

BSP / ADM Policy Air Algérie

In compliance with IATA resolution 850m (Passenger Agency Conference Resolution Manual) and in order to provide you greater visibility of its commercial strategy allowing you to reduce your unproductive costs, Air Algérie is delighted to make its ADM (Agent Debit Memo) policy available to you.

Our main purpose is to give you as much information as possible about our policies so that you can avoid making any mistakes in your transactions while also being aware that your satisfaction is our top priority.

This document will give you an outline of the behaviours deemed by Air Algérie as irregular and/or abusive practices. Air Algérie will take to apply the ADM amounts listed below, including restricting access to its inventory.

Air Algérie maintains the right to make changes to this document, you will be notified in advance of any such changes.

1 - Booking violations :

- ✓ Duplicate booking : identical reservations on the same flight (flight number and date, same or different classes), on one or more GDSs,
- ✓ Fake name : Introduction of fictitious names for any purpose, training, price simulations, etc,
- ✓ Churning : More than three cancellations and rebookings of the same reservation.
- ✓ Passive segment : Passive bookings created to circumvent tariff rules,
- ✓ Booking on invalid class service,
- ✓ Name change : in the event of a spelling error, name corrections are only permitted up to 02-03 characters before ticket issuance,
- ✓ Inactive segments : Non cancellation of segments in PNR with status code : HX, UN, UC, NO, US,
- ✓ Booking on invalid flight number,
- ✓ Any non-productive PNR not cancelled after the Refund/Cancellation or Ticket Exchange,
- ✓ Pillaging/Blocking seats: Holding seats in anticipation of future sales is not permitted,

An ADM of **10 EUR (or equivalent)** per passenger /segment will be applied for any of the above-mentioned deviations.

2- Fare rules violation :

- Fare audit and exchange :

All non-respect of the below :

- Tariff and fare conditions
- Taxes and fuel surcharges
- Booking class by segment and waiting list
- Commissions & discounts (if applicable)
- Fees related to Rebooking, Reissue / Rerouting
- Incorrect ticketing and/or pricing (Any missing or incorrect information such as : date of birth, tour code, ticket designator, complementary number or others)
- All tickets sold must comply with the correct application of the matching booking class.
- Minimum / maximum stay, advance purchase rules, seasonality, stop-over and transfer, combined fares etc.
- Baggage allowance incorrect or missed on the ticket.

An ADM of **10 EUR** (or equivalent) will be applied for any of the above-mentioned items

For each PNR issued and cancelled more than twice, an ADM of **30 EUR** (or equivalent) will be charged. Except in specific circumstances with supporting documentation

- Plating Violations :

In accordance with IATA resolution 852, in case of plating violation this will result in an ADM of **100 EUR** (or equivalent) per ticket, except at the discretion of the company with prior authorization

As stated in CAT 15 When other airline (OAL) fare rules call for plating on other airlines' (OAL) documents, the full fare will be applied.

- Refund audit :

The rules for calculating refunds must be applied accurately, including but not limited to :

- Refunded amount, taxes & fuel surcharge,
- Refunded commission amount (if applicable),
- Penalties & refund fees.

For refund requests of an expired documents, an administration fee of **50 EUR** (or equivalent) will be applied.

An ADM of **100 EUR** (or equivalent) will be applied for each refund related to used segment in addition to the refunded amount.

In addition, a refund without passenger's knowledge is prohibited. The attached refund form must be enclosed to the refund request along with a copy of the customer's identity card, otherwise, it will be considered as refund of a used ticket.

The normal and reduced fares are subject to refund fees of **10 EUR** (or equivalent) by refunded ticket.

3- Instruction and commercial recommendations :

- ✓ Regardless of the tariff rules, reissue/refund may be authorized under commercial instructions in certain very specific cases (eg bad weather, strike, etc.)
- ✓ The training mode provided by the GDS must be used when the testing functionality or staff training to avoid any impact (incident) on the inventory.
- ✓ Make sure to cancel the PNR after a void or a refund of the relating ticket.
- ✓ Please to check daily your queues
- ✓ In case of ticket exchange the agent is required to report the reason for IROP in Endo box (Operational irregularity. Ex : Flight cancellation/Schedule change operated by the carrier...etc)

4- Advance Passenger information (API) :

Several governments require advance passenger information (API). The processing of API data provides an effective tool for advance checks of air travellers.

You should provide this information, as contained in travel document, during the PNR creation to avoid inconvenience or delay to the passenger during check-in

Tickets can not be issued/reissued/revalidated unless APIs entered in the correct format.

Passenger's required data :

- | | |
|-----------------------------------|--|
| 01) First name/Last name | 4) Residence address |
| 2) Date of birth | 5) Destination address |
| 3) Gender | 6) Nationality (three letters) |
| 07) Travel document, specifying : | |
| | - Document number ; |
| | - Document issuing country (three letters) ; |
| | - Date of issuing document ; |
| | - Date of expiration document. |

It is mandatory to identify the primary holder if passport is a multi-passenger passport.

SSR elements should be entered separately for each passenger of a multi passenger passport.

Providing this data will significantly reduce the time at the check-in level

For more details regarding API (definition & usage), feel free to contact your GDS provider.

An ADM of **100 EUR** (or equivalent) per passenger will be applied for any deviation noted.

The management of flight irregularities (schedule or cancellation of flights) is the major responsibility of the PNR creator, for this purpose, the introduction of the phone number and/or e-mail address of the passenger in the PNR is essential, otherwise, this will constitute a valid reason for issuing ADM of **20 EUR** (or equivalent) in addition to the regularization of the financial loss caused by the agent to Air Algerie and /or passenger.

5- EMD usage :

Air Algérie offers to travel agents the possibility to use the EMD on Amadeus GDS in the following cases :

Commercial Code	RFIC	RFISC	STATUS FLOWN	DESCRIPTION
DEPO	D	997	NO	GROUP DEPOSIT
RSVR	D	996	NO	REFUNDABLE BALANCE

Air Algérie requires to collect the ticket reissue fees under the CP tax.

Any failure to this procedure will result an ADM of 50 EUR (or equivalent).

We suggest contacting your GDS if you would want further information about EMDs, (definition & usage). EMD implementation on the others GDS will take place later; you'll receive notice.

6- ADM calculation :

In the event that the fare rules are broken, Air Algérie will consistently applies ADMs to recover the difference in the amount (in addition to the ADM set for the infraction)

The minimum value of an ADM is **10 EUR** (or equivalent). In case of persistent practice by the same agent at amounts less than **5 EUR** Air Algérie reserves the right to recover the cumulating amount.

Administration fee of **10 EUR** will be applied in addition to the ADM amount and/or regularisation.

7- ADM settlement:

An ADM can be issued by the company within 9 months of the last travel date or 9 months from the date of refund for refund transactions as stipulated in Resolution 850m, section 3.1.

Air Algérie will debit administrative charges for issued ADMs in the range of **10 EUR**. The ADM settlement will be done within the following month of its transmission.

8- Dispute ADM :

Agent has a period of 15 days from the date of receipt to dispute or reject an ADM.

Any disputed ADM must be duly justified.

Any dispute must be answered within 60 days by the airline after its reception.

Air Algérie is committed to treat the disputes as well as possible.

The travel agents and all their other partners are in the obligation to inform their staff of the airline policy and the updates as well as the ADM issuance process in accordance with IATA regulation.

9- ACM issuance:

In case of unjustified ADM issued by the airline or correction is required in favor of the agent, an ACM can be established to cover the due amount.

Refund Form

Customer Information

Name
Identity document .
ID N°
Expiry date of the ID
Address
Phone
e-mail

Agency Information

Agency name
IATA code
Address
Phone
e-mail

Refund Information

Document N°				
Issue date				
Coupons	1	2	3	4
Total amount				

Refund Reason

Voluntary Involuntary

Precision

Details: (Reserved for the Airline)

Currency
Form of payment (FOP)
Fare basis
Used fare basis
fare basis to be refunded
Commission amount
Airline remarks

Taxes	Tax Code	Used Tax	Taxes to be refunded	
Tax 1				
Tax 2				
Tax 3				
Tax 4				
Tax 5				
Tax 6				
Tax 7				
Total				

Net Refund 0

Refund Validated By

at In

COLLECTED THE AMOUNT OF

Name and Signature of the Beneficiary

(Fields below to fill if the customer is different from the beneficiary)

ID
ID N°
Expiry date of the ID

Status

Precision