

Effective date: January, 2017

## ADM Policy

BSP Country : all participating countries

Dear travel agent.

In accordance with the IATA Resolution 850m (Passenger Agency Conference Resolutions Manual), please see below the ADM Policy which shall be applied by Luxair Luxembourg Airlines (Luxair or LG), effective January 2017. This ADM Policy supersedes any previous ADM Policy.

All the provisions of the resolutions agreed by the Passenger Agency Conference will apply.

### ADM Principle

The objective of the audit process is to ensure that all fare rules and procedures are respected and in case of the contrary, to settle the difference in an adequate and logical way, equal for all distribution channels. Fare audit checks are performed on all 149 - document issuances, refunds, reissue and revalidation transactions, whether they are fare quoted automatically or manually. Violations of reservation procedures apply to all LG flight segments.

### ADM Calculation & Minimum ADM Value

In case deviations of the fare rules are found during the audit process, Luxair will systematically generate ADMs reflecting the value of difference between the real applicable fare and the applied fare plus the ADM fee.

**Minimum ADM value:** No minimum value for Luxair.

**ADM Administrative Fees :** To cover the audit process costs, a fixed ADM administrative fee of € 25 or equivalent is added to each ADM.

### ADM Settlement

Agency Debit Memos will be settled via the BSPLink if sent within nine months after final travel date. Beyond that date payment settlement will be handled directly between the airline and the agency.

## **ADM Dispute Handling**

Agents can dispute proposed ADMs directly via BSP Link with no financial consequences if supported by a valid dispute reason and/or supporting documents. Luxair will endeavor to handle a rejected or disputed ADM in a timely manner, within maximum 60 days. In case Luxair rejects an agent dispute, an explanation for this rejection will be provided to support our position.

## **ACM Issuance**

In case of unjustified ADMs been issued by the airline or when an ADM requires corrections in favor of the agent, an ACM can be issued to that agent covering the amount due.

## **ADM Reasons**

In particular subject to audit are:

- **Fare & Exchange Audit**

All fares, fare rules and booking rules are subject to audit. Included, but not limited to this audit control is the correct application of:

- Fares & Fares conditions
- Taxes & fuel surcharges
- Minimum/ Maximum Stay, Advance Purchase Rules, Seasonality & flight applications
- Booking Class & Waitlisted Segments
- Commissions & Discounts (if applicable)
- Stopovers & Transfers
- Rebooking fees, recalculation of Re-issue / Rerouting
- ...

- **Refund Audit**

Correct application of all refund rules must be adhered. Included, but not limited to this audit control is the correct calculation of:

- The refunded amount, taxes & fuel charge
- The refunded commission amount (if applicable)
- The cancellation penalty (e.g. in case of no show)
- ...

- **Plating Violations**

In case of plating violation where OAL fare rules require plating on OAL documents, as stated in CAT 15, the full YY-IATA fare will be charged.

- **Luxair Youth fares**

The Luxair Youth fares are confirmed for young travellers between 12-24 years with ID. The date of birth of the passenger must be shown in the ticket or in the PNR. In case of missing date of birth, an ADM will be issued.

- **Credit Card chargeback**

In case Luxair is debited by the credit card acquirer for a fraud case, a purchase rejection by the passenger or credit card misuse on a ticket issued by the agent, Luxair will charge the agent for the cost. The agent is responsible for checking the validity of the credit card and to ensure that the cardholder's signature is provided as well as ensuring that the card is accepted for payment by Luxair.

Luxair reserves the right to issue an ADM when abusive usage of a credit card in name of the agent and in connection with air transportation sale for any customer of the agent is detected, according to IATA Reso 890.

- **Fraudulent booking practices such as :**

- **Duplicate Bookings**

- Travel service providers should not create duplicate bookings for a passenger in different PNRs.

- Travel service provider should not create multiple itineraries thus blocking several flights when such itinerary is impossible to fly.

- **Un-ticketed No Show bookings**

- Travel service providers should refrain from causing inventory spoilage by keeping un-ticketed bookings till the very last moment.

- Un-ticketed bookings should be cancelled before departure to release the inventory thus avoiding No-shows.

- **Excessive Churning**

- Travel service providers should refrain from repeatedly cancelling and re-booking.

- **Fictitious Name and Other Speculative Bookings**

- Travel service providers are requested to refrain from making bookings with fictitious names and thus blocking inventory.

- Travel Service Provider staff's trainings should only be conducted on test environment or he raining mode of a GDS/CRS provider.

- Creating live PNRs for training or test purposes or other abusive reservation practices are strictly not allowed.

**Luxair Luxembourg Airlines reserves the right to raise ADMs for fraudulent practices from time to time.**

Please note that a Luxair ticket can only be voided during the same day (same date) it was issued. For special (non-refundable) fares, no free refund within 24 hours is permitted.

Kindly refer to the Booking and Ticketing Policies of Luxair for more information related to the charges and penalty fees.

**ADM language:** The language of all ADM is English

**Contact & Address:** Luxair  
Financial Department  
Luxembourg Airport  
L-2987 Luxembourg  
e-mail address can be found on the ADM

Luxair reserves the right to amend, adapt and/or partially delete the ADM policy at any time with prior notice.

All agents are requested to report any irregularities in their booking process or ticket to the Luxair sales team in order to avoid ADMs.