GDS BOOKING POLICY

IATAを通して配信されていると思いますが、念の為掲載いたします

1. INTRODUCTION

In compliance with IATA resolution 850m, 830a and 824 (3.2), Air Niugini has introduced guidelines for usage of GDS by Travel Agencies

2. SCOPE

This policy applies to all travel agencies effective on 1st July 2024.

3. OBJECTIVE

The Intent of this policy is to reduce GDS distribution cost and improve inventory utilization.

Air Niugini will audit all booking transactions to detect below listed GDS booking violations and also reserves the right to issue Agency Debit Memo to recover distribution cost incurred due to breaching of these policies by charging penalty of USD10 per passenger per segment.

Any Travel agent failing to follow GDS Booking Policy will be subjected to Agent Debit Memo (ADM).

4. POLICY

GDS Violations	Description
Duplicate bookings/ Segments	• Verification on agency created Duplicate or multiple bookings that remain active without cancellation in the same transaction created month. • Duplicate booking violation identified for a passenger on same Origin & Destination, same segment Date & IATA, PCC, on same or different Flights, same or different class and across same or different PNR • Illogical travel, booking created for Impossible itinerary within or across PNR's. • Agents must monitor queues and take actions on SSR messages. • ADM will be raised to USD10 per passenger per duplicate booking.
Churning	• Churning refers to the process of repeated bookings and cancelling of Airlines inventory for intent of extension of ticketing time limit, achieving the GDS productivity targets etc. • Air Niugini allows 03 churns, due to involuntary changes by Airlines. However, from 04th churn onwards ADM will be raised for 10 USD per passenger per churn segment
Fictitious/ Test name bookings	• Bookings with invalid names or speculative bookings are not permitted. This is defined as booking which are created in a GDS using invalid, fictional or fabricated names, with no intent for travel and only blocking inventory of Airlines • Creating a Fictitious or test name booking are prohibited, even when it is cancelled • ADM will be raised for USD10 for per fictitious passenger per segment

GDS Violations	Description
Passive bookings	• Passive bookings are not permitted. • ADM will be raised for USD10 per passenger per passive segment.
Desire Segment bookings	• Booking with open segments without specific flight numbers is not permitted. Desire segment can be identified with help of status code DS. • ADM will be raised for USD10 per passenger per desired segment
Un-ticketed/ Inactive bookings	• Bookings which are not ticketed should be cancelled at least 24 hours before departure. • Agents must monitor queues and cancel bookings with inactive segments. • Any such bookings which are not cancelled nor ticketed will be raised as an ADM of USD 10 per passenger per un-ticketed/inactive segment.
Waitlist bookings	• Bookings on waitlist are not permitted except on unrestricted Y class. • ADM of USD 10 per passenger per waitlist segment.

Admin fee

All ADMs issued by Air Niugini are subject to an administration fee of **PGK 55.00 per ADM**.

Key points

1. Due to non-adherence of booking policy, Air Niugini reserves right to block any Travel Agent's access to view, book or issue ticket on PX.
2. The travel agent that issues the ticket will be held responsible in case of any Air Niugini booking policy violations.
3. Air Niugini reserves the right to modify the GDS booking policy anytime without prior notice, as we expect agencies to refer updated policy consistently
4. Air Niugini will raise and submit the ADMs through BSPLink, ARC Memo Manager and ASD
5. Travel agents can raise dispute into BSP and ARC within 14 days from ADM raised.

Any queries, please contact admacm@airniugini.com.pg

BY MANAGEMENT: