



CONDOR FLUGDIENST GMBH

Agency Debit Memo (ADM)

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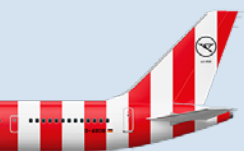


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1 General Information

Agency debit memos (ADM) are a legitimate accounting tool for use by all BSP/ARC Airlines to collect amounts or make adjustments to Agent transactions in respect of the issuance and use of Standard Traffic Documents issued by the Agent.

In accordance with IATA resolution 850m (issue and processing of Agency Debit Memos (ADMs) Condor herewith publishes its Agency Debit Memo (ADM) policy to all travel agents worldwide. The purpose of this policy is to provide clarity for all circumstances under which ADMs will be raised by Condor.

Agency debit memos will only be processed through the BSP/ARC if issued latest nine months after final travel date. Any debit action initiated beyond this period will be handled directly between the BSP/ARC Airline and Agent i.e. by issuing an invoice.

Condor provides as much information as possible on an ADM to ensure it is specific in its detail about the reason why a charge is made. Condor will only include more than one transaction on an ADM if the reason for the charge is identical.

Condor ADM policy has taken into consideration and complies with IATA resolutions; the obligations of the travel agency are described in IATA Resolutions 824 and 830a. As mentioned in paragraph 3.2 of IATA resolution 824, Condor can provide travel agencies with this ADM. Furthermore, it is stated in IATA Resolutions 824 that the agents should issue tickets

in compliance with Carrier's fares, fare rules, general conditions of carriage and written instructions of the carrier to the agent (e.g. memo, circular, manual, etc.). Airlines have the right to audit and send ADMs for all transactions that are not made in compliance with required booking and ticketing practices.

It is the agent's responsibility to follow the changes in all applicable IATA Resolutions and apply those accordingly.

Condor will issue ADMs to collect amounts or to make adjustments to travel agent transactions related to the violation of Condor fare products.

Condor will also issue ADMs if Condor travel documents (881) are being issued and used for other airlines fare products, regardless of which airlines are included in the itinerary of the Condor ticket.

ADM's will be raised only for tickets which are issued on Ticket stock 881.

A general fee of EUR 25.00 (or equivalent amount in local currency) will be added to each ADM, with Tax Code 6P.

For deliberate infringement with fraudulent intent an elevated ADM fee of EUR 200.00 (or equivalent in local currency) will be levied. In case of recurrence Condor reserve the right to revoke the ticketing authority.

2 Reasons for ADMs

2.1 Bookings

Flight segment removal

Whenever Condor changes the advice code of DE flight segments to HX (holding cancelled) and these segments are not removed from the PNR by the travel agent before departure, Condor will charge EUR 5.00 (or the equivalent amount in local currency) for each flight segment.

Passive segments

Condor does not allow passive segment bookings. Whenever a passive flight segment with action code PK is present at check-in closure time, Condor will charge EUR 5.00 (or the equivalent amount in local currency) for each flight segment.

Unticketed flight segments after departure

Whenever an active Condor flight segment with action code HK or TK is still present at check-in closure time without a valid ticket number shown in the PNR, an ADM will be raised for the most unrestrictive published fare in the same compartment.

Fictitious bookings / block bookings

According to IATA resolution 830a (consequences of violation of ticketing and reservation procedures) Condor will issue ADMs if seats are being blocked but the PNR is not being ticketed and if travel agents make reservation transactions without the specific request of a customer. The ADM will be issued for the most unrestrictive published fare in the same compartment.

Fictitious ticket numbers

Referring to IATA resolution 830a Condor will raise ADMs if travel agents insert false ticket numbers into a PNR to block seats. The ADM will be issued for the most unrestrictive published fare

Fictitious Name

Creation of PNRs is only allowed in relation to a direct passenger's request or intention to purchase a ticket. Agents must not create fictitious bookings which include the use of a valid surname followed by initials (e.g. Smith A/B/C, Smith/AAA, Test/T) or celebrity

names (e.g. Mouse/Mickey, Bond/James) for any test purposes. All violations will be charged with the amount of EUR 10.00 (or equivalent amount in local currency) per passenger segment.

Bookings might be canceled by Revenue Integrity

Circumvention of Inventory controls

Whenever agents separate Married Segments for any purpose or manipulate the central reservation system or global distribution system (GDS), an ADM based on the highest applicable fare of the respective cabin class will be raised.

Space Churning

Cancelling and rebooking the same flight, class, date or route to circumvent the ticketing time limit of the fare rule is not permitted. All violations will be charged with an amount of EUR 5.00 (or equivalent amount in local currency) per passenger segment and PNR. Deliberate cancelling of an un-ticketed PNR and rebooking space in a lower class that may now be available is prohibited and subject to an ADM being raised based on the highest applicable fare of the respective cabin class.

Excessive Polling (Look-to-book ratio)

Condor allows a maximum look-to-book ratio of 400:1 per Office ID or PCC. In case Condor identifies that this threshold has been exceeded, the agency will be requested to reduce the look-to-book ratio below 400:1 again. Should the agency long-term fail to stay under the above ratio, Condor will charge 0,05 €/Ct (or equivalent amount in local currency) per additional availability request that exceeds the allowed ratio.

Test bookings

Creating bookings for testing or training purposes using Condor live inventory is not permitted. All pricing related tests must be done without End of Transaction or using the training mode in your GDS. All violations will be charged with the amount of EUR 10.00 per passenger segment by Condor.

Excessive waiting list

Review and punishment when agency create unnecessary waiting list segments

Dupe PNRs

Review and punishment on duplicate PNRs

Dupe segments

Review and punishment on duplicate segments

Speculative bookings

Review and punishment if bookings created in higher classes that are released close to departure to make seats available in lower classes.

Illegal class mix

Review and punishment if a booking made with an illegal combination of classes in order to secure space which is then ticketed in a lower price.

Cancellation Ratio

Review and punishment if the booking cancellation ratio exceeds 70%, a penalty of EUR 1.00 (or equivalent amount in local currency) per cancelled segment will be imposed.

2.2 Ticketing

Incorrect ticketing

If ticketing rules have been violated or ignored, an ADM will be raised for the most unrestrictive published fare in the same compartment.

If a ticket has not been issued according to IATA resolution 852 (designation and selection of ticketing airline), Condor will charge a fee of EUR 100.00 (or equivalent amount in local currency).

Fare Calculation Line

- Issuing of Ticket or EMD with wrong Fare Calculation Lin ADM will be charged with EUR 5.00 (or equivalent amount in local currency) for each Ticket and EMD plus ADM Fee

Fare violations

- Incorrect fare application and combinability (e.g. routing or sales restrictions)
- Incorrect Fare Basis
- Incorrect Seasonality, flight applications
- Code Share Flights are only allowed if explicitly mentioned in fare notes
- Stopovers, transfers
- Incorrect RBD (booking class), on DE and on other Airlines
- Minimum / maximum stay, advanced purchase rules
- Incorrect Fare value (under-Collection of any published or private fare)
- Under-collection of EMD Fee or incorrect issuance of EMD
- Verification on Baggage allowance issued on ticket the actual allowance approved for applicable fares will debited with fix amount of EUR 100.00 per ticket

- Missing/wrong Passenger Type Code or missing Date of Birthday (DOB) in PNR in conjunction with discounted fares and/or taxes (e.g.GB tax)

Commission

- wrongly collected commission
- Over-claim of commission

Lower taxes, airline fees and fuel surcharges

- incorrect collection of taxes for each tax code
- incorrect collection of taxes in total
- correct amount of taxes but using wrong tax code

Wrong refunds

- Double refunds
- Over-claim refunds, taxes and fuel
- Missing cancellation fee or wrong issuing
- Incorrect application of cancellation penalty (e.g. in case of no-show)
- Incorrect calculation of refunds commission amount
- Incorrect form of payment on refunds (versus sale)
- Incorrect refunded EMD's, or SSR, ASR
- Refund currency must match currency on issued ticket
- Refunds due to schedule changes (flight status TK or UN) must be authorized by Condor in written form
- An ADM will be issued if nonrefundable EMDs have been refunded without a written authorization from Condor
- If a full refund has been authorized by Condor but the travel agent fails to cancel the flight segment(s) at least 1 day before departure, an ADM will be issued for the most unrestrictive published fare in

the same compartment. Travel agents might be asked by Condor to provide a PNR history as proof regarding exact time of flight segment cancellation.

- Refunds are accepted within 1 year after date of original ticket issue only.

Wrong revalidation/reissue

- Missing rebooking fee or wrong issuing
- EMD has to be issued “in connection with” the applicable ticket number (number of the new document and not of the original ticket)
- Reissues due to schedule changes (flight status TK or UN) have to be authorized by Condor in written form
- If a ticket has not been revalidated/reissued correctly, Condor reserves the right to debit with the highest OW tariff in the same booking class and to collect a handling fee of EUR 25.00 (or the equivalent amount in local currency) for each flight segment
- missing authorized name correction fee
- Rebooking and/or name corrections fees have to be collected on EMD in the new ticket
- EMDs have to be issued “in connection with” the applicable ticket number (number of the new ticket and not the original / exchanged document)
- if a ticket has not been correctly revalidated, Condor reserves the right to keep an administration fee of EUR 25.00 (or equivalent amount in local currency)

Group bookings

- if the applicable cancellation/rebooking/name change fee has not been collected via EMD, the missing amount will be debited by ADM
- if incorrect fares, taxes or fees have been calculated, DE will raise an ADM to collect outstanding amounts
- Verification on Baggage allowance issued on ticket the actual allowance approved for applicable fares will be debited with fix amount of EUR 100.00 per ticket
- for ADMs raised in connection with group bookings, an administration fee of EUR 35.00 per ADM (or equivalent in local currency) applies

ASR/SSR

an ADM will be raised

- if the applicable fee for any confirmed special service request (=ASR/SSR) has not been collected or has been wrongly collected
- using wrong fare base code
- EMD isn't issued in association to a ticket

Voiding tickets

Condor will issue an ADM if the travel agent voids a ticket without cancelling the corresponding reservation. The ADM will be raised for the most unrestrictive published fare in the same compartment. Travel agents might be asked by Condor to provide a PNR history as proof regarding exact time of flight segment cancellation.

Credit card fraud

Condor will issue an ADM for unauthorized credit card charges.

Unreported sale

Any ticket that has not been billed through BSP will be charged by an ADM at the most unrestrictive published fare in the same compartment and/or applicable taxes.

Plating Violation

In case of plating violation according to IATA resolution 852 the full published fare plus a flat penalty fee of EUR 100.00 (or equivalent in local currency) per issued ticket will be levied-

Violation of published / private / IT fare rules

- A published fare is never to be issued as an IT fare. In case of violation an ADM will be raised for the most unrestrictive published fare in the same compartment.
- A ticket issued with a specific IT code is never to be reissued using another tour code.
- If a private fare has been issued with an unallocated or unauthorized IT code, Condor will raise an ADM for the most unrestrictive published fare in the same compartment.
- If a published fare has been changed incorrectly or unauthorized into a private fare and vv, an ADM will be raised for the unrestrictive published fare in the same compartment.
- Private fares of other airlines are never to be issued on 881 ticket stock. In case of violation Condor will raise an ADM for the most unrestrictive published fare in the same compartment

3 Disputes

Disputes will not be accepted if made later than 6 months after the ADM was billed through BSP Link. As goodwill, Condor may decide to reduce the ADM amount to 10 % plus an additional handling fee of EUR 25.00 (or equivalent amount in local currency) to cover any costs incurred.

If a travel agent disputes an ADM after it has been included in the BSP settlement, Condor will investigate and communicate a decision regarding the dispute within 30 days beginning from the date of receipt. In case the travel agent has supplied insufficient information to support the dispute or if Condor's decision is subject to further commercial consideration, Condor will communicate a decision no later than 3 months after receiving the dispute.

Condor accepts disputes only if the waiver has been given in written form, no matter if the refund, reissue or revalidation has been made due to a schedule

change or as an act of goodwill. Verbal authorizations will never be accepted.

Condor strives to handle disputed or rejected ADMs in a timely manner in compliance with applicable IATA regulations and resolutions. If a travel agent has disputed an ADM within the dispute period – provided that the dispute has been sent through BSP link – Condor will acknowledge receipt of the dispute and stop the submission of the ADM to the travel agent's billing analysis. If Condor rejects a dispute a written explanation will be communicated to the travel agent. Condor expects travel agents not to dispute an ADM where there is a valid reason and evidence to the contrary is not available and to raise all disputes as per applicable BSP/ARC guidelines. If the dispute is invalid or evidence to the contrary is not available, Condor reserves the right to charge the administration fee of EUR 25.00 (or equivalent amount in local currency) with or without prior notification.

4 Refund Applications

Condor may apply an administrative fee (MF) of EUR 40.00 (or equivalent amount in local currency) for

Refund Applications processed through BSP Link, it may also be collected via ADM.

5 Contact Details

For further information and questions please contact our revenue integrity department
email: revenue.integrity@condor.com