

APPROVED by General Director
of GEORGIAN AIRWAYS



**ADM Policy of the air company GEORGIAN AIRWAYS
for all Agents worldwide**

Introduction

Georgian Airways (A9) Agency Debit Memo (ADM) Policy is intended to make clear to Travel Agents the circumstances under which ADMs will be issued and the guidelines that the Airline applies.

An ADM will be issued to notify the Agent that, unless evidence exists to the contrary, the Agent owes the Airline the amount shown on the ADM for the reasons indicated.

A9 ADM applies to all GDS users: accredited and non-accredited travel service suppliers as well as any entity accessing A9 internal reservation system via internet or any other electronic means.

ADM's will be processed through BSP within nine months of the final travel date or, when the final travel date cannot be established the expiry date of the travel document or in the case of Refunds within 9 months of the BSP remittance date. In case of extra claims from the site of interline partners ADM can be issued during 12 months of the final travel date.

1. A9 policy.

1.1. A9 will issue an ADM to collect amounts or make adjustments to agent transactions related to the issuance and use of A9 traffic documents, issued by, or at the request of the Agent, regardless of which airlines are included in the itinerary of the A9 traffic document. An ADM may also be used to collect amounts where a traffic document has not been issued, if agreed with the Agent, for example, deposits for group sales.

1.2. An ADM will represent a single charge or multiple charges if the reason for the charge is the same. Unrelated charges will not be included in the same ADM.

1.3. The Airline will include details and, where appropriate, supporting documentation to make clear the reason why a charge is being made in an ADM.

1.4. A9 will provide the Agent with the contact details of the department at the A9, which the Agent can contact to discuss the ADM or the contact details of the external auditor in case when ADM was issued by him.

2. Refunds

2.1. To adjust refunds, an ADM will only be issued within nine months of the BSP remittance date on which the document was settled. For any charge due beyond this period, the Airline will agree with the Agent bilaterally the best settlement method and only submit an ADM through the BSP process if agreed in writing by the Agent.

3. Disputes

3.1. A9 complies with local BSP procedures in providing Agents with a minimum period of time to review any ADM and dispute it.

3.2. If an Agent disputes an ADM through BSP Link A9 will investigate and communicate their decision on the dispute in accordance with local BSP procedures.

3.3. If an Agent disputes an ADM before billing:

A. Agent should use online disputing mechanism on BSPLink or send an e-mail.

B. A9 will investigate provided evidence and communicate decision to the Agent within 30 days after dispute receiving.

4. Agency Best Practices:

The Agent should:

4.1. Train their staff in ADM procedures, their purpose and the dispute period that exists.

4.2. Not dispute an ADM where the reason is valid and evidence to the contrary is not available.

4.3. Raise all disputes within the BSP dispute period in accordance with Resolution 850m.

4.4. Ensure that when an ADM is disputed the response is specific in detail and relevant.

4.5. Ensure that the contact details (phone numbers, fax numbers and email addresses) for the Agent are up to date in BSP Link.

4.6. Provide specific contact details when logging a dispute in BSP Link, to enable the Airline to make contact with the Agent concerning the dispute.

	ADM Category	ADM Subject	Amount, EUR (equivalent in local currency)	Foundation of an ADM processing by the Airline
1	BSP Report	The tickets are not included in the sales report	Published fare and Taxes, excluded agent commission	
2	Reservation Time Limit	Time limit setting in the PNR violating the booking rules	100EUR per booking	
3	Terms of fares use.	In case of issuance and/or re-issuance of a Ticket: Improper use of fare with fare rules violation: period of validity, season, time for permitted stopovers, the rules of fares combination and so on.	The difference between the fare that corresponds to the terms of routing and the applied fare.	Reference to details for the Ticket issuance and airline rules.
4	Booking classes.	In case of issuance and/or re-issuance of a Ticket: Improper use of the fare with booking class violation.	The difference between the highest published fare in the relevant service class and the applied fare.	Reference to details for the Ticket issuance and airline rules.
5	Group Booking cancellation	Untimely seat cancellation in the confirmed group booking	100EUR per seat plus indemnification under Fare rules A9	
6	Booking cancellation without passenger notification	Booking cancellation and/or ticket cancellation/refund done without the passenger or empowered person application for the flight cancellation.	100EUR per seat plus indemnification under Fare rules A9	
7	Reservation without PNR	Seats freeze on the flight more than 30 minutes without booking completion.	100EUR per case/seat	
8	PNR changes	Changes on the flight segments in the PNR with the issued ticket without the reissuance	100EUR per seat plus indemnification under Fare rules A9	
9	Group booking	Group booking done by creating individual booking per passenger	10EUR per case/seat	
10	Changes in issued ticket	Self-modification of the Itinerary Receipts (Forgery of documents)	500EUR per case/seat	
11	Changes without A9 authorization	Changes of the name and/or given name of the passenger in the booking and/or in the ticket without the airline authorization.	Penalty in the amount of the normal fare for the relevant class of the booking per each ticket	
12	Airport taxes	In case of issuance and/or re-issuance of a Ticket: Improper use of airport taxes and other fees.	The difference between the amount of taxes/fees that meet the criteria of carriage and the taxes/fees amount that was applied.	Reference to details for the Ticket issuance and airline rules.
13	Ticket refund.	In the case of refund for unused or partially used tickets: Calculated amount of the refund does not correspond the	The difference between the amount of the refund in accordance with the rules of the applicable fare and applied calculation of the refund.	Reference to details for the Ticket issuance and airline rules.

		rules of the applied fare and the airline rules.		
14	Re-issuance.	Re-issuance of the Ticket without applying the correct change fees, wrong calculation of the new fare.	Amount of the penalty in accordance with the fare rules, recalculation to a higher fare.	Reference to details for the Ticket issuance and airline rules.
15	Discounts.	Improper use of a special fare (fare with any discounts, including age, corporate, confidential, sea, tour operator discounts, etc.), as follows: Any lack of a sign of applied discount on the ticket; Absence of an appropriate information in the name field of the ticket (INF, CH, ZZ, CD, STU, DIS) or lack of any other discount information in the endorsement field or other fields that can be required by A9 rules; Applying of unreasonable discount.	The difference between the applied fare and corresponding published fare in the same booking class. If the applied fare doesn't correspond to the published fare directly, upgrade should be made till the next higher published fare in the appropriate service class or according to the airline's class hierarchy.	Reference to details for the Ticket issuance and airline rules, proof that Agent does not have any grounds to use the appropriate special fare.
16	Commission.	Ticket issuance with specifying commission that does not meet current Agency Agreement or the Annexes to the Agreement.	The difference between the amount of commission applied and the amount of commission that meets current Agency Agreement or the Annexes to the Agreement.	Reference to details for Ticket issuance.
17	Currency Rate	Incorrect rate used for ticket issuance in the GDS.	Damage amount compensation and the penalty of 50 Eur per each ticket.	
18	Involuntary re-issuance.	In case of involuntary re-issuance ticket doesn't have (in the Endorsement field) "INVOL" remark or "I-" at the beginning of the fare calculation.	20EUR	Reference to details for Ticket issuance.
19	Coupons consequence and manipulation.	Violation of the coupons consequence at the time of usage, including issuance of additional coupons to reduce the price of the Ticket.	Difference between the relevant published fare for the current way and the applicable fare.	Reference to details for the Ticket issuance and airline rules, proof that Agent does not have any grounds to issue additional coupons.
20	Multiple re-booking.	Multiple re-booking for one passenger within one or more booking files (PNR) after the third booking and cancellation.	10EUR for each segment	Booking file(s) history (PNR) and / or reference to the details of Ticket issuance,
21	Double booking.	Simultaneous double or multiple booking for the same passenger who logically can not take a trip on the booked route.	10EUR for each segment.	Booking file(s) history (PNR).
22	Test booking.	Creating test booking in favour of fictitious names for the fare calculation, services verification with the purpose of education and so on.	10EUR for each segment.	Booking file(s) history (PNR).
23	Unproductive	In case of any changes in the	10EUR for each segment.	Details and/or historical

	segments.	status of the booking segments (including schedule changes) by the carrier (less than 24 hours before departure), cancellation of the booking segments with codes HX, UN, UC, NO, SC, TK, US, PN, WK was not made by the Agent. In case of the ticket cancelation/refund PNR was not canceled.		information about the booking file(s) (PNR).
24	Inactive segments.	The use of passive segments or segments with any status except HK for Ticket issuance in the case of absence of seats in GDS.	200 for each segment.	Reference to the Ticket issuance details, details and/or historical information about booking file (PNR).
25	Fictitious Tickets numbers.	The use of the fictitious Tickets numbers in the booking - use of non-existing or those numbers that have already been issued previously by other passengers.	100EUR	Details and/or historical information about the booking file (PNR).
26	Contacts.	PNR doesn't contain direct passenger contact (mobile phone and mail) information or contact information about the person authorized by the passenger (including Agent) to enable the twenty-four-hour communications between the carrier and the passenger (person authorized by the	20EUR	Details and/or historical information about the booking file (PNR).
27	APIS/DOCS.	PNR doesn't contain information about APIS / DOCS passenger that was entered using SSR field. This rule applies to all the international flights. It does not apply to the domestic flights within Georgia	20EUR	Details and/or historical information about the booking file (PNR).
28	Price dumping	When selling via own website or partner sites (metasearch engines) at a price lower than the published by the airline in the booking systems or on the airline's official website	250EUR per each case.	