

Handling of Fake and Test Bookings

General Description:

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

Rules :

Fake and Test Bookings

- The training mode or non-billable status codes provided by the GDS must be used when testing situations or training personnel. Creating PNRs for training purposes using active sell segment status codes is prohibited.

- Test bookings should by no means be used for the purpose of itinerary pricing. Pricing transactions are available for all pricing requirements and it is the responsibility of the agency community to provide the personnel training necessary in order to foster the use of those transactions.

A typical abuse is blocking seats on a same flight by making individual bookings which eventually are not ticketed.

In case of any booking or segment booked without a real demand and/or without real passenger a penalty of 5 € per passenger per segment or its equivalent in local currency will be charged, even such bookings are identified and cancelled. 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

In order to avoid booking errors and eliminate the risk of having to pay compensation fee:

- Do not create a test booking to obtain a price, to print an itinerary or to test something.
- Do not create a booking without real demand. Do not try to block a class or compartment.
- Double or multiple bookings for one and the same passenger are not allowed.
- Always insert full name and surname.

Authorization by:

- n.a.