

IATA RESO 830a

CONSEQUENCES OF VIOLATION OF TICKETING AND RESERVATION PROCEDURES

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 tariff.

1.12

issuing/selling a ticket with a fictitious point of origin or destination in order to undercut the applicable fare.

In addition to the above there is the following statement in the Ticketing Manual in section covering "cross border selling".

Quote

"Cross Border Selling is the practice of selling a ticket with a fictitious point of origin or destination in order to undercut the applicable fare. This practice is contrary to Industry Resolutions and applicable tariffs and fares, even if the passenger asks for such a ticket. It can result in:

- a) the passenger being stopped by the airline and being required to pay the additional fare
- b) the issuing Travel Agent being debited by the issuing airline for the applicable fare difference
- c) the Travel Agent losing their agency appointment