

# Azul Brazilian Airlines (AD – 577)

## Booking Policies for Travel Agencies

**1. Version**

Version 2	June 2024
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## **2. Introduction**

The purpose of this document is to inform our Agency Partners about existing Azul Brazilian Airlines booking rules and policies.

The current Booking Policy has been taken into consideration and complies with IATA resolutions, the obligations of the Travel Agency are described in IATA Resolutions 824 and 830a.

Azul Brazilian Airlines will inform a travel agent who is identified to break the rules of these policies, e.g. manipulate bookings.

Documented evidence will be given to that agent and correct GDS/CRS fees associated with the PNR(s) might be charged directly to the Agent (ADM), with an additional administrative fee. These charges will be raised by ADM for IATA Agents and invoiced to NonIATA Agents.

Repeated rule violation and/or manipulation of reservations and/or failure to pay outstanding invoices/ADMs may result in withdrawal of the reservation agreement/ticketing agreement.

### **a. Objectives**

Every month, Azul Brazilian Airlines gets GDS BIDD (Billing Information Data Tapes) which contains all transactions done by every Travel Agent using that specific GDS/CRS. After analyzing the BIDD tapes, Azul Brazilian Airlines might find that inventory is being misused in terms of churning, duplicate booking, inactive segments, etc. Additionally, Azul Brazilian Airlines is paying the GDS/CRS segment fee for all transactions made by the agents, even though the passenger has not travelled, and is also paying for the unproductive or unwanted segment made by the Agents.

Therefore, this policy intends to ensure inventory integrity and avoid circumvention of inventory controls to avoid GDS costs brought on by unproductive and inefficient activity.

### **b. Scope / Application**

This policy applies to all travel service providers including travel agents, online travel agents and any person or entity accessing Azul Brazilian Airlines inventory via the internet or any other electronic means.

The travel agent must ensure that all its employees in all of its locations are made aware of this policy and of its future amendments.

### **3. Booking Policy**

#### **a. Churning**

Any deviation by the Travel agency by repeated cancelling and rebooking of the same or different flight, class, date, or route. Churning also includes repeated re-booking of segments cancelled by the airline, and repeated booking and cancelling segments within the same PNR or across PNRs and within the same GDS or across GDS. In practical scenarios, it can happen over the same PNR over multiple months.

#### **b. Inactive Segments**

Airlines revenue integrity robots cancel un-required bookings and ensure that the inventory does not remain blocked. Since the bookings that are cancelled by the airline robot are no longer active in the CRS, such bookings are called "Inactive".

In addition to releasing the inventory the RI robots also cancel the segment from the GDS; however, the cancellation access is restricted to the GDS which is the airline's reservation system.

For other GDS', travel agents must take timely follow-up action on reservations and must ensure that all inactive segments such as "HX", "NO", "UC", "UN", etc. are removed from the active PNR to its history at least 24 hours prior to departure and within the same calendar month that the segment has been cancelled by the airline.

Failure to remove such segments means that the Airlines pay a booking cost for what should have been a cancelled segment. Although these bookings do not block the inventory, the difference between the cancellation & booking costs means that the impact is substantial.

#### **c. Duplicate Bookings**

Creation of bookings across one or more PNRs and/or GDSs where the flight schedule of the itinerary cannot be met is not permitted, meaning the travel agent cannot book the same customer on several flights on the same day, or on several consecutive days for the same journey knowing that travel is not possible on all booked segments.

Booking the same passenger confirmed/re-confirmed on the same or different flight, class, date, or route where it is not possible for the passenger to travel simultaneously.

#### **d. Fraudulent, Fictitious, Speculative and Test Bookings**

Travel agents create fictitious bookings, testing or training bookings that block the airlines inventory in a live GDS environment. Fictitious names include bookings with spurious or fake names, names of famous personalities with no intent to travel, and bookings made with intention of blocking inventory.

Fraudulent, fictitious, speculative and test bookings are forbidden. These fake bookings are entered into a GDS, with no intent for travel and are not directly related to a request from a passenger to purchase a ticket. Bookings for training and testing purposes must be made in the training mode as provided by the GDS. It is not permitted to create numerous and massive non-customer-based bookings. Nor is it permitted to create bookings for fare quotes or administrative reasons. It is not permitted to make reservations which are different from the customer's real itinerary by including fictitious segments with the aim to undercut the applicable fare. This includes booking and issuing round-trips for the purpose of one-way use or partial travel of the Origin-Destination booked only, as well as amending itineraries without a customer's request. It is not permitted to create segments and/or PNRs in view of expected demand, to avoid fare rules, to block airline space without a specific request from a customer or to meet GDS productivity targets.

#### **e. Passive Bookings**

Passive segment is defined as a segment entered in a GDS that does not result in a ticket being issued till the departure of the flight.

Passive segments are only permitted for ticketing when the passive booking is synchronized with the airline's system (same name, itinerary, class of service and number of passengers), for groups or individual reservations which are split from groups. These passive segments must match segments already existing in the airline reservation system. These passive segments may only be entered for ticket issuance purposes. Passive segments must not be cancelled after the issuance of the ticket to avoid cancellation of space. When bookings are created in one GDS the ticketing must be done in the same GDS to avoid passive segments. Passives are not permitted against active inventory bookings on the same GDS or on a different GDS by the same travel agent. It is not permitted to create passive segments when the Claim functionality is available. It is not permitted to use passive segments, for example, to reach GDS productivity target usage, circumvent fare rules, or administrative functions such as an invoice or itinerary pricing.

#### **f. Invalid Class Bookings**

Agent deliberately books an incorrect selling fare class to secure space on a flight that has the desired legal fare classes closed for sale.

All bookings must reflect the correct and appropriate booking class according to the fare paid. In most cases, the first letter of the "Airline Name" Fare Base Code denotes the RBD to be used. It is important to check the correct booking class. The ticketing agent will be held responsible if not comply.

#### **g. Waitlist Bookings**

Agents make bookings on a waitlist segment that is not allowed by airlines.

Travel Agents are asked to comply with the following rules:

1. Limit the number of waitlist segments to the minimum level.
2. Cancel and remove not needed waitlist segments at least 48hrs before flight departure.

3. Waitlist segments are not permitted at the time of check-in if any higher booking class within the same travel compartment is available.

#### **h. No-Show**

A no-show occurs when e.g. a passenger misses the plane or when a Travel Agent fails to cancel a booking (ticketed or not ticketed) that is not required by the customer.

Failure to cancel a redundant ticketed or unticketed reservation in due time may result in a no-show. Rebooking/refund restrictions may apply for no-shows after ticketing. It is recommended to create separate PNRs for separate tickets in order to avoid cancellations of unlinked journeys, e.g. when one-way fares are used. Unticketed segments, which result in no-shows, may incur fees.

#### **i. Others**

Travel Service Providers must observe the following:

- Azul Brazilian Airlines time limits - We recommend ticketing agents to provide passenger mobile contact numbers on the relevant GDS phone field or OSI element to facilitate disruption handling. Please note that this does not remove the agent's responsibility to act upon any reservation change and notify their customers of respective changes;
- Applicable government regulations and requirements
- Provide customer security information SSR DOCS/DOCA/DOCO on PNR in the prescribed format as required;
- Travel Service Provider must not separate Journey Control, Booking O & D, Married Segments for origin-destination single segment sale for any purpose, or manipulate airline system logic;
- Do not reinstate/update dead PNRs (status HX, NO, UN, UC,);
- Do not create bookings which violate the minimum connecting time requirement as defined by individual airlines;
- Do not create bookings on non-existent flights and segments, invalid segments, or violate traffic restrictions, as defined or published by individual airlines.

## **4. General ADM/ACM Policy**

### **ADM Principles**

The policy stands in accordance with IATA Resolution 850m (Passenger Agency Conference Resolutions Manual). All the provisions of the resolutions agreed upon by the Passenger Agency Conference will apply. ADM Issuance Agency Debit Memos specify in detail as to why a charge is being made.

The ADMs show the contacts of the respective department having knowledge about the debit memo and provide detailed information about the reason for it. Agency Debit Memos will only be

processed through the BSP/ARC if issued nine months after the final travel date. Any debit action initiated beyond this period will be handled directly between the BSP/ARC Airline and the Agent i.e. by issuing an invoice.

### **ADM Policy**

Azul Brazilian Airlines publishes their respective ADM policies in BSP and ARC. The policy stands in accordance with IATA Resolution 850m (Passenger Agency Conference Resolutions Manual). All the provisions of the resolutions agreed upon by the Passenger Agency Conference will apply.

### **Disputes**

In accordance with the IATA Resolution 850m, an agent shall have a maximum of 15 days in which to review and dispute an ADM.

All disputes must be provided in the English language. For Azul Brazilian Airlines disputes of ADMs are to be handled via BSP Link/ARC Debit Memo Manager within the given set-up after reception of the ADM, indicating the reason for dispute and including supporting documentation. Disputed ADMs will be clarified in a timely manner, limited to within 60 days maximum in BSP Link/ARC debit Memo Manager. In case of rejected disputes, detailed information and explanations about the reason for rejection will be provided to the Agent.

## **5. Fees & Charges**

<b>Abuse Type</b>	<b>Penalty</b>	<b>Comment</b>
Churning	USD 10 per abuse/segment	Permitted cancellations: 3
Inactive Segments	USD 10 per abuse/segment	N/A
Duplicate Bookings	USD 10 per abuse/segment	N/A
Fraudulent, Fictitious, Speculative and Test Bookings	USD 10 per abuse/segment	N/A
Passive Bookings	USD 10 per abuse/segment	N/A
Invalid Class Bookings	USD 10 per abuse/segment	N/A

Waitlist Bookings	USD 10 per abuse/segment	N/A
No Show	USD 10 per abuse/segment	N/A

- Azul will issue ADM whenever an agent fails to follow fare rules, breaches a contract or makes ticketing mistakes, but not limited to; fare rules, booking policies, ticketing, reissues, refunds, tax calculation, mandatory fields, over commission, tax omission, penalties, unreported sales and charge backs. ADM will be the under-collected amount plus administrative fee.

Administrative Fee	USD 25
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## 6. How to Avoid Getting ADMs?

- Action your agency system office Queues promptly for all action codes.
- Cancel segments with UN/NO/UC and HX reply codes from your queues promptly, since these have already been cancelled by Azul Brazilian Airlines.
- All cancellations received from Azul Brazilian Airlines must be auctioned timely.
- Cancel all duplicate PNRs or multiple segments made on the Azul Brazilian Airlines flights.
- Cancel any unconfirmed waitlist segments, at least 24 hours prior to departure, namely whenever a passenger is not willing to try the waitlist at Airport and the flight is closed for sales.
- Make bookings only for the required segments. Any cancellation of booked segments must be made in the GDS/CRS at the earliest or at least 36 hours before departures.
- PNRs created for testing purposes must be cancelled well in advance to avoid ADMs for fictitious names.
- All updates including cancellations must be effected through the CRS. There is no need to call Azul Brazilian Airlines as action by agency personnel in the GDS / CRS PNR is a must.
- Do not book or waitlists on multiple flights, classes, or in parallel sectors. If the situation demands multiple bookings make sure that you cancel the segments in your GDS / CRS system at the earliest or at least 36 hours before the departure of the first segment. If not, the Azul Brazilian Airlines will identify them as Duplicate bookings and raise ADM accordingly as mentioned in the GDS Booking Policy and ADM Policy.