



Thai Airways – GDS – Booking Policy

INTRODUCTION AND PURPOSE OF GDS POLICY:

All Travel Agencies are aware that airlines pay a fee for each booking created, cancelled or changed. However, it is when these bookings become unusual, fictitious, un-ticketed and non-revenue, is when the use of the airline inventory poses risks of abuse. As a result, the airline ends up paying for unproductive bookings along with the effect on inventory management which causes huge revenue losses.

To avoid these situations, preventive actions must be taken and fraudulent practices by travel agents need to be penalized bearing that the policy is in line with the industry standards. This booking policy has been created to set a discipline and method in the process, to ensure it does not impact inventory abuse and keeps the revenue flow on-going. Also, this will ensure that accurate information of booking availability is reflected correctly in the GDS at any point in time. This will allow Travel agencies to access higher number of seats for confirmation and ultimately revenue increase.

In view of this, **effective July 01, 2024**, Thai Airways introduces the GDS booking policy across violations and ADM issuance. When a violation is detected, corresponding penalty charge per pax/ per segment will be applied accordingly to the amount for each item as per the below table.

Thai Airways Booking Policy has been created keeping in mind the business and process requirements which are aimed at:

- ✓ Integrity of the inventory is not abused and ensure to have controls
- ✓ Limiting and avoiding GDS costs caused by unproductive and fraudulent activities.
- ✓ Reduce the cost associated with inactive segments and discourage any practice that affects the operations and revenues of the airline
- ✓ Maintaining and respecting efficient co-operation between airlines and travel agencies.

TERMS & CONDITIONS:

- Thai Airways reserves the right to revise the GDS Policy without prior notice.
- ADM issuance is in compliance with industry standards and are applicable to IATA agents (per IATA Resolution 850m and 830a) and Non-IATA agents.
- All ADM's will be raised and submitted through BSPLink and ARC Memo Manager.
- The ADM's will be issued against the issuing agency and/or responsible for the creation of the booking.
- In case of Non-IATA agents, since debit is not possible via BSP /ARC, TG reserves the right to invoice the travel agent and or inhibit its access to the inventory.
- Admin fee, as applicable, based on airline ADM policy will be charged along with ADM.
- All disputes will have to be resolved through the regular channel of BSP/ARC MM by including all relevant documents supporting each dispute.
- All the below mentioned charges in USD currency will be converted to the corresponding currency for other markets according to the applicable exchange rate.

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Sr. No	GDS violations	Description	Penalty
1	Invalid booking class	All Booking PNR's created with unauthorized RBD's are considered as violation.	USD10 - Per pax/segment
2	Duplicate Bookings	<p>Booking multiple seats for the same passenger on different flights or in different classes on the same flight is prohibited along with below criteria's:</p> <ul style="list-style-type: none"> - Create duplicate bookings in the same or different GDS for the same passengers. - Duplicate segments in the same booking. - Establish "unusual/fictitious itineraries" for the same passenger, for example, because the scheduled departure and arrival times of various segments overlap, because minimum connection time rules are violated, etc. 	USD10 - per pax/each duplicate
3	Churning	<p>It is prohibited to book and cancel a segment repeatedly in one or more PNRs and/or GDS within the same class or different classes,</p> <p>Any cancellations and rebooking made by the travel agent for the same passenger within PNR or across PNRs to circumvent ticketing time limits, more than four times on identical flight and departure date.</p>	USD10 - per pax/segment for churning of more than 4 times
4	Fictitious Bookings	<p>The creation of fictitious or speculative bookings, or the issuance of fictitious tickets, which hold slots occupied in the inventory until a sales opportunity arises, increases the airline's GDS costs and reduces the availability of bookings in the market.</p> <p>Therefore, it is totally prohibited to create bookings that are not directly related to a customer's demand intending to buy a ticket or to create bookings with fake or fictitious passenger names.</p> <p>Likewise, it is prohibited to use invalid ticket numbers, understood as restricted, already used, refunded, cancelled, or non-existent ticket numbers.</p>	USD10 - per pax/segment

5	Inactive Segments	<p>Inactive segments are those cancelled by the airline with UC/UN/NO/HX status and for which the agency is notified through a queue in their GDS with the following codes:</p> <ul style="list-style-type: none"> - UC: flights impossible to confirm/closed flight - UN: flight impossible to confirm/cancelled flight - NO: no action has been taken - HX: cancelled segment. <p>The agency commits to removing these segments from the booking at least 24 hours before the flight departs.</p>	USD20 - per pax/segment
6	Waitlist Bookings	<p>All active un-ticketed PNR Bookings with Waitlist status codes, for which the departure dates have passed are considered as violation.</p> <p>Waitlisted bookings created on the day of the flight are also not allowed.</p>	USD10 - per pax/segment
7	Passive Segments	<p>A passive segment is introduced into a GDS with the aim of issuing a booking made in a reservation system.</p> <p>The use of passive segments is only allowed for the purpose of issuing tickets and only when the passive booking synchronizes with an active reservation in the airline's system (same name, itinerary, booking class, and number of passengers).</p> <p>Creation of passive/cloned bookings for proof of booking for visa applications, etc. is not allowed.</p> <p>All Active un-ticketed PNR Bookings with Passive status codes for which the departure dates have passed are considered as violation.</p>	USD10 - per pax/segment