

ADMs policy of Air Europa

According to IATA Reso.850m, we would like to inform you about our new ADM (Agent debit memo) policy, which will be applied by our Airline on 1st June 2014. This new policy supersedes the previous one.

ISSUANCE OF ADMs

Air Europa will issue an ADM for any type of non-compliance of the established procedure, not only limited to the fare rules, reservation issue, documents issue, taxes, commissions, invoicing and refunds. The ADM will be issued to correct any adjustment or incidence detected, either on the documents or reservations issued by BSP travel agencies, through the various GDSs (Regardless of which Airlines are included in the routing of the document).

It is also established that, having been previously agreed with the travel agency, the Airline will be able to issue an ADM to collect amounts that are not directly related to the traffic documents, for example in the case of deposits or cancelation fees for groups, or in countries where required by travel agencies the presentation of an invoice to the airline by the amount of commission and VAT on the commission of tickets issued and settled via the BSP, if not made, the airline may issue an ADM to the amount of commission VAT not recovered.

The ADM will be issued within the 9 months following the date of the arrival flight or in the case that this date it is not stated, the expiry date of the document will apply. Any debit action initiated after the stated dates will have to be solved directly between the Airline and the travel agency.

Air Europa, will provide as much information as possible regarding the reason of issue of the ADM in the same document, so as to avoid, where possible, any appeals from the travel agency that could lead to possible disputes about the issued ADM.

Air Europa will apply penalty charge for the issuance of an ADM. The amount of these penalty charge may vary, in the event that they do vary, this modification will be notified to the travel agency through the usual channels. These modifications will be registered on the same ADM. This amount will only be cancelled in the case of total acceptance of the dispute due to an error in the issue of the ADM by the airline. The languages used to issue the ADMs will be Spanish or English.

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ADMs CLAIMS

Air Europa will only accept disputes of ADMs that have been made through the correct channel that BSPLINK has for these matters.

Disputes will be accepted up to 15 days from the issue date of the ADM and in accordance with IATA Reso. 850m.

When a travel agent initiates a dispute through BSPLINK, it must state the reason for the dispute. This reason must be stated clearly and briefly and the travel agency must provide all the information and/or supporting documents that might be relevant in order for the Airline to review and analyze the dispute.

Not providing the reason or necessary supporting documents will automatically lead to the rejection of the claim initiated by the agent.

All disputes will be reviewed and processed by the Airline as soon as possible, not exceeding a period of 45 days from receiving the dispute.

In the event that the Airline decides that the ADM is completely incorrect, Air Europa will immediately proceed to cancel the ADM (including the penalty charge, in the case that it has been charged when the ADM was issued). If the dispute is accepted partially, a new ADM will be issued for the correct amount.

Air Europa reserves the right to disable any travel agency of issuing tickets as a consequence of the reiteration of disputes without a justified reason or non-payments of overdue debts by the travel agency.

DISPUTES OF ADMs POST-BILLING

Post-billing disputes must be resolved between the Airline and the travel agency within 30 days after registering the dispute in BSPLINK, with the possibility of exchanging a maximum of two messages for each of the parties (once exhausted). these messages, communication may continue outside the BSP).

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CONTACT US

Travel agencies can send any queries or requests for further information regarding this procedure to the following email addresses:

Spain

e-mail adress: adm@air-europa.com

Ph.#: 971 17 82 07

Working hours: Monday to Friday from 11:00 to 13:00)

Other Countries

e-mail adress: adm.inter@air-europa.com

Ph.#: +34 971 17 82 07

Working hours: Monday to Friday from 11:00 to 13:00,GMT+1)