notification directly to the original booking agent's GDS queue. This notification communicates the change and directs the booking agent to accept the changes in the passenger name record (PNR) and remove the inactive segments.

• Changes to itinerary segment status resulting in inactive segments require action at least 48 hours prior to flight departure. This includes cancelling ticketed or unticketed segments with a status code of UN, NO, HX, WK, WL, or WN. Also, please action or cancel where applicable all unnecessary segments in your PNRs with the following status codes: UC, US and DS.

For segments which still contain any status of **HX** (holding cancelled), **UC** (unable/flight closed), **UN** (unable/flight cancelled) or **NO** (no action taken) 48 hours before departure time, a penalty of 5 € per passenger per segment or its equivalent in local currency will be charged. Additionally, an ADM administration fee of 35€ or 35 USD will be added to each ADM to cover administrative costs of OS.

Please note that the fees will be charged on per passenger and per segment basis. An ADM (Agency Debit Memo) will be issued to IATA agents via BSP and an invoice will be sent to non-IATA agents for the collection of the fees.

Exception to the Rule:

- None

Authorization by:

- n.a.