

4- Booking & Ticketing:

Violation	Penalty
Excessive Churning, Creating duplicate (dupe) segments	USD 11 for dupe segment per passenger and excess churn block
Creating bookings on non-operational flights or with fictitious schedule details	USD 11 per segment per passenger
Inactive bookings (with segment status HX/UN/NO/UC)	USD 11 per segment per passenger
Using 'IN' entry to gain access to group PNRs instead of using passive segments or group claim.	USD 11 per segment per passenger
Creating bookings with fictitious/fake names	USD 30 per fictitious name
Non-compliance with exchange and re-issue conditions.	Difference of fare and/or Taxes and/or fees and/or charges and/or surcharges and/or penalties and/or Commission
Non-compliance with applicable RBD, fare rules, and sales conditions	Difference (up to the highest) of fare and/or charge and/or surcharge and/or Taxes and/or fees and/or Commission
Mismatch between flown and ticketed details.	Difference of fare and/or Taxes and/or fees and/or charges and/or surcharges and/or penalties and/or Commission
Misuse of carrier identification plate (documents issued on 157 stock/plate) for completely closed on other airlines(s) itinerary/journey if not authorized by Qatar Airways	Difference between ticketed and applicable fare and difference of applicable taxes, fees, charges and surcharges, but not less than 1000 USD for Economy Class, 1500 USD for Premium Economy or Business Class, 2500 USD for First Class.
	In case of any combination of cabins, the rate for the highest booked cabin applies.
Incorrectly imposed missing fee(s), charge(s), surcharge(s) or penalty (ies)	Difference between imposed amount(s) and applicable amount(s) will be collected from the Agent
Incorrectly calculated refund	Reclaim of any under-collected penalty amount as well as the difference between the incorrectly claimed refund value and refundable value of fare and/or Taxes and/or fees and/or (sur) charges and/or Commission
Incorrectly imposed and/or missing Tax (es)	Difference between imposed amount(s) and applicable amount (s)
Speculative, fictitious or manipulative bookings attempted and/or managed to circumvent the inventory controls in order to secure lower fare which is not available under normal circumstances such as but not limited to the use of manual, semi-automated or automated transactions, robotic macros, scripts, tools or any other modes etc*	A minimum amount of USD300 per passenger will be charged for all such bookings. However, Qatar Airways reserves the right to recover the fare difference where deemed necessary.
Creation of segment(s) not in the right booking sequence as per the journey passenger intends to travel, with the intention to circumvent Qatar Airways inventory to obtain seats in RBD (s) which may have not been available when the same was requested*	
Misuse of Ticketing Time Limits	A minimum amount of USD 500 for Economy and USD 950 for Business Class will be charged. However, Qatar Airways reserves the right to recover the fare difference where deemed necessary. In case of combination of cabins, minimum USD 950 will apply. The charges are applicable per passenger.

*Such speculative, fictitious or manipulative bookings, can only be identified in the Qatar Airways Host System. In most of these cases there are no records that prove these transactions, in the travel agent's GDS history of the PNR (Booking File). Qatar Airways will provide information generated from internal systems to support evidence of such speculative, fictitious or manipulative booking instances.

5- Payment:

Violation	Penalty
Use of a payment card belonging to the Agent, or in the name of a person permitted to act on behalf of the Agent, or in the name of the Agent's officer, partner or employee, in connection with the sale of Qatar Airways' Traffic Documents to any customer of the Agent. In accordance with IATA Resolution 890.	Surcharge levied in line with Qatar Airways' published Customer Card surcharges. For payment card types where card surcharges are not levied, a fee of 3% of the total value of the document issued will be levied in addition to the standard Qatar Airways' ADM admin fees
Issuance of a Ticket using a payment card with failure to obtain approval code from the issuing bank (card issuer)	If a transaction is issued without a valid approval code, from the issuing bank (card issuer) results in a chargeback or failure of transaction settlement, the Agent will be liable to pay Qatar Airways in full, in addition to the ADM of USD 50 Qatar Airways reserves the right to suspend the Ticketing Authority of any Agency found to be issuing tickets via payment card without the required approvals, particularly a valid approval code.
Third-party card transaction without approval from the cardholder	Immediate suspension of Ticketing Authority
Refund to a method of payment other than the method of payment of the original transaction.	USD 50 ADM for each transaction refunded to a different form of payment other than the one originally used
Disputed transaction (including chargeback) rejected by card company	Full value of the transaction (or charge-back) disputed reclaimed from the Ticket-issuing/refunding Agent via ADM

6- Commission:

Violation	Penalty
Claim of Commission on prohibited reservation class and/or private fares unauthorised by Qatar Airways	
Claim of Commission higher than that approved by Qatar Airways	
Claim of Commission on Qatar Airways documents (i.e. EMD/MCO) other than a passenger ticket	Reclaim of all Commission claimed with respect to the ineligible document/s
Claim of Commission on Ticket issued where commencement of journey is other than the location country of the Agent is not allowed	
Claim of Commission on documents issued on Qatar Airways 157 plate and fully closed on other airlines, including codeshare/interline	

7- Ancillaries:

Violation	Penalty
Baggage allowance printed on the Ticket does not match the actual applicable allowance	Difference between free baggage allowance shown on the Ticket and applicable free baggage allowance, as per the general excess baggage rates, irrespective of whether the customer utilized the printed free baggage allowance or not.
Excess baggage (EBT)/MCOs/EMDs issued for excess baggage with incorrect rates	Under-collection of applicable charges reclaimed from Agent
MCOs/EMDs issued value for cabin upgrade does not match approved value	Difference of fare and/or Taxes and/or fees and/or charges and/or surcharges and/or penalties

8- Compliance:

Violation	Penalty
Multiple utilisation; situations where the document is reported with repeated usage	Entire value of the document (violated sectors only)
Utilisation against void sales and un-reported sales where refund, re-issue or flown is reported against void/unreported sales	Entire value of Ticket to be reclaimed
Materialisation rate for group sales not achieved	Deposit forfeit will be calculated as per the agreed group contract
Over-utilisation of MCO/EMD, including situations where the reported value for the exchanged document is more than the value mentioned in the original MCO/EMD	Difference between the value of the original MCO/EMD and the new document resulting from the exchange
Misuse of schedule change, Irregular Operations or ad-hoc commercial policy	The highest published carrier fare, including applicable Taxes, fees, charges and surcharges for the re-protected sector(s) in the cabin(s) travelled
Incorrect document issuing practices (e.g. tour code, fare basis, RFIC)	USD20 per PNR (for Groups)
	USD20 per Ticket/EMD (non-Group travel)
	(in case of revenue loss, violation will be raised for actual revenue loss and USD20 per document or PNR, as the case may be)

9- Disputes:

Qatar Airways undertakes dispute processing in accordance with IATA Resolution 850m and post-billing dispute for ADMs as per IATA Resolution 818g and IATA Resolution 812. The Agent should only dispute ADMs with valid reason and supporting documentation.

10 - ACMs:

ACMs will be processed by Qatar Airways as per the dispute resolution in the favor of the Agent.

Qatar Airways will accept ACM requests made within 12 months of the date of issue of the ADM.

11- Contact Details:

All ADM disputes/request for supporting/additional information should be addressed to the respective email ID mentioned on the ADM.