CHAPTER 1. GENERAL PROVISIONS

1.1.   Reasons and purposes of the GDS Booking Policy

OJSC "Belavia – Belarusian Airlines" (hereinafter – Belavia) is to pay fees for each booking created, cancelled or changed by travel service providers (hereinafter – Agents) in a Global Distribution System (hereinafter – GDS). These fees are even charged when the passenger would actually never travel.

In an effort to curb the distribution cost, to optimize utilization of the GDSs and inventory and to ensure availability for genuine passengers wanting to travel with Belavia, there was prepared the given Booking Policy in Global Distribution System (hereinafter – the GDS Booking Policy).

1.2.   The GDS Booking Policy complies with the industry standards, including, but not limited to, IATA Resolutions 824, 830a, 850m, 852.

1.3.   The GDS Booking Policy will be effective from 01.06.2017.

1.4.   Terms and conditions of application of the GDS Booking Policy

Belavia is entitled to:

penalise Agents in accordance with Chapter 3 for bookings created in violation of the rules specified in Chapter 2;

amend GDS Booking Policy, including adjustments of the penalties, without prior notification of Agents.

The up-to-date version of the GDS Booking Policy is available on Belavia's official web-site http://belavia.by.

CHAPTER 2. RULES TO FOLLOW WHEN CREATING A BOOKING IN GLOBAL DISTRIBUTING SYSTEMS

2.1 Duplicate Bookings

Agents should not create:

duplicate bookings;

multiple bookings per one passenger;

alternative bookings in the same PNR. Alternative bookings should be immediately removed when the final booking has been created;

alternative bookings for the purpose of protecting any customer in connection with irregular flight operations (within 24 hours before departure).

Belavia is entitled to charge Agents with the penalty for each booking created in violation of paragraph 2.1.

2.2 Un-ticketed bookings

Agents should:

remove the bookings in GDSs that will not be ticketed;

cancel un-ticketed bookings in accordance with the fare rules, applicable to the selected booking class (RBD), but not later than 24 hours before departure.

Belavia is entitled to charge Agents with the penalty for each un-ticketed booking that was not cancelled 24 hours before departure, excluding bookings in business class.

2.3 Churning

Agents should not cancel and re-book one and the same segment more than 3 times.

Belavia is entitled to charge Agents with the penalty for segments that were cancelled and re-booked more than 3 times (e.g., in an attempt to circumvent ticketing time limits or in order to meet GDS productivity).

2.4. Inactive segments

Agents should monitor the queues in GDSs and release inactive segments with HX, UN, UC, NO, SC, TK, TL, TN, UU, US, PN, WL, WN, DL, DS, IX, MM, RM, GN, WK status codes not later than 24 hours before departure.

Belavia is entitled to charge Agents with the penalty for each inactive segment that was not removed by the Agent.

2.5. Fictitious and test bookings

Agents should not create bookings:

with fictitious names/surnames using active GDS booking mode;

with live PNRs for training or test purposes in active GDS booking mode.

Agent staff's trainings should only be conducted on test environment or in the training/test mode of a GDS/CRS provider.

Below are some examples of the fictitious and test names/surnames: Mouse/Mickey, Obama/Barack, Test/Charlie, Johnson/X/Y/Z, Smith/A/B/C.

Belavia is entitled to charge Agents with the penalty for each fictitious and test booking found.

2.6. Invalid ticket number

Entering invalid ticket number in the PNR is not allowed.

Belavia is entitled to charge Agents with penalty for each booking with invalid ticket number found.

2.7. Passive bookings

Agents can only book passive segments in its CRS/GDS in order to:

ticket a reservation that already exists in Belavia's internal reservation system;

issue a ticket.

Passive segments must be cancelled immediately after issuing the ticket.

Booking passive segments in order to satisfy CRS/GDS productivity requirements, to circumvent fare rules or to fulfil administrative functions is not allowed.

Belavia is entitled to charge Agents with the penalty for each passive booking created in violation of the paragraph 2.7.

2.8. Name Changes

Agents are not allowed to change passenger's name/surname in the individual PNR, except when the passenger provides the document proving the fact of his/her name/surname change.

Agents are allowed to change the name/surname on reservation only for the purpose of correcting a misspelling of the passenger's name and only before issuing the ticket. In identifying misspelling after issuing the ticket, agents must give prior notice of this incident, and also provide a scan copy of the passenger's passport to the email address SPACE.CONTROL@BELAVIA.BY. In this case, the ticket will be reissued without penalty.

Belavia is entitled to charge Agents with the penalty for every PNR, where the passenger's name/surname was changed without providing required documents and after issuing the ticket.

2.9. Minimum Connection Time Violation

Agents should not create bookings (including individual bookings) and issue tickets in violation of the Minimum Connection Time specified in the booking system.

Belavia is entitled to charge Agents with the penalty for each booking created in violation of the Minimum Connection Time rules.

2.10. Ticketing on the day of departure

If ticketing on the day of departure Agent is allowed to void the ticket not later than 2 hours before departure.

If the passenger refuses to travel later than 2 hours before departure, Agent should refund the ticket in compliance with fare rules applied.

Belavia is entitled to charge Agents with the penalty for every violation of the paragraph 2.11.

2.11. Entering passenger's and contact information

When creating a booking Agent is obliged to enter information about the passenger in SSR DOCS format as well as contact information in SSR CTCE/CTCM/CTCR format:

CTCE Passenger IROP contact information e-mail address;

CTCM Passenger IROP contact information mobile phone;

CTCR Passenger IROP Contact information refused.

CHAPTER 3. PENALTIES

The following penalties will be applied for every violation of the GDS Booking Policy:

Type of violation	Penalty per 1 (one) passenger
Duplicate bookings	15 USD per segment
Un-ticketed bookings	15 USD per segment
Churning in excess of 3 per booking	15 USD per segment
Inactive segments	15 USD per segment
Fictitious and test bookings	15 USD per segment
Invalid ticket numbers	15 USD per segment
Passive bookings	15 USD per segment
Name change after ticketing	30 USD per change
Minimum connection time violation	15 USD per segment
Failure to void the ticket earlier than 2 hours before departure	Penalty for refund in compliance with fare rules
Failure to enter passenger's (SSR DOCS) and contact (SSR CTCE/CTCM/CTCR) information	15 USD per segment

To collect the penalties Belavia will issue an invoice or an agent debit memo through BSPlink without providing supporting documents.

If the currency of the penalty does not coincide with the reporting currency of the Agent, the equivalent amount must be calculated using the IATA Five Days exchange Rates as of the date of issuance of the ADM/invoice.

In case of disagreement with the issued ADM, Agent is entitled to dispute it in accordance with the ADM Dispute Procedure specified in Belavia's ADM Policy for Travel Agents.

If Agent fails to pay any outstanding amount as per ADM/invoice, Belavia is entitled to restrict Agent's access to Belavia's inventory.