Air France and KLM Booking, Ticketing & ADM Policy

This policy is valid on/after 01 JAN 2026 and remains valid until further notice. Air France and KLM reserve the right to adjust this document at any time.

1 Introduction

The “Air France and KLM Booking, Ticketing & ADM policy”, sets out rules and definitions governing Air France and KLM booking and ticketing for individual and group sales. This policy is issued to support agents in managing their booking accurately, reducing errors and maintaining inventory availability for future sales.

This policy applies to all travel service providers including travel agents, online travel agents and any person or entity accessing Air France and KLM inventory via internet or any other electronic means. Each travel agent must ensure that all its employees across all of its locations are informed of this policy and any subsequent amendments.

The Booking Policy applies to PNR/Orders containing reserved flight segments and associated additional supporting elements and information. The Ticketing Policy covers fare sales, documents issuance, exchanges, voiding, refunds, and other related processes. For group booking and ticketing, specific policies and restrictions may apply.

Air France and KLM aim to manage sales efficiently to maximize seat availability and streamline the check-in process for customers when bookings, tickets, and EMDs are correctly processed.

All transactions are subject to audit by Air France and KLM to verify compliance with this policy. Non-compliance with the “Air France and KLM Booking, Ticketing & ADM policy” can result in cancelled reservations without any prior notice, penalties, Agent Debit Memos (ADMs) or invoices. Repeated violations and/or failure to settle outstanding fees and/or ADMs may lead to restricted access to Air France and KLM inventories or the imposition of mandatory instant ticketing.

The “Air France and KLM Booking, Ticketing & ADM policy” complies with the IATA resolutions, which also define the obligations of travel agencies. Air France and KLM reserve the right to update this policy, at any time and without prior notice, by publishing the updated version through the usual communication channels.

2 ADM minimum amounts and administrative fees

2.1 ADM minimum amount

In case of ADM related to surcharges, commissions, taxes and fees, a minimum amount of EUR 1 (or equivalent in local currency) applies. For all other reasons, no ADM will be issued for amounts below EUR 8 (Or equivalent in local currency).

In case of persistent practices of under collection (multiple occurrences of underpayments regardless of the amount, by the same IATA), Air France and KLM reserve the right to recover these underpayments by issuing an ADM. No ADM minimum amount applies in such cases.

2.2 Administrative fees

To cover audit process cost, a fixed amount of EUR 27 (or equivalent in local currency) is added to each ADM equal or greater than EUR 8 (or equivalent in local currency) except for:

- ADM on missing information
- Groups ADM on incorrect fare basis or incorrect issuance agency

3 Booking Policy & ADM amounts

Introduction

The purpose of this section is to provide additional transparency and clarity regarding to the Air France and KLM Booking Policy.

Objectives

- To ensure inventory integrity and to avoid circumvention of inventory steering controls.
- To avoid GDS costs caused by unproductive or inefficient activity.
- To maintain effective and cooperative relationship between trade partners and airlines.

Compliance with the Booking Policy

An ADM will be issued even if the PNR/Order was changed before or after flight departure date and/or when the ticket coupon was changed after detection of the non-compliance. In case a ticket is involved, the ADM is sent to the ticketing agent. In case no ticket is involved, the ADM will be raised against the agent that created the PNR/Order. To enable ADM issuance when no ticket is involved, a fictious ticket number might be used as part of the ADM. When no ticket is involved, a single ADM may cover both the Air France and KLM flight segments combined.

Remarks added by Air France and KLM in the PNR/Order that require a corrective action by the travel agent, must be addressed promptly.

AFKL reserves the right to raise ADMs even if no warning message was inserted into the booking.

Travel agents must comply with the Booking Policy whenever Air France and KLM flights are booked whether as marketing and/or operating carrier.

3.1 Creation and Modification of a Passenger Name Record (PNR/Order)

When a PNR/Order is created or when changes to an existing PNR/Order are made, the itinerary must be booked in the chronological sequence of travel times to respect the actual Point of Commencement (PoC) of the customer’s journey at all times. It is mandatory to use full Origin & Destination (O&D) availability, regardless of whether the reservation only involves only AF or KL flights and/or includes codeshare or other airline flights as well. The selected O&D availability must always reflect and comply with authorized Minimum Connecting Times.

3.2 Contact details

In accordance with the terms of IATA resolution 830d and to enable Air France and KLM to advise the passenger of irregular flights operations, the travel agent must at or before the time of ticketing, imperatively enter the passenger's contact details (mobile phone and/or email address) in the PNR/Order using only the following formats: SSR CTCE (email) and/or SSR CTCM (Mobile phone number).

The travel agent must ensure that the passenger's consent is obtained in compliance with all applicable data protection regulations. The travel agent must inform the passenger that failure to transmit contact details to Air France and KLM, will lead to passenger not being provided with information related to irregular flights operations.

In the event the passenger exercises his right not to provide his contact details then it is incumbent on the travel agent to indicate that the passenger has declined to provide such contact details and to enter the refusal (in a SSR CTCR (Refused) remark) in the PNR/Order in order to limit any liability under applicable laws and regulations for the Carriers.

The travel agent shall not change passenger contact information or give their own contact information instead, without permission from the carrier and the passenger. The travel agent is prohibited to use systematically travel agent email/phone or fake information.

In all cases where the passenger's contact details are completely missing, not inserted before the time of issuance or incorrectly entered, and no SSR CTCR (Refused) remark is present, then an ADM of a fixed amount per passenger will be issued:

- EUR 25 (or equivalent in local currency).

In case of litigation with a passenger arising out of missing or incorrect contact details in the PNR/Order, and in the absence of any indication that the passenger has exercised his right not to provide his contact details, resulting in the Carrier being unable to advise the passenger of irregular flight operations, then a fixed amount will be charged per concerned passenger and an ADM will be issued:

- EUR 630 (or equivalent in local currency).

3.2.1 Use of the SSR CTCR (Contact Refusal) Remark

The entry of the SSR CTCR (Contact Refusal) remark in the PNR/Order is only justified when the passenger, after being clearly informed of the consequences, explicitly refuses to provide their contact details. Systematic or widespread use of this remark without a genuine and explicit refusal from the passenger is strictly prohibited.
Any improper or abusive use of the contact refusal remark will result in the issuance of an ADM (Agency Debit Memo) of XX EUR per affected passenger. In the event of an audit, the travel agent must be able to provide proof of the passenger’s explicit refusal.

3.2.2 Summary table

Situation	Responsible Party	Passenger Compensation	ADM to Agency (630 EUR)
Correct contact details (SSR CTCE/M)	Airline	Yes	No
Incorrect contact or agency’s contact entered	Agency	Yes	Yes
SR CTCR entered, passenger informed of consequences	–	Yes	No
SR CTCR entered, passenger *not* informed, entry made without real refusal	Agency	Yes	Yes

3.3 Day of departure – Un-ticketed bookings

Bookings made within 24 hours before departure must be ticketed instantly.

All bookings made more than 24 hours before departure, if required, must be ticketed or cancelled at least 24 hours before departure.

If for ticketing purposes PNR claim is needed, it must take place prior to 24 hours before departure.

When tickets are not bought or when customers will no longer intend to travel, all segments must be cancelled promptly to release inventory. Canceled space for one customer cannot be used for another customer, even if the other customer wants to travel on the same itinerary.

Air France and KLM may automatically cancel un-ticketed bookings after the Ticket Time Limit has expired. It remains, however, the responsibility of the travel agent to remove any bookings which are not ticketed at all time.

All un-ticketed bookings which are not cancelled at least 24h before departure are subject to a cost recovery amount of EUR 16 (or equivalent in local currency) per segment.

3.4 Edifact Cancellations

AFKL is monitoring the cancellation ratios of booked segments in Edifact (not NDC)

Air France and KLM have defined a ratio corresponding to the number of Edifact cancellations divided by the number of net segments Edifact in a period of one (1) month.

Cancel ratio defined as: [Cancellations / Net Bookings] ≤ **1.5**

a) Net bookings = Gross Bookings – Cancellations
b) Cancellation Allowance = 1.5 × Net Bookings
c) Number of Excessive Cancellations = Cancellations - Cancellation Allowance

If an agent exceeds the defined cancellation ratio in a period of one (1) month, a fixed amount of EUR 0,55 (or equivalent in local currency) will be charged per Excessive Cancellation.

For example:

Agent has made 200 bookings in January. In the same month 180 segments were cancelled.
Total Net Bookings is 20. Calculation:
Cancel ratio: (180 / 20) = 9 (> 1.5)
Cancellation allowance: (1.5 × 20) = 30
Excessive cancellations: (180 - 30) = 150
ADM amount: 150 × € 0.55 = € 82.50

3.5 Churning

It is not permitted to repeatedly book and cancel segments across one or more PNR/Order and/or GDS's, within the same booking class or different cabins, or to make other modifications to the PNR/Order with the goal to circumvent or extend Ticketing Time Limits, hold or gain a better access to inventory or to meet GDS/EDIFACT and/or NDC aggregators productivity targets. Neither is it permitted to repeatedly issue and void a ticket to achieve the same objectives. Updates to PNR/order and issuance of tickets should correspond solely to the travel need as expressed by the customer. Actions performed frequently and solely for the purposes described above are considered **churning**.

In case of a detection of churning within a PNR/Order, a fixed amount per segment and per passenger is charged whatever the booking or ticketing country:

- EUR 50 (or equivalent in local currency) for Economy, Premium & Premium Comfort cabins

- EUR 125 (or equivalent in local currency) for Business & La Première cabins

3.6 Duplicate Bookings / Segments

It is not permitted to book the same customer on several flights on the same day, or on several consecutive days for the same journey knowing that travel is not possible on all the booked segments of the possible multiple PNR/Order.

Such duplicate PNR/Order or duplicate segments as part of one or more PNR/Order and/or GDS's should be avoided at any time.

In case of the cancellation by Air France and KLM of duplicate PNR/Order or duplicate segment, a fixed amount per passenger and per cancelled segment is charged whatever the booking country:

- EUR 20 (or equivalent in local currency) for Economy, Premium & Premium Comfort cabins

- EUR 50 (or equivalent in local currency) for Business & La Première cabins

3.7 Fraudulent, Fictitious, Speculative and Test Bookings and Segments

The agent must not engage in fraudulent, fictitious, abusive, or illogical booking & ticketing practices. Agent is not permitted to make reservations which are different from the customer's actual intended itinerary by including fictious segments or book/issue tickets without the intention to fly with the aim to undercut the applicable fare.

Examples of fraudulent bookings include (but are not limited to), purchasing a ticket without intending to fly all flights to circumvent fare rules (Hidden City ticketing / Point Beyond Ticketing), Combining 2 or more roundtrip fares end-to-end to circumvent minimum stay requirements (Back to Back Ticketing / Throwaway Ticketing), automated re-Shopping, duplicate and illogical bookings and any other fraudulent, fictitious, or abusive bookings, that are not directly related to a request from customer to purchase.

Bookings for training and testing purposes must be made in the training mode as provided by the GDS and/or approved by Air France and KLM.

It is not permitted to create numerous and massive non-customer-based bookings. Nor is it permitted to create bookings for fare quotes or administrative reasons.

It is not permitted to make reservations which are different from the customer's actual intended itinerary by including fictious segments with the aim of undercutting the applicable fare. This includes also booking and issuing of roundtrips for the purpose of one-way use or partial travel of the O&D booked only, as well as amending itineraries without a customer request. The customer should at any time be aware of the segments included in the PNR/Order that is used for his journey.

It is not permitted to create segments and/or PNR/Order in view of expected demand, to avoid fare rules, to block airline space without a specific request from a customer or to meet GDS's productivity targets.

In case of fraudulent, fictitious, speculative and test bookings, a fixed amount per passenger and per cancelled segment is charged whatever the booking country:

- EUR 20 (or equivalent in local currency) for Economy, Premium & Premium Comfort cabins

- EUR 50 (or equivalent in local currency) for Business & La Première cabins

In case of fictitious segments included in a ticket of customer, a fixed amount per passenger is charged:

- Short-haul / Medium-haul flights in Economy cabin: EUR 150 (or equivalent in local currency) per ticket and per passenger
- Short-haul / Medium-haul flights in Business cabin: EUR 300 (or equivalent in local currency) per ticket and per passenger
- Long-haul flights in Economy, Premium & Premium Comfort cabins: EUR 500 (or equivalent in local currency) per ticket and per passenger
- Long-haul flights in Business and La Première cabins: EUR 1 500 (or equivalent in local currency) per ticket and per passenger

3.8 Distribution Costs – Look-to-book ratio

Each transaction requires energy and hardware. To support a more sustainable distribution model, travel agents are not permitted to exceed the maximum level of availability requests submitted to Air France and KLM systems.

AF and KL have defined a ratio (for Edifact and NDC separately) corresponding to the number of availability requests ("looks") divided by the number of net segments (booked -/-cancelled) on the carrier during a specific period, hereafter referred to as "look-to-book ratio".

- For bookings made in the GDS/EDIFACT:

The travel agent look-to-book ratio, calculated for Air France and KLM must not exceed a ratio of 2500 per month.

- For NDC bookings:

The travel agent look-to-book ratio, calculated for Air France and KLM must not exceed a ratio of 2500 per month.

In both cases Air France and KLM will inform the travel agent if the look-to-book ratio in a period of one (1) month is overpassed. The travel agent is expected to adjust its system settings immediately, with a remedy period of 1 month, in order to restore its level of availability requests within the defined ratio.

In case after the remedy period of 1 month the level of availability requests is not restored within the defined ratio, Air France and KLM will invoice the travel agent by ADM for the excess level of availability requests. The cost of each extra availability will be charged at EUR 0,00002 per excessive transaction.

GDS/EDIFACT example: Agent has made 500 bookings in January. In the same month 400 segments were cancelled. Looks in this month is 450.000.

Look to book ratio is 450.000 / (500-400) = 4.500. The number of excessive transactions in this period is (4.500-2.500) * 100 net segments = 200.000

3.9 AFKL GROUP Booking Policy

All group sales must be made via an official Air France-KLM Group Desk*, or Sales Office, or through the approved Group Booking Tools (Tigre, TigreWeb).
A group is defined as 10 or more passengers traveling together on the same itinerary. All group requests must be submitted through these channels.
When a group is not confirmed, travel agents must not attempt to secure space by creating multiple individual bookings for the same itinerary ("hidden groups").
Any space obtained through such practices will result in cancellation of related PNRs/Orders

and ADM issuance, with a fixed penalty per passenger and per segment regardless of the booking and/or ticketing country:

- EUR 20 (or equivalent in local currency) for Economy, Premium & Premium Comfort cabins

- EUR 50 (or equivalent in local currency) for Business & La Première cabins

(*in North America, Air France-KLM groups are serviced by Delta Group Representatives)

3.10 Inactive Segments

The following status codes are determined by Air France and KLM as inactive bookings: HX, NO, UC, UN and WK*.

Travel agents should monitor their queues on a daily basis and remove any inactive segments immediately from the PNR/Order.

All inactive segments must be removed from the PNR/Order at least 24 hours before departure. Inactive segments that are not cancelled 24 hours prior to departure are subject to cost recovery charges by Air France and KLM.

In case of inactive segments remaining in the PNR/Order within 24 hours before departure, a fixed amount per segment per passenger is charged:

- EUR 16 (or equivalent in local currency) regardless the ticketing country

(*) Inactive segments are notified to travel agents in their GDS/EDIFACT queues with a status:
HX = holding cancelled
NO = no action taken
UC = unable/flight closed
UN = unable/flight cancelled
WK = was confirmed

3.11 Inventory control circumvention

Air France and KLM manage inventory on an origin and destination (O&D) basis using a Point of Commencement (PoC) logic. As a result, inventory that is available on a particular segment for one O&D may not be available for other O&Ds including the same segment(s). Also, the same O&D could not be available in case of another PoC for another customer journey.

Bookings must be made and updated from the availability display, per O&D in the chronological order of each O&D. A full O&D availability is mandatory, regardless if the reservation involves AF and/or KL flights only and/or includes codeshare or other airline flights. The booking of a connecting O&D through separate local O&D's (availability requested per segment) shall also be considered as a circumvention of inventory steering.

Changing the Point of Commencement during the booking process, breaking the marriage of segments, using segment availability or-any other action resulting in the circumvention of inventory control (i.e. obtaining access to lower booking classes) are not allowed. Also, it is prohibited to obtain inventory for ticket sales which Air France and KLM do not intend to offer for the customers' actual O&D itinerary, even if the GDS or other booking channel does not block such actions.

When a separate ticket is issued on another airline ticket stock for the interline/other airline segment(s) and the Air France and KLM segments are booked correctly (i.e. by O&D and in the chronological order), no PoC ADM will be raised. When no immediate ticketing can be done related to these types of journeys, it is strongly recommended to create one PNR/Order per (to be) ticketed itinerary to prevent a cancellation of incorrectly booked segments by Air France and KLM.

In case the PoC is changed during the booking process obtaining with that access to lower subclasses, an ADM will be sent. A fixed amount per O&D per passenger is charged whatever the booking or ticketing country:

- EUR 240 (or equivalent in local currency) for Economy, Premium & Premium Comfort cabins
- EUR 600 (or equivalent in local currency) for Business and La Première cabins

In case the marriage of segment is broken or circumvented, in cases where local availability is used to obtain access to lower subclasses of an O&D, and in other cases where inventory steering is circumvented an ADM will be sent. A fixed amount per O&D per passenger is charged whatever the booking or ticketing country:

- EUR 500 (or equivalent in local currency) for Economy, Premium & Premium Comfort cabins
- EUR 1250 (or equivalent in local currency) for Business and La Première cabins

The ticketing agent is accountable for malpractices even if the booking creation and/or updating was done by another agent or sub agent.

3.12 Passive and Informative Segments

Passive segments are only permitted for ticketing when the passive booking is synchronized with the airline's system (same name, itinerary, booking class and number of passengers), for groups or individual reservations which are split from groups. These passive segments must match segments already existing in the airline reservation system.

These passive segments may only be entered for ticket issuance purposes. Passive segments must not be cancelled after the issuance of the ticket to avoid cancellation of space.

When bookings are created in one GDS the ticketing must be done in the same GDS to avoid passive segments. Passives are not permitted against active inventory bookings on the same GDS or on a different GDS by the same travel agent. It is not permitted to create passive segments when the Claim functionality is available.

It is not permitted to use passive segments, for example to reach GDS productivity target usage, circumventing fare rules, administrative functions such as invoice or itinerary pricing.

The creation of a passive segment in a GDS/EDIFACT in relation to an existing NDC segment is prohibited.

In case of unpermitted passive segments, a fixed amount per passenger and per segment is charged:

- EUR16 (or equivalent in local currency)

3.13 Name Changes / Name Corrections

All reservations must have a valid first and last name (according to travel document e.g. passport) at the time of booking.

Name changes are not permitted on reservations unless entered for the purpose of correcting a misspelling of the passenger's name. There are specific cases where a full name change to another passenger can occur in accordance with the "Name change/correction Policy" available in Business Solutions.

An ADM of a fixed amount of EUR 270 (or equivalent in local currency) is charged if a name change is done outside of the Name change Policy.

3.14 Waitlist segments

It is not permitted to create “duplicate” waitlist segments for the same flight for the same customer in the same cabin within the same PNR/Order or within different PNR/Order.

It is not permitted to create and request a waitlist segment on a lower booking class for a customer who already has a confirmed flight in the same cabin.

Best practice: Travel Agent should remove confirmed waitlist segments when the passenger no longer intends to travel.

In case of unpermitted waitlist segments, a fixed amount per passenger and per segment is charged:

- EUR 16 (or equivalent in local currency)

3.15 Ticket Time Limit (TTL) Circumvention

A Ticket Time Limit (TTL) is applied in the PNR/Order to ensure timely ticket issuance. Travel agents must remove segments from the PNR/Order immediately when the passenger no longer intends to travel.

Agents should avoid situations where Air France and/or KLM must cancel segments after TTL expiry. A high ratio of cancellations at TTL expiry may result in future bookings being subject to instant ticketing requirements.
Any unpermitted action aimed at extending or circumventing the TTL, or any practice of “pretend ticketing” (creating a ticketing record without actual issuance to retain inventory), is strictly prohibited.
Violations will result in ADM issuance, with a fixed penalty per passenger and per segment regardless of the booking and/or ticketing country:

- EUR 50 (or equivalent in local currency) for Economy, Premium & Premium Comfort cabins

- EUR 125 (or equivalent in local currency) for Business & La Première cabins

3.16 Partial ticketing

In case the issuance of the ticket(s) can only be done for part of the journey or not all of the passengers included in the booking, the booking should be split when the issuance of the ticket for the rest of the journey or for the other passengers cannot be done before the Ticket Time Limit as communicated in the booking is reached.

In case of a segment left un-ticketed after the Ticket Time Limit has been reached due to the partial ticketing of the PNR/Order (either not all passengers or not all segments), a fixed amount per segment and per passenger is charged whatever the booking or ticketing country:

- EUR 50 (or equivalent in local currency) for Economy, Premium & Premium Comfort cabins

- EUR 125 (or equivalent in local currency) for Business & La Première cabins

4 Ticketing Policy & ADMs amounts

Introduction

The purpose of this section is to provide additional transparency and clarify the Air France and KLM Ticketing Policy and the audit of sales. These checks are performed on AF (057) and KL (074) documents, regardless of the fare owner.

During the audit, issuances, reissuances, revalidations, and refunds of tickets and/or EMD's are checked covering all fare elements, regardless of whether a fare is quoted manually or automatically, for unrestricted and restricted programs. This includes Private, Corporate, Tour Operators and Groups fares and conditions. Also surcharges, commissions, taxes and forms of payments are checked. An ADM is due even if a ticket was cancelled, refunded or unused.

4.1 Fares and fare rules, surcharges, commissions and taxes

In case the fare, the fare rules, the surcharges, the commissions or the taxes are not respected, an ADM reflecting the value difference between the applicable fare and the fare applied in the same cabin, is generated (except for ADMs based on fixed amounts).
When no fare reference is available, the ADM amount is charged as follows:

- On short and medium-haul flights, a fixed amount of EUR 340 (or equivalent in local currency) is charged for Economy cabin or EUR 660 (or equivalent in local currency) for Business cabin
- On long-haul flights, a fixed amount of EUR 1110 (or equivalent of local currency) is charged for Economy cabin / Premium & Premium Comfort cabin or EUR 3310 (or equivalent in local currency) for Business cabin / La Première cabin

In case of Dual Inventory Fare requirements not met, the ADM amount is charged as follows:

- On medium-haul flights, a fixed amount of EUR 450 (or equivalent in local currency)
- On long-haul flights, a fixed amount of EUR 1000 (or equivalent of local currency)

4.2 Contractual information missing or incorrectly reported on the ticket

An ADM of a fixed amount of EUR 60 (or equivalent in local currency) is issued when contractual information is missing or is incorrectly reported on the ticket such as (but not limited to):

- Corporate account code
- Ticket Designator
- Ticket number on EMD or EMD number on the ticket
- Missing information in the Fare calculation/Endorsement/Restriction box

4.3 Name Change on the ticket

All tickets must have a valid first and last name (according to travel document e.g. passport).

Name changes are not permitted on tickets unless entered for the purpose of correcting a misspelling of the passenger's name. There are specific cases where a full name change to another passenger can occur in accordance with the "Name change/correction Policy" available on Business Solutions.

An ADM of a fixed amount of EUR 270 (or equivalent in local currency) is charged if a name change is done outside of the Name change Policy.

4.4 Selection and Designation of Ticketing Airline / Flight application

The travel agent is responsible for checking if a marketing carrier is permitted to be used as part of a restricted or unrestricted fare. This pricing rule can be found in the category “flight application” of the fare.

If a marketing carrier is not permitted as part of the fare, an ADM will be issued for Incorrect fare. The ADM amount will be based on the first applicable unrestricted fare which allows travelling on the other airline without the flight application restriction. The ADM will reflect the fare difference between the fare originally issued and the correct fare that should have been applied.

4.5 Selection and Designation of Ticketing Airline / Misplating

An ADM for Misplating reason will be issued when restricted fares of other airlines or any other fare for which AF or KL plate is not allowed, are issued on AF or KL ticket stock. This pricing rule can be found in the category “sales restriction” of the fare. Also, if, for any reason, the fare issued is not available for AF or KL (not distributed by the other airline) on the issuance date, the sales restriction cannot be verified, and an ADM will be issued.

The amount raised is based on the IATA rule Revenue Accounting Manual (chapter A2 paragraph 3) and is:

- The first applicable unrestricted fare of the other airline in the same cabin without plating restrictions, or if nonexistent:
- The first applicable unrestricted AF/KL or Partner fare in the same cabin (if no restriction on this airline) or if non-existent:
    - On short and medium-haul a fixed amount of: EUR 340 (or equivalent in local currency) is raised for Economy cabin or EUR 660 (or equivalent in local currency) for Business cabin
    - On long-haul a fixed amount of: EUR 1110 (or equivalent in local currency) is raised for Economy cabin / Premium & Premium Comfort cabin or EUR 3310 (or equivalent in local currency) for Business and La Première cabin

4.6 Air France and KLM plates usage

Air France (057) or KLM (074) ticket stock (plate) may not be used for itineraries that do not include at least one Air France (AF) or KLM (KL) flight segment. However, Air France (057) or KLM (074) ticket stock can be used if itinerary includes only Sky Team partners flights, provided there is an interline agreement and provided the fare allows ticketing on Air France (057) or KLM (074) ticket stock in the category “sales restriction” of the fare.

It is permitted to issue fares of airlines for which AF or KL is GSA on Air France (057) or KLM (074) respective ticket stock.

An updated list of GSA and interline agreements can be found in the GDS. Please contact the GDS helpdesk for additional information and formats to access the list.

An ADM with a fixed amount of EUR 60 (or equivalent in local currency) is charged per ticket when Air France (057) or KLM (074) plate is misused.

4.7 Wrong booking class on third party carrier / Routing not permitted on third-party carrier

In case of wrong booking class or routing not permitted, an ADM with Incorrect booking class or Routing not permitted reason is raised based on the applicable fare for the sectors flown on the third-party carrier.

4.8 Incorrect / missing Baggage Allowance

per O&D and per direction ***(ADM amount in EUR)***	Short-haul and medium-haul	Long-haul
Incorrect baggage allowance of 1 additional piece vs. number of piece(s) allowed or missing baggage allowance	EUR 65* per additional piece or for missing baggage allowance	EUR 115* per additional piece or for missing baggage allowance

(* Or equivalent in local currency)

On certain destinations or programs, the weight concept still applies. In that case, the standard baggage allowance authorized is equal to one piece for the ADM calculation.

E.g. 1 ticket issued with baggage allowance of 50kg, if the free standard baggage allowance is 23kg, 1 ADM for 2 additional pieces will be issued.

4.9 Corporate fares

When the travel agent has been designated by a corporate account customer as the issuing agency(s) under a corporate travel agreement or under the bluebiz program, the travel agent shall always apply the negotiated corporate rates of said corporate account customer exclusively to eligible travelers (employees or passengers travelling on behalf of the corporate account customer) of the concerned corporate account customer on the condition that the ticket is directly paid by the corporate account customer. The use of the section OSYYOIN + reference should apply only to the corporate account customer beneficiary of the reference.

In the event of repeated violation concerning the terms and conditions of use of the fares negotiated by a corporate account customer and in particular if the fares negotiated by a corporate account customer is not applied exclusively to said corporate customer, then an ADM reflecting the value difference between the applicable fare and the fare applied will be issued.

4.10 Tour Operator fares

For passengers with special Tour Operator fare tickets who are not eligible to travel with these fares, an ADM will be issued toto the travel agent. Examples include: the Tour Operator fare is not sold for leisure purposes, the fare is sold without any additional services or the minimum required level of additional service is not met. Passengers must be able to present proof of purchase of a land package (such as pre-paid voucher or paid receipt detailing the services purchased) when requested by the airline personnel at the check-in or boarding. Air France and KLM will not accept proof of eligibility after audit and ADM issuance. The voucher for additional services has to be issued on letterhead paper or digitalized proof from the travel agent (or affiliates) that issued the ticket.

An ADM is issued using fixed amounts:

- Short-haul flights in Economy cabin: EUR 110 (or equivalent in local currency) per ticket and per passenger
- Short-haul flights in Business cabin: EUR 110 (or equivalent in local currency) per ticket and per passenger
- Medium-haul flights in Economy cabin: EUR 160 (or equivalent in local currency) per ticket and per passenger
- Medium-haul flights in Business cabin: EUR 530 (or equivalent in local currency) per ticket and per passenger
- Long-haul flights in Economy cabin: EUR 270 (or equivalent in local currency) per ticket and per passenger
- Long-haul flights in Premium & Premium Comfort cabins: EUR 500 (or equivalent in local currency) per ticket and per passenger
- Long-haul flights in Business and La Première cabins: EUR 2 630 (or equivalent in local currency) per ticket and per passenger

4.11 Group Fares

Group tickets will have to comply with the group policies, procedures and group contracts. In case the fare, the surcharges, the commissions, and the taxes are not respected, an ADM reflecting the value difference between the applicable amount and the amount applied is generated.

Except for ADMs based on fixed amounts:

- Booking class, Routing and Issuing Travel Agency must be the same as in TIGRE, otherwise an ADM of EUR 55 (or equivalent in local currency) for each ticket is charged
- The TIGRE file number and Amadeus PNR reference is mandatory in the Tourcode box, otherwise an ADM of EUR 13 (or equivalent in local currency) per ticket is charged when this contractual information is missing
- The dedicated group fare basis must be used for group fares, any other fare basis on a group ticket will result in an ADM of EUR 13 (or equivalent in local currency) per ticket
- Groups contracted via AFKL group desks or group tools must be plated on Air France (057) or KLM (074) ticket stock as specified in the group ticketing instructions available on

Business Solutions, otherwise an ADM of EUR 115 (or equivalent in local currency) for each ticket is charged when plating on a different carrier ticket stock

- Groups contracted in North America (US/CA/MX) must be plated on Delta (006) ticket stock as specified in the group contract, otherwise an ADM of EUR 115 (or equivalent in local currency) for each ticket is charged when plating on Air France (057) or KLM (074) ticket stock
- If there are less than 10 customers travelling in a group booking, an ADM is charged retrospectively for each no-show customer. The number of passengers concerned is the difference between 10 and the actual number of passengers travelling on the outbound journey. The ADM is calculated according to the type of haul:
  - Short-haul EUR 90 (or equivalent in local currency) per no-show passenger
  - Medium-haul EUR 370 (or equivalent in local currency) per no-show passenger
  - Long-haul EUR 690 (or equivalent in local currency) per no-show passenger
- Cancellation fees for non-materialization of group travel are charged retrospectively by ADM according to the group contract agreed and signed between the travel agent and Air France and KLM.

4.12 Aftersales services

Tickets, including taxes on unused coupons, should only be refunded upon the explicit request of the customer or the airline. The travel agent must promptly inform the airline about any legitimate refund request from a customer. When the customer will no longer travel, the segments must be cancelled prior to departure to avoid a no-show. The PNR/Order should be updated at the same time the refund of the ticket is done. All refunds must always be processed no later than 7 days after the request. The refunds must be done in accordance with the airline's tariffs, General Conditions of Carriage, and any specific written instructions communicated by the airline to the travel agent. On the airline's demand, the travel agent must provide a proof of the request and payment of the refundable amount to the customer's own account. In case no proof is provided within 7 days after the airline's request, the travel agent will be liable for all extra costs incurred by the airline.

For all refund requests, the travel agent must provide the correct information allowing the airline to identify the person who paid for the ticket in case such person is not the passenger itself.

The travel agent acknowledges that, in all events, the airline is only responsible for the refund of its own tickets and services, for the amounts set up by the airline and/or corresponding to the airline's tariffs. The travel agent will be solely responsible for the refund of any other amount the agency invoices the customer.

In the event that the travel agent does not refund the full amount of the tickets including taxes on unused coupons and relevant paid options, within 7 days after the customer's or the airline's request or in the event the travel agent does not provide proof of refund to the Airline within 7 days after the Airline's request, then a fixed amount is charged:

-EUR 630 (or equivalent in local currency)

4.13 Referring passengers to claim agencies

The travel agent shall not automatically refer customers to “claims agencies” in EU Regulation 261/2004 situations (e.g. flight irregularities such as flight delays and/or cancellations) unless:

(1) travel agent has first obtained formal consent from the customer, and

(2) travel agent has notified the customer that he/she can apply directly to the operating carrier to obtain, if applicable, full compensation to which the customer may be entitled to under EU Regulation 261/2004.

In the event the travel agent has automatically referred customers to “claims agencies” or to a lawyer without first notifying the customer that he/she can apply directly to the operating carrier to obtain, if applicable, full compensation to which the customer may be entitled to under EU Regulation 261/2004, then an ADM of a fixed amount is issued to the agency:

- EUR 630 (or equivalent in local currency)

4.14 Use of Air France and KLM Merchant of Record (MOR)

According to IATA resolutions 890, 896, 812, 812a the use of the carriers’ Merchant of Record (MOR) is only allowed for sales using Customer Cards on any offline (i.e. not an internet transaction) sales channel. Misuse includes the use of airline MOR credentials by any sub-agent or third-party aggregator. Airlines reserve the right to suspend ticketing authority in accordance with IATA Resolution xxx.

For the avoidance of doubt the following is not allowed:

- Use of carrier MOR for internet sales (IATA resolution 890 4.1.2)
- Use of carrier MOR for any alternative payment method regardless of the sales channel

For the avoidance of doubt, "Customer Card" means a physical payment card or a one-time use or fixed account number that is issued in the name of the customer purchasing passenger air transportation or ancillary services and/or who is responsible for settling the transactions with the entity that has issued the card, excluding a card issued in the name of the Agent or any person acting on behalf of the Agent, or any of the Agent’s contracted subscribers.

In case of abusive use of the Carrier’s MOR, the Carrier will be entitled to charge the Travel Agent all credit card costs resulting from the non-authorized, improper or abusive use of Carrier’s MOR by the Travel Agent and obtain an appropriate compensation for such misuse. Additionally, in the event of repeated malpractices, Carrier may take any measures to prevent the continued unauthorized use of the MOR by withdrawing from the Travel Agent the authority to issue Traffic Documents on the Carrier’s behalf in accordance with IATA Reso.824

The Travel Agent shall not apply credit card surcharges when issuing Carrier Fares in countries where such surcharges are prohibited. However, in countries where such credit card surcharges are allowable, the Travel Agent shall fully comply with the Payment Service Directive (EU) 2015/2366 and all related national laws.

In case of violations, Air France and KLM will raise an ADM of 5% of the amount paid with the credit card to recover the credit card commission incurred on travel agent’s behalf.

4.15 SKIPLAGGING/Hidden cities

To ensure compliance and detect abnormal booking patterns (such as skiplagging, hidden cities, fraudulent, fictitious, speculative, test bookings, or consistent 'no-shows' for a segment, e.g. booking and ticketing a multi-segment journey like A-B-C but only utilizing the B-C or C portion), a maximum threshold of 20% of *tickets issued*
by an agency that are subsequently identified as problematic is permitted over a rolling three-month period. This percentage is calculated based on the total number of *tickets issued* by the agency during the reference period.

If this threshold is exceeded, Air France and KLM reserve the right to apply additional measures, such as temporary suspension of access, or the issuance of a supplementary ADM for each unutilized segment exceeding the threshold, in addition to the standard penalties described above in the chapter3.7.
This limit is in addition to the fixed amounts already mentioned per passenger and per canceled or fictitious segment."

4.16 Abusive Ticket Reissuance

Definition
Abusive ticket reissuance refers to any reissuance of a ticket without a valid reason, without explicit customer request, or with the intent to circumvent fare rules, modification conditions, or to avoid applicable carrier fees. This includes, but is not limited to:

- Repeated reissuance of the same ticket without genuine service or itinerary changes,
- Reissuance aimed at extending the ticket's validity beyond the authorized period,
- Reissuance to evade modification penalties or fare increases,
- Reissuance intended to retain or increase commissions or incentives,
- Any reissuance performed without the client's instruction or consent.

Policy

- All ticket reissuances must strictly comply with the fare and operational conditions applicable to the original ticket.
- Travel agents must be able to justify each reissuance upon request, using appropriate documentation (customer request, written proof, etc.).
- Reissuance must never be used as a means for fare manipulation, abusive revenue optimization, or for circumventing the airline's rules.

Penalties
In case of abusive reissuance, a **fixed ADM of EUR 150** (or equivalent in local currency) will be issued per affected ticket, in addition to any fare adjustment or collection of applicable fees. In the event of repeated or severe abuse, Air France and KLM reserve the right to implement further measures, such as temporary suspension of access or the initiation of specific control procedures.

5 ADM process

5.1 BSP & ASD

In compliance with IATA resolution 850m:

- An ADM can be process through BSP if issued within 9 months after the final travel date or the refund date. When the final travel date or refund date cannot be established, the expiry date of the document is used. After this period, payments will be settled between the travel agency and the airline directly.
- In line with IATA Resolution 850m, Air France and KLM will send the ADM through BSP link with no financial consequences during the latency period (15 days).
- For BSP countries, disputes must only be done through BSP link. Attach any enclosures through BSP link only as this will ensure an optimal service from Air France and KLM.
- When disputing a debit memo, always provide a valid and clear justification in the “Dispute Reason” box. Responsible behaviour in case of ADMs disputes is required from both the travel agency and the airline.
- Please mention your contact details for an efficient handling by Air France and KLM.
- Air France and KLM will reply to your dispute within 60 days (conform Resolution 850m) giving a clear explanation of the acceptance or denial of the dispute.
- Should Air France and KLM reject a dispute and the travel agent wants Air France and KLM to re-investigate, the travel agent is requested to respond to Air France and KLM in compliance with IATA resolution.

5.2 ARC

- In line with ARC Debit Memo Best Practice, Air France and KLM will send/issue the ADM through ARC Memo Manager.
- Disputes must only be done through ARC Memo Manager. Agents are requested to attach any additional documentation in ARC MM as this will ensure an optimal service from Air France and KLM.
- When disputing a debit memo, always provide a valid and clear justification in the “Dispute Reason” box. Responsible behaviour in case of ADMs disputes is required from both the travel agency and the airline.
- Please mention your contact details for an efficient handling by Air France and KLM.
- Air France and KLM will reply to your dispute within 30 calendar days of receipt of the dispute (ARC’s Best Practices for Effective Debit Memo Resolution and Prevention) giving a clear explanation of the acceptance or denial of the dispute.
- Travel Agents should dispute multiple times the same debit memo, only if new information is provided to the dispute.
- Should Air France and KLM reject all disputes and the travel agent reached the maximum number of disputes, the travel agent could escalate the case to Air France and KLM by using the e-mail addresses listed on the debit memos.

Contact Information

For ADM (Agent Debit Memo) and/or ACM (Agent Credit Memo) questions or issues, please contact your local Air France and KLM Agent Support.

6 Glossary

Abbreviation	Description
1A	Amadeus
1B	Abacus
1E	Travelsky
1F	Infini
1G	Travelport + (1G Galileo / 1P Worldspan / 1V Apollo)
1J	Axess
1S	Sabre
ACM	Agency Credit Memo
ADM	Agency Debit Memo
AIL	Automated Issuance Limit
ARC	Airline Reporting Corporation (US)
ASD	Air Service Desk (China)
ASR	Advance Seat Reservation
BSP	Billing and Settlement Plan
BT Fares	Bulk Tour Fares
CAT	Fare Note Category
CoC	(Carrier's) Conditions of Carriage
CUG	Closed User Group
EDIFACT	Traditional content in GDS
EMD-S / EMD-A	Electronic Miscellaneous Document S = Stand alone; A = Associated
EoT	End of Transaction
eTKT	Electronic Ticket
EUR	Euro
GDS	Global Distribution System
GSA	General Sales Agent
IATA	International Air Transport Association
INVOL	Involuntary
IT Fares	Inclusive Tour Fares
Long-haul	Intercontinental flights
Medium-haul	Flights intra Europe + North Africa (Morocco, Algeria & Tunisia)
MOR	Merchant Of Record
NDC	New Distribution Capability
NUC	Neutral Unit of Construction
NVA	Not Valid After
NVB	Not Valid Before
OAL	Other Airlines
O&D	Origin & Destination
Order	NDC / Passenger name record
PNR	Passenger Name Record
POC	Point of Commencement
POS	Point of Sale
RBD	Reservation Booking Designator
SDC	Service Deadline Control
Short-haul	Domestic France = Flights intra France
SKCHG	Schedule Change (as per IATA definition)
SSR	Special Service Request
STDs	Standard Traffic Document
USD	US Dollar
WL	Waitlist

7 IATA Resolutions supporting this Booking, Ticketing & ADM Policy

All the defined terms in the below IATA Resolutions apply, even though Air France and KLM do not always copy the entire resolution but sometimes only mentions salient features. Regarding EMD rules, the IATA policies are not copied, but they do apply.

IATA Resolution 824, 3.1 and 3.2 Passenger Sales Agency Agreements

''[...]''

"3.1 the Agent is authorized to sell air passenger transportation on the services of the Carrier and on the services of other air carriers as authorized by the Carrier. The sale of air passenger transportation means all activities necessary to provide a passenger with a valid contract of carriage including but not limited to the issuance of a valid Traffic Document and the collection of monies therefor. The Agent is also authorized to sell such ancillary and other services as the Carrier may authorize;"

"3.2 all services sold pursuant to this Agreement shall be sold on behalf of the Carrier and in compliance with Carrier's tariffs, conditions of carriage and the written instructions of the Carrier as provided to the Agent. The Agent shall not in any way vary or modify the terms and conditions set forth in any Traffic Document used for services provided by the Carrier, and the Agent shall complete these documents in the manner prescribed by the Carrier"[…]"

IATA Resolution 830a, Consequences of Violation of Ticketing Procedures

WHEREAS IATA Members are granting IATA Accredited Agents access to Standard Traffic Documents;

and

WHEREAS custody, completion, issue, reissue, validation and revalidation of such traffic documents are governed by Members' tariffs and the ticketing procedures furnished to Agents through ticketing systems, and as described in the Travel Agent's Handbook, copies of which are furnished to Agents by the Agency Administrator and compliance with which is mandatory upon each Agent under the terms of the Passenger Sales Agency Agreement; it is

RESOLVED that,

1. all Agents be reminded that practices such as those listed herein, in other applicable Resolutions, or in 'Carriers' written instructions, but not limited thereto, violate the governing conditions referred to above. They harm 'Members' legitimate interests and can accordingly result in action being taken under the provisions of the Sales Agency Rules and Passenger Sales Agency Agreement. e.g. charging the Agent with the difference between the fare applied and the fare applicable to the service in accordance with Members' tariffs

1.1 entering incomplete or incorrect reservation entries, such as reservation booking designators that do not correspond to the fare paid, or reservation requests on a, ticket/miscellaneous charges order (MCO), thereby allowing travel at less than the applicable fare,

1.2 inaccurately completing or omitting to complete the 'not valid before' and/or 'not valid after' boxes on a ticket contrary to the conditions governing the fare applied, thereby allowing travel at less than the applicable fare,

1.3 issuing a ticket or MCO for more than one passenger, except as authorized for certain MCOs,

1.4 changing or omitting the name of the passenger,

1.5 changing the “Form of Payment” or failing to carry this forward to the new Traffic Document ticket or MCO,

1.6 changing the currency of payment or failing to carry this forward to the new ticket or MCO,

1.7 failing to carry forward all restrictions to the new ticket or MCO,

1.8 failing to obtain endorsement(s) from carriers when required,

1.9 failing to complete correctly the “Issued in ExchangeFor” entries and/or the “Original Issue” entries, and/or failing to carry these forward to the new ticket or MCO,

1.10 failing to ensure that when conjunction tickets or MCOs are issued, the conjunction ticket or MCO numbers are shown on all conjunction tickets or MCOs,

1.11 changing the point of origin,

1.12 issuing/selling a ticket with a fictitious point of origin or destination in order to undercut the applicable fare (cross border selling),

1.13 failing to observe the applicable rules for Designation and Selection of Ticketing Airline (Resolution 852) and/or designating transportation on such parties' services where a valid interline agreement between the ticketing airline and the transporting party does not exist,

1.14 cancelling or amending a customer booking and/or Electronic Ticket without the express permission of that customer,

1.15 deliberately making duplicate reservations for the same customer,

1.16 when reservations for a group are not confirmed, attempting to secure the required service by requesting this in smaller numbers in individual transactions,

1.17 making reservation transactions without the specific request of a customer and/or,

1.18 making an amendment to a booking that has previously been issued as an eticket without either revalidating or reissuing, as applicable, the original ticket to reflect the new itinerary and/or,

1.19 voiding tickets without cancelling corresponding reservations and/or,

1.20 failing to split PNRs in cases where not all passengers included in the PNR are ticketed and/or,

1.21 failing to observe the prescribed minimum connecting times.

2 In this Resolution the use of the singular may also be taken to include the use of the plural, where the text so permits and vice versa.

IATA Resolution 830d, 4. Contact details

''[...]''

"4. To be able to advise passengers of irregular flight operations and disruptions, Members and BSP Airlines need to have sufficient contact details available to proactively contact the passengers. 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 airlines participating in the itinerary for the purposes of contact in an operational disruption. The Agent must ensure that the Passenger's consent is obtained in compliance with any data protection directives or regulations. Where the passenger wishes to have their contact details provided to airlines participating in the itinerary, the Agent must enter it in the Passenger Name Record (PNR), while maintaining compliance with all applicable data protection directives and regulations. Contact details must be entered in the PNR in compliance with the Resolutions governing reservations procedures. Members and BSP Airlines shall use these contact details exclusively for the purpose of operational notifications, e.g. flight cancellation, schedule change, etc., and shall not use the contact details for sales & marketing purposes.

In the event the passenger exercises his or 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 flight cancellation or schedule changes (including delay in departure)."

''[...]''

IATA Resolution 850m, Issue and Processing of Agency Debit Memos (ADMs)

WHEREAS the Passenger Agency Conference ("the Conference") wishes to promote a consistent and standard set of rules for BSP practices,

It is RESOLVED that the following principles will be followed,

1. INTRODUCTION

1.1 The ADM serves to notify an Agent that unless there is some justification to the contrary, the Agent owes the issuing BSP Airline the amount shown on the ADM for the reasons indicated.

1.2 ADMs are a legitimate accounting tool for use by all BSP Airlines to collect amounts or make adjustments to Agent transactions in respect of the issuance and use of Standard Traffic Documents issued by the Agent. Alternative uses of ADMs may exist provided that consultation has taken place either individually with the Agent or a local representation of Agents, or through the applicable local joint consultative forum.

1.3 ADMs are to be specific in their detail as to why a charge is being made.

1.4 BSPlink (ASD in China) is mandated as the exclusive medium through which ADMs must be billed and disputed.

2. AIRLINE POLICY

2.1 Airlines are required to publish, and maintain their ADM policies to Agents through BSPlink (ASD in China) which will send a system alert of any changes to ADM policies to the Agents in advance of implementation.

2.2 Where possible the model shown in the Attachment to this Resolution should be applied.

3. BSP PROCESSING OF ADMs

3.1 ADMs shall only be processed through the BSP if issued within nine months of the final travel date. ADMs referring to refunds made by the Agent shall be processed through the BSP if issued within nine months after such refund has been made by the Agent. Any debit action initiated beyond this period shall be handled directly between the BSP Airline and the Agent.

3.2 ADMs/ACMs may be processed through the BSP, for a maximum period of 30 days following default action taken against an Agent in accordance with Resolution 812 Section 6.9 and 818g, Attachment 'A', Section 1.10.

4. ISSUANCE PRINCIPLES

4.1 Airlines should consider establishing policies for a minimum value for the issuance of a single ADM. Where such minimum is established it may be published to Agents.

4.2 In principle ADMs should not be raised for the collection of administration fees.

4.3 If there is an administrative cost associated with the raising of an ADM it should be incorporated in the same ADM document raised for the adjustment. The inclusion of the administration fee must be communicated to the agent.

4.4 Airlines shall provide Agents with the phone or fax number and email address of a person or department that has knowledge of the concerned ADM.

4.4.1 Whenever applicable, a BSP Airline will provide the Related Document Number (RTDN) to which the ADM relates in order for BSPLink (ASD in China) to display the values of Fare Calculation Mode Indicator (FCMI) or Data Input Status Indicator (DISI) for Refund transactions

4.5 An Agent shall have a maximum of 15 days in which to review and dispute an ADM prior to its submission to BSP for processing.

4.6 All disputes are to be settled by the Airline within 60 days of receipt.

4.7 If it is established that an ADM is not valid it must be cancelled.

4.8 Where erroneously issued ADMs are withdrawn by BSP Airlines or refunded to the Agent, any administration fee that may have been levied will be withdrawn or refunded to the Agent. In the event the ADM is withdrawn, or the amount is reduced due to any reason other than it was issued by mistake, the application of an administration fee shall be agreed between the Agent and the BSP Airline concerned.

4.9 Following consultation and if both parties agree a disputed ADM may be referred to the Travel Agency Commissioner to be resolved pursuant to Resolution 820e Section 3.3.

4.10 An ADM that has been included in the BSP billing will be processed for payment. Any subsequent dispute of such ADM must be dealt according to the applicable Passenger Sales Agency Rules.

IATA Resolution 850m, Attachment 'A'

MODEL ADM INDUSTRY PROCEDURES

1. DESCRIPTION

1.1 ADMs are a legitimate accounting tool for use by all BSP Airlines and should only be used to collect amounts or make adjustments to agent transactions in respect of the issuance and use of Traffic Documents issued by or at the request of the Agent.

1.2 Alternative uses of ADMs may exist provided that consultation has taken place either individually with the Agent or through the applicable local joint consultative forum

1.3 ADMs are to be specific in their detail as to why a charge is being made.

1.4 Any ADM relates to a specific transaction only, and may not be used to group unrelated transactions together, however, more than one charge can be included on one ADM if the reason for the charge is the same, and a detailed supporting list is provided with the ADM.

1.5 In the event an airline decides to apply a charge for under-collection or incorrect ticketing on a sale or for the adjustment of a refund issued incorrectly or incorrectly calculated, such charges must be clearly explained in the carriers published ADM policy or must be agreed with Agents bilaterally in writing.

1.6 No more than one ADM should be raised in relation to the same original ticket issuance. When more than one ADM is raised in relation to the same ticket it shall be specified for a different adjustment to previous issues.

1.7 All rejected or disputed ADMs must be handled by BSP Airlines in a timely manner.

1.8 Except where otherwise agreed in a market ADMs should not be used to collect third party costs not directly associated with the initial ticket issuance of a passenger journey.

1.9 When ADMs are raised for administration fees the level of such fees should be commensurate with the cost of the work incurred.

1.10 When the Agent has used an automated pricing system to generate the total ticket price including fare, tax, fees and charges specific to the purchase, and subsequent issuance, of a ticket for a journey, and there has been absolutely no manipulation by the Agent, on such price the ticketing systems shall send a Fare Calculation Mode Indicator (FCMI) to the airline, in accordance with the provisions of IATA PSC Resolutions 722f and 722g, to identify automated pricing has been used. The airline shall ensure the FCMI indicator is passed to an Agent in the event an ADM is issued.

IATA Resolution 852 BSP Travel Agent's Selection and Designation of Ticketing Airline

The following covers all types of tickets issued under the Billing and Settlement Plan conditions:

1. Method of Designating a Ticketing Airline

For issue of electronic tickets designation of the ticketing airline shall be accomplished by specifying to the ticketing system, either prior to or at the time of requesting generation of the ticket(s), the identity of the airline selected.

2. Order of Priority in Selection of the Ticketing Airline

The selection of the ticketing airline shall be governed by the following strict order of priority, which must be observed at all times:

2.1 the ticketing airline shall be any BSP Airline participating in the transportation, or a BSP Airline acting as the General Sales Agent for any airline participating in any sector of the transportation in the country of ticket issuance, provided that the selection of Validating Carrier conforms to the requirements of the fare rules where applicable and subject to the existence of a valid interline agreement between the ticketing airline and each transporting airline,

2.2 if none of the situations described in Subparagraph 2.1 apply, the ticketing airline may be any other BSP Airline providing the Agent has received written authorization from that BSP Airline to issue Standard Traffic Documents for such transportation.

2.3 When an Electronic Miscellaneous Document (EMD) is issued, the ticketing airline shall be any BSP Airline, or a BSP Airline acting as the General Sales Agent for the Airline, delivering a service on the EMD. In the event that none of these situations apply, the provisions documented in paragraph 2.2 shall apply.

Note: Where a BSP Airline has given written authority to use its ticketing authority under the alternative in Subparagraph 2.2 of this Attachment, STDs may be used for all airline passenger transportation and associated services.

IATA Resolution 890, Customer Card Sales Rules

‘’[…]’’

3. CUSTOMER CARD ACCEPTANCE

3.3 In the event of the Agent accepting a type of Customer Card which is not accepted by the Member/Airline whose Traffic Document is being issued, the Member/Airline will charge the non-payment from the card company to the Agent by means of an Agency Debit Memo (ADM), or, in non-BSP countries, a subsequent adjustment will be made by the Member whose Traffic Document was issued.

3.4 This Resolution gives authority to accept only a Customer Card when using the card acceptance merchant agreement of the Member/Airline to collect payment for the sale of passenger air transportation and Ancillary Services. The Agent may not accept any other card or payment method that uses the Member/Airline’s card acceptance merchant agreement, including any card in the issued in the name of the Agent or any Person permitted to act on behalf of the Agent, unless specifically authorized by such Member/Airline. A failure to comply with the present paragraph 3.4 will be undertaken under the sole responsibility and liability of the Agent toward the Member/Airline concerned.

IATA Resolution 049x, Fare Changes

“Resolved that:

1. Transportation shall be subject to the fares and charges in effect on the date on which full payment is made, for travel on the specific dates and journey shown on the ticket
2. Provided no voluntary change is made to the originating flight, no increase in fare effected through a change in fare level, a change in conditions governing the fare, or cancellation of the fare itself, shall apply
3. In the event of a voluntary change to the originating flight, the fares and charges for the passenger's journey shall be recalculated in accordance with the fares and charges in effect on the date on which the change is made and is reflected on the ticket
4. in the event payment is made prior to confirmation of reservations for the originating flight, the fares and charges for the passenger's journey shall be recalculated in accordance with the fares and charges in effect on the date on which the confirmation is made”

IATA Resolutions related to EMDs which apply

Below are IATA resolutions related to EMD which apply to the Air France and KLM carriers.

725f Electronic Miscellaneous Document – Airline

725g Electronic Miscellaneous Document – Neutral

725h Electronic Miscellaneous Document – Ground Handling