

1.10 failing to ensure that when conjunction tickets or MCOs are issued, the conjunction ticket or MCO numbers are shown on all conjunction tickets or MCOs,

1.11 changing the point of origin,

1.12 issuing/selling a ticket with a fictitious point of origin or destination in order to undercut the applicable fare (cross border selling),

1.13 failing to observe the applicable rules for Designation and Selection of Ticketing Airline (Resolution 852) and/or designating transportation on such parties' services where a valid interline agreement between the ticketing airline and the transporting party does not exist,

1.14 cancelling or amending a customer booking and/or Electronic Ticket without the express permission of that customer,

1.15 deliberately making duplicate reservations for the same customer,

1.16 when reservations for a group are not confirmed, attempting to secure the required service by requesting this in smaller numbers in individual transactions,

1.17 making reservation transactions without the specific request of a customer and/or,

1.18 making an amendment to a booking that has previously been issued as an eticket without either revalidating or reissuing, as applicable, the original ticket to reflect the new itinerary and/or,

1.19 voiding tickets without cancelling corresponding reservations and/or,

1.20 failing to split PNRs in cases where not all passengers included in the PNR are ticketed and/or,

1.21 failing to observe the prescribed minimum connecting times.

2. In this Resolution the use of the singular may also be taken to include the use of the plural, where the text so permits and vice versa.

Editorial Note: Any references to MCO in the provisions contained in this Resolution mean the Neutral Multiple Purpose Document (MPD) or a similar document available to Agents in a BSP.

RESOLUTION 830d

RESERVATIONS PROCEDURES FOR ACCREDITED AGENTS

△ PAC(55)830d(except USA)

Expiry: Indefinite
Type: B

RESOLVED that,

1. when an Accredited Agent (hereinafter 'Agent') is effecting a booking through an automated reservations system, the Agent is acting on behalf of the Member(s) or BSP Airline(s) in using that system and, therefore, shall adhere to the appropriate reservations procedures contained in IATA Resolutions. These procedures shall be provided by the Member(s) or BSP Airline(s) to the Agent.

2. the Agent shall request or sell airline space and/or associated services of a passenger handling nature only when the Agent has a request to do so from a customer. The Agent shall make such transaction in accordance with his system provider agreement.

3. the Agent shall ensure that the reservations booking designator used in booking space corresponds to the applicable fare quoted to the customer.

△ **4.** To be able to advise passengers of irregular flight operations and disruptions Members and BSP Airlines need to have sufficient contact details available to proactively contact the passengers. Consequently, at or before the time of ticketing, the Agent must actively ask each passenger whether they wish to have their contact details (mobile number and/or email) provided to airlines participating in the itinerary for the purposes of contact in an operational disruption. The Agent must ensure that the Passenger's consent is obtained in compliance with any data protection directives or regulations. Where the passenger wishes to have their contact details provided to airlines participating in the itinerary, the Agent must enter it in the Passenger Name Record (PNR), while maintaining compliance with all applicable data protection directives and regulations. Contact details must be entered in the PNR in compliance with the Resolutions governing reservations procedures. Members and BSP Airlines shall use these contact details exclusively for the purpose of operational notifications, e.g. flight cancellation, schedule change, etc. and shall not use the contact details for sales & marketing purposes.

△ In the event the passenger exercises his or her right not to provide contact details it is incumbent on the Agent to indicate that the passenger has declined to provide such details, and to enter the refusal in the PNR to limit any statutory liability. In such a case, the Agent must actively advise the passenger that they may not receive information from the airline relating to flight cancellation or schedule changes (including delay in departure).

5. the Agent shall notify the customer of the reservations status of all segments and associated services and of any changes thereto.

6. all reservations for a specific itinerary and changes thereto shall, whenever possible, be processed through

one Member. When this is not possible, the Agent shall inform each Member involved that the reservation is in connection with an itinerary.

7. the Agent shall ensure that the ticket will be issued in accordance with the reservations status of each segment and in accordance with the applicable ticketing time limit.

8. except for Section 4, the Agent shall be solely liable for the consequences of its failure to comply with any Resolution governing reservations.

RESOLUTION 832

REPORTING AND REMITTING PROCEDURES

△ PAC(55)832(except USA), Expiry: Indefinite
(except 818g and 812 countries) Type: B

The purpose of this resolution is to govern the procedures for all aspects of Reporting and Remittance under the procedures of Billing and Settlement Plans (BSPs), and reporting directly to Members in a single resolution, notwithstanding variations in the Passenger Sales Agency Rules,

It is RESOLVED that the following reporting and remittance procedures are adopted for application in a consistent manner in conjunction with the applicable Passenger Sales Agency Rules and that the Agency Administrator is empowered to supervise and take corrective actions as determined by the Conference.

All references to Paragraphs and Sub-Paragraphs are to those contained within this Resolution unless stated otherwise.

Contents

This resolution is contained within three main sections:

1. Reporting and Remitting through BSPs
2. Reporting and Remitting directly to Members
3. The consequences of defaults

SECTION 1 REPORTING AND REMITTING THROUGH THE BILLING AND SETTLEMENT PLAN (BSP)

- 1.1 Monies Due on issue of Standard Traffic Documents
- 1.2 Length of Reporting Period: Reporting Date
- 1.3 Agency Sales Transmittals
- 1.4 Frequency for Submission of Agency Sales Data
- 1.5 Billing
- 1.6 Settlement—the Remittance Date
 - 1.6.2 Frequency of Remittance
- 1.7 Notice of Irregularity and Default
 - 1.7.1 Charges
 - 1.7.2 Overdue or Dishonoured Remittance
 - 1.7.3 Failure to remit in Billing Currency
 - 1.7.4 Bona Fide Bank Error