

## Definition

Air Europa's booking policy represents a set of rules, recommendations, prohibitions and good practices whose purpose is:

- To ensure the integrity of the inventory and prevent the circumvention of its controls.
- To avoid GDS (Global Distribution System) costs incurred by non-productive and inefficient activity.
- To maintain and respect efficient cooperation between the travel agencies and the airlines.

The final aim of this policy is not to generate supplementary revenue for the airline, but rather to reduce the cost associated with inactive segments and discourage any practice that negatively affects the operation and/or the airline's finances due to an abuse of the inventory and/or the improper use of the GDS. The UX (996) documents are covered in this policy.

## Scope

This policy applies to all issuing agents and all agencies that make sales from our stock. The issuing agency is responsible for the bad practices that might be detected in a booking; the following cases are defined for which an ADM (Agent Debit Memo) could be issued to the issuing agent or agency.

## Types of practices that Air Europa recommends avoiding:

### Inactive Segments

Inactive segments are those that have been cancelled by the airline with UC/UN/NO/HX status and those for which a notice reaches the agency through a queue.

The agency undertakes to eliminate these booking segments at least 24 hours before the departure of the flight.

The inactive segments are communicated to all the agencies by queues in their GDS with the following codes:

- UC: Unable to confirm / waitlist
- UN: Unable to confirm / flight not operating
- NO: No action taken
- HX: Cancelled

**Suggestion:** The agents should review their queues daily.

**This type of bad practice will entail an ADM of 5 EUR per segment/passenger.**

### Duplicated Segments

Booking several seats for the same passenger on several flights or in several classes on the same flight generates additional costs for the airline, in addition to influencing negatively on the availability of the inventory, for which reason it is completely prohibited to:

- Create duplicate bookings on the same or on different GDS for the same passengers.
- Duplicate segments in the same booking.
- Establish “impossible itineraries” for the same passenger, for example, due to the overlapping of scheduled departure and arrival times of various segments, or due to infringing the rules of minimum connection time, etc.

**This type of bad practice will entail an ADM of 5 EUR per segment / passenger.**

### Passive Segments

A passive segment is entered in a GDS with the aim of being able to issue a booking made in a booking system other than that of the airline (in this case other than Amadeus). This segment must coincide with a booking existing in the AIR EUROPA Booking System. In the event it does not match, a rejection message is sent to the travel agency and in this case, the segment requires an action at least 24 hours before the departure of the flight.

The creation of passive segments entails high costs for the airline. For this reason:

- The travel agencies must use the Pnr Claim function, instead of passive segments, whenever it is available to them.
- The use of passive segments is only allowed for the purpose of issuing tickets and only when the passive booking is synchronized with an active booking of the airline’s system (same name, itinerary, booking class and number of passengers).
- Passive bookings of inventory are not allowed against an active booking in the same GDS, or in different GDS by the same agent. A travel agent who uses more than one GDS must book and issue a specific passenger itinerary within the same GDS.

**This type of bad practice will entail an ADM of 5 EUR per segment / passenger.**

### Fictitious or Speculative Bookings

The creation of fictitious or speculative bookings, or the issue of fictitious tickets, which hold occupied seats in the inventory until a sales opportunity arises, increases the airline’s GDS costs and reduces the availability of our products in the market.

Due to the above, it is completely prohibited to create bookings that are not directly related to a client’s request with the intention of buying a ticket or to create bookings with names of false or fictitious passengers.

Furthermore, using invalid ticket numbers is prohibited, considering these to be restricted, used, reimbursed, annulled or non-existing ticket numbers.

**This type of bad practice will entail an ADM of 250 EUR per passenger.**

### Churning

It is completely forbidden to repeatedly book and cancel a segment, max three times, in one or more PRN and/or GDS within the same class or different classes, with the aim of:

- Avoiding or extending the issuing time limits.
- Maintaining or retaining seats from the inventory.
- Finding a fare.
- Complying with the productivity objectives of the GDS.

**This type of bad practice will entail an ADM of 50 EUR per segment / passenger.**

### Married Segments

Married segments are those flight segments of an O&D (origin and destination) sold as a unit that should not be separated and that are identified in a single availability display from the point of origin to the destination.

In the event an agent generates a booking that breaks the O&D and issues the ticket, an ADM will be generated, subject to the cancellation of the booking if it is not issued.

**This type of bad practice will entail the following charges:**

- Economy class: an ADM will be applied for the difference in fare between the class booked and Y class.
- Business Class: an ADM will be applied for the difference in fare between the class booked and class J.

### O&D Policy

Any ticket issued with plate 996 that does not respect the application of the O&D, with the PNR being manipulated by the agency/agent, will receive an ADM.

**This type of bad practice will entail the following charges:**

- Economy class: an ADM will be applied for the difference in fare between the class booked and Y class.
- Business Class: an ADM will be applied for the difference in fare between the class booked and class J.

### Net Bookings (Productivity Analysis)

With this analysis, Air Europa will compare the costs generated by an agency with respect to its sales.

In case the agency's costs represent 15% or more of its sales, Air Europa could modify its commercial relationship with said agency, as well as inhibit its access to the interactive availability (seamless availability request) and/or totally or partially limit its access to the inventory.

Should an agency that had been subjected to limited inventory access of Air Europa want to reactivate its access, it must pay an ADM of **300 EUR** to Air Europa, with the reactivation to the access being at the discretion of the airline in all cases.

#### **Control at the airport**

Air Europa itself or else through its handling agent will control the additional services of the passenger holding a ticket issued with a special Tour Operator fare.

An ADM will be sent in the case in which the passenger is in possession of a ticket issued with a special Tour Operator fare, without any additional service or without the necessary minimum land services.

The ADM will be established based on a stipulated amount for the following cases:

- Short- and medium-haul in tourist class: **100 EUR** per ticket and passenger
- Long-haul in tourist class: **250 EUR** per ticket and passenger
- For the rest of the transport classes, it will be calculated on the first restriction-free fare published for the same transport cabin.

#### **Guaranteed issue**

The agency is required to make guaranteed issues (automatic issues). In case the issue is not guaranteed and despite the fact that the reservation has not undergone any modification, the agent must requote on the same issue date, otherwise this **will entail an ADM of 5 EUR per segment / passenger**.

#### **NON-Guaranteed Pricing**

The creation of bookings with manual masks priced prior to the date of creation of the PNR, as well as the inclusion of new segments not created by the issuing agency itself, is strictly prohibited.

In case the booking does not comply with the above, an ADM will be applied for the correct pricing and in case it cannot be quantified to a certain value, an ADM of EUR 500 per segment plus the airline fee will be applied.

**This type of bad practice will entail an ADM of 500 EUR per segment and passenger.**

#### **MCT**

It is mandatory to comply with the Minimum Connecting Time when a flight booking is made. If this is not respected, it will **entail an ADM of 5 EUR per segment / passenger**.

#### **Booking class**

The booking class has to coincide with the issue data. If it does not, an ADM will be issued with the fare difference calculated by comparing what was issued with what was booked.

### Sale and issue

The issue(s) made by any agent must be according to that which is established and published in the fare rule uploaded in the GDS by Air Europa. In the event the issued ticket does not comply with even one of the paragraphs of the fare rule, an ADM will be issued for the difference not received plus the airline FEE, in the event the mistaken field cannot be quantified with certain value, will be applied an ADM of **50 EUR** for each mistaken field on the issuance plus the airline FEE: e.g. endorsements, fare calculation, taxes and/or other missing or incorrect concepts etc.

### Issue without UX flights

Air Europa does not allow the issue of tickets with plate 996 that are 100% interline tickets, but rather they must include at least one Air Europa flight segment in the itinerary of the ticket issued with our plate 996. Otherwise, an ADM of **100 EUR** will be issued and if the interlining fare had issue restrictions with our plate 996, an ADM will be issued reflecting the difference between what was issued with a Full Fare or IATA fare and always with a minimum of **100 EUR**.

### Reissue

The passenger's voluntary changes have to be reissued according to the fare rules established and published by Air Europa in GDS. In case of non-compliance, an ADM would be issued for the difference not collected plus the airline FEE, in the event the mistaken field cannot be quantified with certain value, will be applied an ADM of **50 EUR** for each mistaken field on the issuance: e.g. endorsements, fare calculation, wrong code taxes, etc.

### Refunds

Refunds must be processed with the same form of payment as the original ticket regardless of the channel through which it is submitted. In case of non-compliance an ADM of EUR 50 will be applied.

In those markets where a refund fee is established, the non-application or incorrect application of the same will lead to the issuance of an ADM per import of EUR 50.

### Schedule Change Policy

All changes made by the airline are considered schedule changes whenever they are produced more than 24 hours in advance of the affected flight's departure.

- The reissue must be done more than 24 hours in advance of the affected flight's departure.
- The reissue must be done in the original route and class.
- All the ticket coupons pending use must be reissued.
- In the event the client does not accept the date / time of the flight offered by the company, changes will be allowed up to 7 days before or after the departure of the original flight.
- The reissue due to Schedule Change will have to be issued with the following information in the corresponding field:

- ❖ **FORM OF PAYMENT:** it will always have to contain the code of the original payment method of the ticket to reissue, i.e., **O/CCVI**
- ❖ **FARE CALCULATION:** the FC field must begin with **S-** followed by the flight itinerary.
- ❖ **ENDORSEMENTS:** in the endorsement field, the first 5 digits must be **SKCHG**.

Should any of the above premises not be complied with, an ADM will be issued of **50 EUR** for each incorrect element listed.

### **Involuntary Change**

Involuntary changes are considered to be all those changes made by the airline whenever they take place within the 24 hours prior to the affected flight's departure.

### **Payments by credit or debit card**

In accordance with IATA resolution 890, paragraph 3.4, the travel agency may not use cards issued in its own name or in the name of third parties authorised to act on behalf of the agency. By default, Air Europa does not authorise any agency to use cards issued in its own name or in the name of third parties acting on its behalf unless expressly authorised by the company.

In case of non-compliance, Air Europa reserves the right to apply an **ADM of 5%** on the total amount paid by credit card in order to recover the commission charged to Air Europa for the use of that card on behalf of the travel agency.

### **Only the airline will be responsible for the reissue in these cases.**

The agency will **never** reissue. On the contrary, it will receive an ADM of **50 EUR** plus the possible generated excess costs, depending on the case.

### **Administrative Costs**

Air Europa will apply a charge of 17% of the total value of the ADM, with a minimum of **5 EUR** as administrative processing costs.

In case the ADM is due for chargeback, Air Europa will apply a charge of 20 EUR as administrative processing costs.

### **ADM process in BSP**

An ADM can be sent by the company within 9 months after the final travel date. When the final travel date cannot be established, the expiration date of the document will be used.

### **Currency**

All the above charges in **EUR** will be converted to the corresponding currency of each market according to the applicable exchange rate.