

Booking & Ticketing Policy of Lufthansa Group Carriers for our Business Partners

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VALIDITY This Policy is valid on/after 16JAN2017 and replaces all other Booking and Ticketing Policies in place before and remains valid until further notice. LHG Carriers reserve the right to amend and/or adapt and/or delete rules described in this document at any time.

LHG Booking & Ticketing Policy

For our Business Partners

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1. Introduction

The purpose of this document is to inform our Agency Partners about existing Austrian/Lufthansa/SWISS (in the following referred to as *LHG Carriers*) booking rules and main policies, for individual sales only.

The LHG Carriers ticketing policies are related to the sales, issuance of LHG Carriers fares and documents, exchange/reissue, refund and other related topics. For group bookings and ticketing other policies and restrictions may apply.

The Lufthansa and Austrian Booking Policy from January 2016 as well as the SWISS Booking & Ticketing Policy from June 2016 are replaced by this LHG Policy.

We count on the cooperation of our business partners in adhering to these policies which serve for mutual benefit of our customers.

The LHG Carriers Booking Policy enables LHG Carriers to manage the flight inventories in an optimal manner. It enables LHG Carriers to offer more seat availability to our travel partners and aims to ease the check-in process for our customers if transactions generated are processed correctly.

The LHG Carriers Booking Policy has taken into consideration and complies with IATA resolutions; the obligations of the Travel Agency are described in IATA Resolutions 824 and 830a. As mentioned in paragraph 3.2 of IATA Resolution 824, LHG Carriers can provide Travel Agencies with this Booking Policy, and Travel Agencies are obliged to comply with it. These IATA resolutions are provided at the end of this document.

The LHG Carriers Ticketing Policy has taken into consideration and complies with IATA resolutions; the obligations of the Travel Agency are described in IATA Resolutions 824, 830a, 850m, 852, 890 and 049x. These IATA resolutions are provided at the end of this document.

LHG Carriers audit all transactions to identify non-compliance. Non-compliance with the LHG Carriers Booking & Ticketing Policy may lead to penalties, Agent Debit Memos (ADM) or invoices. Repeated violations of this policy and/or failure to pay any outstanding fee(s)/ADMs may result in the loss of access to view, book and ticket LHG Carriers inventory and/ or adjustment of Ticket Time Limits. LHG Carriers also reserve the right to issue ADMs for reasons not specified in this document. Please refer to the ADM Policy of the respective airline for further information.

If an Agent has engaged in practices that conflict with these policies, LHG Carriers will inform the Agent with documented evidence and may take appropriate measures, e.g. charging the correct applicable fares, flat penalty fees, taxes, surcharges and/or GDS fees associated with the PNR(s) directly to the Agent with an additional administrative fee. These charges will be raised by ADM for IATA Agents and invoiced to non-IATA Agents.

On the other hand, an Agency Credit Memo (ACM) may also apply in cases such as e.g. erroneous over-collection in ticketed fare, wrong fare calculation or fare re-calculation when in favour of the customer eligible for refund. See also section 3.7 in the Ticketing Policy.

This guide should help the Agent to avoid errors, eventually leading to penalties, ADMs or other measures. For detailed booking and ticketing procedures refer to LHG Carriers' specific information as well as GDS help pages and support. Please contact your respective GDS Helpdesk for details regarding handling within the GDS.

Detailed information can be found on lufthansaexperts.com.

For OS: Further information can also be obtained from local Agency Support.

For LX: Further information can be found on swiss.com/agent.

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2. Booking Policy

2.1. Creation and Modification of a Passenger Record

LHG Carriers may provide a level of availability on Married Segments that differs from the level of availability provided if the segments were sold separately.

LHG Carriers strictly forbid any manipulations of bookings and subsequent ticketing of such reservations. Such manipulations will be known as O&D Bypass.

PNRs that are not booked from the provided O&D availability and/or contain bookings received through any manipulations before or after ET are being monitored. Such manipulations will be subject to cancellation of the PNRs when un-ticketed or to an ADM/invoice per passenger and per direction of O&D travel when ticketed. LHG Carriers will send a cancellation message to the original agent in the PNR.

In case a Travel Agent issues a ticket based on a PNR with a manipulated segment an ADM / invoice is issued. The ADM will be raised irrespective of the ticket stock used. Ticketing Agents are responsible for malpractices even if they are not the original Agent making the booking and the ADM will be raised irrespective of the ticket stock used.

When creating or modifying a Passenger Name Record (PNR) the travel itinerary must be booked in sequence of travel times. Full O&D availability is mandatory, irrespective of whether a reservation involves LHG Carriers flights only and/or includes codeshare and/or other airline flights. The selected O&D availability must reflect and secure authorized Minimum Connecting Times.

2.2. Waitlist Segments

Wait listing (WL) of flight segments is a common practice by Travel Agents that enables the customer to be listed on flights at the preferred fare.

Travel Agents are asked to comply with the following rules:

1. Limit the number of WL segments to the minimum level.
2. Cancel and remove not needed WL segments at least 48hrs before flight departure.
3. No Waitlist segments are permitted at the time of check-in if any higher booking class within the same travel compartment is available.

2.3. Name Changes/Name Corrections

Name Changes

General rule: The full name (according to travel document, e.g. passport) and title of each passenger must be entered at the time of booking. Name change is not permitted.

A name change means that the person travelling is replaced by another person. Changes of family name or first name are thus not permitted within the same PNR. Hence if a change is needed it is considered as a new booking, thus the original PNR must be cancelled and a new PNR must be created, based on current availability. The original unused ticket may be refunded according to fare rules and a new ticket is to be issued as per the actual applicable fare.

Name Corrections

Name corrections (up to 2 letters) are only permitted if the customer's name has been misspelled. It is also allowed to correct names based on legal documents (e.g. in case of marriage or divorce).

For LX: Name corrections for already issued tickets are subject to a fee and an administration fee will be charged. Kindly contact your respective LHG Carriers representation for the process to be applied.

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2.4. Passive and Informative Segments

Booking and ticketing must be done within the same system (GDS) to avoid passive segments. The creation of passive segments is not allowed whenever it is possible to claim a PNR instead.

LHG Carriers only allow passive segment creation for segments entered by an IATA Agent against an existing identical active booking with the purpose of ticketing on behalf of a non-IATA Agent, provided that the IATA Agent does not have access to the GDS where the original PNR has been created. In addition LHG Carriers do not allow the creation of passive segments, e.g. for administrative or other purposes.

The “Share PNR” functionality - also called Claim PNR - needs to be used to issue the ticket on the active segment instead of creating a new passive one, whenever the functionality is available. Agents should work with Responsibility Change or Queuing instead of Passives.

Apollo (1V) does not offer the Claim PNR functionality; therefore tickets must be issued in the active PNR. Status code BK should be used.

For **Worldspan (1P)** use AIRTVL segment; this enables the Agent to create an itinerary (non-ticketable) for information purposes. Alternatively queue PNRs between two 1P terminals for ticketing purposes. This requires the Ticketing Agent to open a “bridge” which allows a non-IATA 1P Agent to queue bookings over for issuing tickets, eliminating the need for creating passive segments.

In **Sabre (1S)** and **Abacus (1B)** use the PNR claim functionality (“Claim it”); alternatively use the “No-PNR pricing functionality” with status code QF. It is not permitted to use status code YK.

In **Amadeus (1A)** use Ghost Segments (GK) for information purposes only.

In some countries LHG Carriers restrict the usage of passive segments.

LHG Carriers recommend you to contact the Helpdesk of your GDS for more information on the Claim or Share PNR functionality.

2.5. Duplicate Bookings

LHG Carriers do not allow duplicate segments and/or PNRs. The creation of bookings across one or more PNRs and/or GDSs, where it is logically impossible to travel, is not permitted.

LHG Carriers have an automated application in place focused on detection and cancellation of duplicate bookings, which generates a cancellation message, i.e. with status code ‘HX’. Furthermore, duplicate bookings block unused seats and lead to less availability for new bookings. ‘HX’ and other inactive segments must be removed immediately.

NOTE Inserting the correct full first name of a passenger at the time of the booking ensures that duplicate booking checks are minimized. Should an SSR message for duplicate reservation checks be received, it is important to contact LHG Carriers and inform the airline in case it is not a duplicate reservation.

2.6. Inactive Segments (Status codes HX/NO/UC/UN/US)

Based on the industry standards airlines respond with status codes like HX, NO, UC and UN generated by host processes or automated applications (like Dupe Checks, Passive Segment Notification or No-show/WL Clearer, as described above). Such instances occur in cases of non-compliance with the LHG Carriers Booking & Ticketing Policy, unavailability to confirm sales on LHG Carriers flights or schedule changes.

All inactive status codes like HX/NO/UC/UN/US must be removed at least 48 hours before flight departure by using the cancel entry.

2.7. Cancellation Ratio

The cancellation ratio (number of cancelled segments vs. number of booked segments) shall not exceed 80% for offline and 50% for online Travel Agents. Cancellations should be done at least 48 hours before departure.

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2.8. Fictitious, Speculative, Test Bookings/Incomplete Usage

These are defined as reservations using fictional/speculative names and/or flight segments with no intent for travel or as bookings entered into a GDS which are not directly related to a request from a passenger to purchase a ticket. This also includes the requirement that the coupons of a ticket must be flown in full and sequential order.

Fictitious/Speculative/Test Bookings

Examples of such bookings include reservations with names in PNRs such as: SCHEDULE/A/B/C, MOUSE/MICKEY, SMITH/A/B/C, and TEST/AIRLINE.

Furthermore, PNRs should not be created for training and testing reasons. The **training mode** provided by the GDS must be used when testing a functionality or training personnel.

It is prohibited to create segments and/or PNRs for:

- holding or blocking seats in view of expecting demands
- circumventing fare rules
- requesting and/or selling airline space not at the specific request of a customer or to meet GDS productivity agreements

LHG Carriers have an automated application in place focused on detection and cancellation of fictitious, speculative and test bookings. Action requests are sent with SSRs or immediate cancellations of such segments are sent with status code HX which have to be removed immediately.

Incomplete Usage & Out of Sequence

It is not permitted to make reservations different from the passenger's real itinerary 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 only as well as amending itineraries without passenger request.

Should the customer change their travel plans for return flight(s) at their destination, and the original ticket does not allow rebooking/rerouting, a new LHG ticket should be bought to avoid ADM.

IATA Resolution 830 as well as Selling Agreements between CRS users and CRS providers do not allow any reservation without a specific customer request. Thus speculative/fictitious bookings (entire fictitious bookings or single fictitious segments) violate contractual agreements as well as fare rules, paragraph SR (Sales Restriction).

2.9. Uncommitted Bookings

Uncommitted bookings are bookings that are not finalized with ET but held by the booking originator.

If the reservation of seats is taking longer than the average time necessary to close the sale, the seats are blocked on LHG Carriers inventory. The airline risks being priced-out and is unable to sell such seats. This is why the number of uncommitted bookings being held, including the time they are being held for, is regularly monitored.

LHG Carriers assume 30 minutes to be the average time for closing a sale.

Bookings are to be cancelled immediately when the passenger requests to stop the sales process. Double or multiple bookings for one and the same passenger/date/flight number/O&D are not permitted.

LHG Carriers will retain the right to terminate sessions of uncommitted bookings

- If seats are held longer than the average time needed for sale
- If the Travel Agent holds uncommitted seats in different booking classes (RBDs) on one flight.

2.10. Churning

All GDS bookings must be either ticketed as per tariff rules or cancelled in the GDS immediately when not required and prior to departure.

Cancelling and rebooking of the same itinerary in the same or different classes of service across one or more PNRs or GDSs to circumvent or extend ticketing time limits is not permitted. As defined by LHG Carriers, instances of **10 or more transactions per booking** and/or more than 3 PNRs - i.e. book-cancel-book-cancel etc. - are monitored closely to detect churning cases.

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2.11. Correct Booking RBD/Sub-Class

All bookings must reflect the correct and appropriate booking class according to the fare paid.

In most cases, the first letter of the LHG Carriers 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 complying.

2.12. Ticket Deadline Control

A date and time deadline required for ticket issuance is set in a PNR.

Each fare has its own ticketing time limit which is reflected in CAT 5/AP paragraph of the respective fare note chapter. However in case of discrepancy between the time limit set in the system and the content coded in CAT 5, the most restrictive ticketing time limit will apply.

LHG Carriers use an automated routine to cancel segments when ticketing has not occurred by applicable time limit. Cancellation of such segment(s) is sent with a status code 'HX', which must be removed immediately.

In case of PNRs with multiple names and ticket numbers not being issued for all names, the PNR will be split and the non-ticketed names will be cancelled. A valid ticket number related to the PNRs customer and itinerary has to be issued and reported.

NOTE:

Voided tickets will also be checked and the ticketing time limit applies.

A fake ticket number is considered as intention to bypass the Ticket Time Limit (TTL).

2.13. Service Deadline Control/Automated Issuance Limit

A date and time deadline required for the issuance of Electronic Miscellaneous Document (EMD) is set for certain chargeable services.

The service deadline control time limit set by the system does not necessarily match the ticket deadline control.

It is mandatory to observe the warning message in your reservation system.

Voided EMDs will also be checked and the service deadline time limit applies.

A fake EMD number is considered as intention to bypass the Service Deadline Control (SDC) resp. Automated Issuance Limit (AIL).

In case of PNRs with multiple names where EMDs are not being issued for all names, the non-ticketed services will be cancelled accordingly.

For OS/LX: One SDC message is sent per PNR and it will apply irrespective of the chargeable services being booked separately.

2.14. Hidden Groups

LX/LH /OS Group Policy defines that 10 or more passengers travelling in-/outbound sector together in Economy and/or in Business Class constitute a group booking regardless of the fare paid.

LHG Carriers inform the agents that hidden group bookings are subject to cancellation via an HX message in the PNR to the originator of the PNR.

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2.15. No-Show

A no-show occurs when the Travel Agent fails to cancel a booking that is not required by the customer, which eventually leads to inventory spoilage.

Failure to cancel a redundant ticketed or un-ticketed reservation in due time may result in a no-show. Rebooking/refund restrictions may apply for no-show after ticketing.

LHG Carriers have an automated routine in place which cancels all subsequent LHG Carriers operating and marketing segments booked in one PNR after a no-show. It is recommended to create separate PNRs for separate tickets in order to avoid cancellations of unlinked journeys (for example, when one-way fares are used).

Un-ticketed segments which result in no-show may lead to penalty fees.

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3. Ticketing Policy

3.1. Selection of Validating Carrier

According to the definition in IATA Resolution 852, an Airline can be used as Validating Carrier provided:

- it is a BSP/ARC member and eligible for electronic ticketing in the market
- it has interline agreements with all marketing and operating carriers which are part of the itinerary
- it is part of the itinerary or is GSA for one carrier part of the itinerary

The LHG Carriers validation principle shall be selected by Agents when issuing and reissuing completely unused OS/257, LH/220 and LX/724 tickets, when sales for the journey includes travel entirely or partially on LHG Carriers flight numbers. Tickets may not be exchanged into an itinerary where the respective LHG Carrier is no longer included in the routing.

3.1.1. Validation Principle

LHG Carriers as:

- first international or intercontinental flight or at least one international or intercontinental flight in the itinerary.

In any case, the carrier whose ticket stock is chosen must be part of the itinerary.

Valid for:

- OS/LH/LX flight numbers and OS/LH/LX operated flights
- OS/LH/LX flight number on code share flights
- When issuing an OS/257, LH/220 and LX/724 document number for flights purely involving OAL flight numbers e.g. STAR passes it is mandatory to mention the valid OS/257, LH/220, and LX/724 document number for the international OS/LH/LX flights in the endorsement box as a cross reference.

In case of interline bookings the LHG Carriers validation principles may be overruled by any other sales restriction, filed in the fare note CAT 15 (Sales Restrictions) / SR paragraph.

In adherence to the IATA Resolution 852 (Point 2.1) the use of OS/LH/LX ticket stock for complete transportation on any other airline (no marketed or operated respective LHG Carriers flight number included on the ticket) is not permitted.

Therefore, the use of OS/LH/LX ticket stock for travel completely on airlines' flight numbers other than the flight numbers of the airline whose ticket stock is being used will be treated as CIP-violation (CIP= Carrier Identification Plate).

For LX: it is not permitted to issue a 724/document where the flights are valid on an LX domestic flight combined with solely other carriers' international or intercontinental flights.

3.1.2. Validation Exception

In case the issuance of a ticket on any other airline than OS/LH/LX is required, for example in order to combine with a OS/LH/LX separate ticket, but such airline is not represented in BSP of the given country, kindly contact your local LHG Carriers' representative.

For LX: such exceptions can only be granted if the authorization is documented in the PNR in order to avoid ADMs.

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3.2. Electronic Ticket Document ETKT/etix

The ETKT/etix as defined by IATA Resolution 722f consists of the following:

- Flight coupons with consecutive coupon numbers with a range of one (1) through four (4), as applicable, and being issued in sequence (in sequence of travel).
- A maximum of four (4) flight coupons per ticket number issued.
- A maximum of four (4) consecutive tickets issued for one journey (max.16 flight coupons).

The ETKT/etix as defined by IATA Resolution 722f shall contain the following:

- Passenger name: family name / full first name & gender (title optional). LHG Carriers can accept max. 59 characters (including "/" slash, title, date of birth)
- Airline designator or name of Marketing Carrier; name of Operating Carrier
- Flight number(s); date of flight(s); flight departure time(s)
- For each flight, origin and destination Airport/City code
- Fare (base amount); equivalent fare amount (when applicable); Taxes/Fees/Charges
- Ticket document amount BT, IT (when applicable)
- Fare construction; NUC if published fare is being ticketed
- Form of payment; Reservation status
- Date of issue; Issuing Agency; Airline name and place of issue; Baggage Allowance
- Ticket/Document number(s); Endorsement/Restrictions

The passenger ETKT/etix confirmation as defined by IATA Resolution 722f

The electronic traffic document includes the electronic or written flight itinerary confirmation, including airfare and payment details, provided by the Travel Agency.

Ticket Notices:

- The Conditions of Contract and other important notices shall be provided to the customer before finalization of the booking.
- The Ticket Notices or reference to IATA Resolution 724 is mandatory. Carriage and other services provided by the carrier are subject to the Conditions of Carriage, which are hereby incorporated by reference to IATA Resolution 724; the Conditions of Carriage of the Carrier whose ticket stock is being used shall be provided to the customer before finalization of the booking.

Refer to the "General Conditions of Contract" published by IATA:

<http://www.iatatravelcentre.com/tickets>

Or the OS Conditions of Carriage published on Austrian.com:

<https://www.austrian.com/Info/LegalRegulations/ConditionsOfCarriage.aspx>

Or the LH Conditions of Carriage published on lufthansa.com:

<http://www.lufthansa.com/online/portal/lh/cmn/generalinfo?nodeid=1873532378&l=en&cid=18002>

Or the LX Conditions of Carriage published on swiss.com:

<https://www.swiss.com/ch/en/terms-conditions/conditions-of-carriage>.

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3.3. Credit Card Sales Rule – Card Acceptance

In reference to following important points and parts of the **IATA Resolution 890, §1- 4**

3.3.1. Credit Card Acceptance

1. The Agent may accept cards as payment for ticket sales on behalf of the Member/Airline whose ticket is being issued, subject to the rules and procedures outlined in IATA Resolution 890 and in chapter 10 and/or 14 of the Billing and Settlement Plan manual for Agents.

Policy: Accept cards as payment for electronic ticket/EMD sales where applicable for LHG Carriers.

2. The Agent shall ensure that the type of card processed during the sale is accepted by the Member/Airline whose traffic document is being issued.

Policy: For OS/257, LH/220 and LX/724 validation documents only cards contracted with LHG Carriers may be accepted. LHG Carriers accept all general credit cards AX, DC, JC, CA/MC, VI and TP.

3. No card issued in the name of the Agent, or in the name of a person permitted to act on behalf of the Agent, or in the name of the Agent's Office (partner or employee), shall be used in connection with the sale of the air transportation on behalf of the Member/Airline to any customer of the Agent.

For LX (alternative): Air Plus offers Agencies credit card payment solutions e.g. for Agent web bookings on CUG (closed user group) and/or group sales.

3.3.2. Refunding

The refund amount of a totally unused or partially used ticket shall only be refunded to the credit card number which has originally been used for payment.

3.4. Fare Guarantee

Transportation shall be subject to the fares and charges in effect on the date of ticket issuance for travel on the specific dates and itinerary shown on the ticket.

A fare and tariff is only guaranteed by the respective GDS when the fare was auto-quoted by the system and the ticket was issued on the same way, based on confirmed flights, and reported in BSP.

Auto-quoted fares stored but not ticketed are subject to any price change. An auto-quoted ticketed fare remains guaranteed up to a voluntary first flight and/or itinerary change including the first flight. This applies to taxes, fees and surcharges equally that need reassessment in case of exchange/reissue before/after departure.

LHG Carriers tickets established on the basis of manual fare quotations are subject to control and any discrepancies are subject to agent debit. LHG Carriers also reserve the right to audit and issue ADMs for tickets auto-priced / guaranteed by the GDS.

3.4.1. LHG Carriers ETKT/etix Rebooking Process

By changing a flight in a passenger booking record, the corresponding ETKT/etix must be updated according to the applicable fare rules within the same change transaction. Due to given reason we point out that the rebooking fee applies for every single closed rebooking transaction in case the ticketed fare is subject to a rebooking fee. This guarantees efficient and smooth check-in processes for our customers by avoiding the risk that the flight bookings could be cancelled due to ticketing deadline control.

Flight cancellations due to ticketing deadline control are not eligible for automatic flight reinstatement.

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In addition, a flight change transaction performed without ETKT/etix adaptation for e.g. fare adjustment and/or change fee collection including ticket reissue or revalidation wherever permitted will be subject to ADM.

3.4.2. LHG Carriers ETKT/etix Coupon Revalidation

For LX: ETKT/etix coupon revalidation is permitted and possible only once. In case of a revalidation it is mandatory that the same reservation booking code (RBD), same routing, same fare (Fare Base Code), and the not valid before and not valid after (NVB/NVA) date on the respective flight coupon is not restricted or overruled.

It is mandatory that all fare change conditions must be adhered to and applied with coupon revalidation.

Involuntary revalidation is not permitted. For more information refer to each LHG Carriers Policy about the Handling of Long-term Schedule Changes for Travel Agents.

3.5. Usage of EMD

3.5.1. Definition of EMD

EMD is defined by IATA resolutions 725f, 725g and 725h as the method to document the sale and track usage of charges (e.g. Rebooking Fee, ASR and FBAG).

An EMD is issued for a given **Reason for Issuance (RFIC)** which determines the group of services/fees. Each coupon on an EMD has a precise **Reason for Issuance Sub Code (RFISC)** which determines a service/fee within the respective RFIC category.

An EMD may contain single or multiple value coupons, up to 16 coupons, where up to 4 coupons can have the same EMD number. If an EMD contains more than 4 coupons, a conjunction EMD needs to be issued (up to 4 document numbers).

Each coupon in an EMD has the following characteristics:

- indicates a paid service (or fee)
- contains a RFIC and RFISC
- belongs to same RFIC as all other coupons on the EMD
- has its own Status (e.g. open, used, void, refunded)

3.5.2. LHG EMDs usable by Travel Agents

There are two types of EMD, EMD-A and EMD-S:

EMD-A: Associated	EMD-S: Stand Alone
EMD-A is issued for services directly linked to a flight coupon	EMD-S can be used independently from an ETKT
Used for collection of any kinds of fees & charges, which are lifted (used) at the same time as the ETKT coupon, provided the EMD is associated to the ticket	Used for collection of any kinds of fees & charges, which are not lifted (used) with an ETKT coupon
Examples: ASR, FBAG, UMR	Examples: Rebooking Fee, Deposits Down Payments
The EMD-A is linked to the corresponding ETKT coupon. The carrier and routing of the EMD and ETKT coupons must match. The EMD-A requires a chargeable SSR element in the PNR for automated pricing	The EMD-S is not linked to the corresponding E-TKT coupon The EMD-S requires a SVC element in the PNR; it is not automatically priced but must be manually created

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EMD-A: Associated	EMD-S: Stand Alone
EMD-A coupons always have the initial status "open for use", the status changes simultaneously to the E-TKT coupon status	EMD-S coupons may have the status "consumed at issuance" or "open for use"
An EMD-A is automatically associated/disassociated to/from an ETKT upon issuance/rebooking. Only airline agents can manually associate/disassociate an EMD-A.	

EMD Interline

Is in place for EMD-A on OS/LH/LX codeshare flights. Please refer to each LHG Carrier's own information channel for further details.

Cancellation Policy

An EMD can be voided on the day of issuance only. After that, if applicable, a refund request is necessary.

Contacts

Kindly refer to LHG Carrier's specific information as differences may exist:

- For OS: Detailed information about EMD can be obtained from the local Agency Support.
- For LH: Detailed information about EMD can be found on lufthansaexperts.com.
- For LX: Detailed information about EMD can be found on swiss.com/agent and on lufthansaexperts.com.

Please contact your respective GDS Helpdesk for details regarding the EMD handling within the GDS.

3.6. General Refund Principle

Voluntary Refund means a refund of an unused ticket or portion thereof other than an involuntary refund. A refund notice for unused tickets or portion thereof shall be made in accordance with the following conditions:

- Voluntary refund of a ticket, sold on behalf of LHG Carriers, shall be applied for by the Agent according to the LHG Carriers refund rules.
- For cancel/refund conditions apply the conditions mentioned in the fare note according to the date of issue.

Involuntary Refund means a refund of an unused ticket or portion thereof other than a voluntary refund. Involuntary (INVOL) refunds are restricted to the issuing Airline and to the carriers' decision whether or not to treat the refund in question on an involuntary basis. LHG Carriers may authorize or request support by Travel Agents to involuntary refund or possibly reissue the respective LHG Carriers ticket according to specifically advised conditions.

Expired Tickets shall not be exchanged for, or be used as payment towards further travel. Such tickets are exclusively valid for refund, if any, through the LHG Carrier refund department. An OS/LH/LX passenger ticket expires one year after its date of issuance or one year after commencement of travel, whichever is later.

LHG Carriers may request an administration charge for refund calculation of expired documents.

NOTE: For detailed information on LHG Carriers refund rules, contact your local LHG Carriers representative and local agency.

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3.7. General ADM/ACM Policy

ADM Principles

Agency Debit Memos are a legitimate accounting tool in use by all BSP/ARC Airlines to collect amounts or make adjustments to Agent transactions in respect of the issuance and use of Standard Traffic Documents issued by the Agent.

Alternative uses of Agency Debit Memos may exist provided that consultation has taken place either individually with the Agent or a local representation of the Agent, or through the applicable local joint consultative forum.

ADM Policy

LHG Carriers publish their respective ADM policies per market in BSP.

The policy stands in accordance with IATA Resolution 850m (Passenger Agency Conference Resolutions Manual). All the provisions of the resolutions agreed by the Passenger Agency Conference will apply.

ADM Issuance

Agency Debit Memos specify in detail as to why a charge is being made. A complementary document indicating reason for debit and details of charge is attached to the respective debit memo.

Agency Debit Memos will only be processed through the BSP/ARC if issued latest nine months after 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 invoice.

Agency Debit Memos are issued via mass-upload into BSP Link/ARC Debit Memo Manager four times a month. The ADMs show the contacts of the respective department having knowledge about the debit memo and provide detailed information about the reason for it. For specific items (e.g. tax) one ADM may be issued for one or multiple ETKTs/etix.

For OS/LH: one ADM is issued per agent for multiple tickets. ¹

For LX: one ADM is issued per ticket.

Dispute Handling

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

For LHG Carriers' 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 reason for rejection will be provided to the Agent.

ACM Issuance

In the event that Agency Debit Memos have been discovered as unjustified, an Agency Credit Memo will be issued to credit the respective amount. This only applies, if the ADM has already been billed. Otherwise the ADM will be cancelled.

In the event that over-collection in fare has been discovered with a ticket or ticket reissue/exchange which requires corrections in favor of the customer, an Agency Credit Memo can be issued upon request by the Agent.

For LX: Such ACM request will be issued against a fee.

¹ LH only: there are some markets in which multiple tickets are being debited on one single ADM (up to 99 positions per ADM). In other markets one ADM is issued per ticket. This is depending on the market settings.

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3.8. Main reasons for ADM based on Audit Results

All LHG Carriers inform that these are the main reasons for ADM²:

1. Booking

- Booking Manipulation (e.g. OnD Bypass/ Marriage breaks)/Inactive Segments
- DOB entry missing in PNR:
All ticket issuing offices are responsible for carefully checking all eligibility requirements according to fare rules. In order to avoid misuse and in respect of revenue integrity the DOB (date of birth) information is mandatory for the following discount/fare types:
 - Infant Discounts (IN)
 - Children Discounts (CH)
 - Student Fares (ZZ)
 - Senior Citizen Fares (CD)

Infant/Child Passenger: There is a special type code for infants (INF) and children (CHD) traveling with an adult passenger. The date of birth of the infant/child must always be included.

Example: NM1LEAVEY/PATRICK(INF/MICHAEL/01JUN15)
NM1SIMPSON/MAGGIE(CHD/05APR06)

Student/Senior Citizen Passenger: In order to avoid any misuse a verification of the proof of eligibility is mandatory at the time of check in. Therefore it is mandatory for all offices to insert following SSR entry as soon as the ticket is issued.

Example: SR_CKIN_OS_NN1- DOB 25MAY1935

- Inactive Segments
- Fictitious Names
- Fictitious, Speculative, Test Bookings
- Fake Ticket Number
- Churning
- Hidden Groups
- No-show without ticket, refunded or voided ticket

2. Fare Audit

- Incorrect fare application and combinability (e.g. routing or sales restrictions)
- Incorrect fare value (under-collection)
- Non-compliance of fare rules e.g. minimum/maximum stay, advanced purchase rules
- Seasonality, flight applications
- Codeshare flights not allowed on specified routings, fares
- Stopovers, transfers and surcharges
- Incorrect Fare Base Code, Ticket Designator & incorrect or missing Tour Code
- Open or waitlisted sectors (where reservation is required)
- Eligibility and Applicability of fare issuance (e.g. Seamen, Global Products, AD/PEP offers)
- Free baggage allowance discrepancies
- Incorrect form of payment according to contract

3. Exchange Audit

- Missing rebooking fee, calculated per transaction
- Incorrect calculations of reissue/rerouting

² LHG Carriers reserve the right to issue ADMs also for reasons not specified in this document due to misuses not (yet) specified here.

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- Involuntary reissue in case of long-term SKCHG which is not in line with the Austrian, Lufthansa and SWISS own policies.
For LX: Schedule change is defined as changes and/or cancellation to an LX flight outside 48h before flight departure.
- Missing name corrections fees

4. Plating Violation

LHG Carriers will raise an ADM for plating violation (IATA resolution 852, Designation and selection of ticketing airline) ticket violation; kindly refer to chapter 3.1 of the ticketing policy and the overview about LHG penalty and fees for details and amounts.

5. Commission Audit

- Over-collection of commission (standard & supplementary)
- Incorrect application

6. Taxes, fees and surcharge Audit

Incorrect collection and/or refund of taxes, fees and surcharges namely

- missing or altered taxes, fees and surcharges
- wrongly collected or under collected taxes, fees and surcharges
- wrongly refunded taxes, fees and surcharges
- already used taxes refunded by mistake

7. Refund Audit

- Incorrect calculation of refund amount, taxes, fees and surcharges
- Incorrect application of cancellation penalty (e.g. in case of no-show)
- Incorrect calculation of refunds commission amount
- Incorrect form of payment on refunds (versus sale)
- For LX: if two tickets are issued for the same dates/same flights/same classes/same fares, an administration fee will be charged to the Travel Agent via the GDS refund system.

8. Unreported Sales / Double Usage

- Tickets which are sold, but not reported and later flown, are charged to the Travel Agent up to applicable fare
- Tickets which are flown, but voided / refunded, will be charged according to issued fare/refund

9. Usage

- Coupon Sequence/Incomplete Usage
- Marine/Seamen/Offshore Fare
- Booking Class Mismatch (RBD)
- Rebooking Fee missing
- Downsell to lower fare with fictitious roundtrip
- Downsell to lower fare with fictitious first/last coupon

Amendments

The LHG Carriers reserve the right to amend and/or to adapt and/or to partially delete the ADM policy at any time. We always aim to grant enough lead time to ensure manageable implementation by the Travel Agents.

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4. Glossary

Abbreviation	Description
1A	Amadeus
1B	Abacus
1E	Travelsky
1F	Infini
1G	Galileo (Travelport Inc.)
1J	Axess
1P	Worldspan (Travelport Inc.)
1S	Sabre
1V	Apollo (Travelport Inc.)
ACM	Agency Credit Memo
ADM	Agency Debit Memo
AIL	Automated Issuance Limit
ASR	Advance Seat Reservation
BSP	Billing and Settlement Plan
BT Fares	Bulk Tour Fares
CAT	Fare Note Category
CHF	Swiss Franc
CoC	(Carrier's) Conditions of Carriage
CUG	Closed User Group
EMD-S / EMD-A	Electronic Miscellaneous Document S = Standalone; A = Associated
ET	End of Transaction
ETKT	Electronic Ticket
etix	Electronic Ticket
EUR	Euro
GDS	Global Distribution System
GSA	General Sales Agent
IATA	International Air Transport Association
INVOL	Involuntary
IT Fares	Inclusive Tour Fares
LX	SWISS International Air Lines Ltd.
LH	LUFTHANSA German Airlines
LHG	Within this document referring to OS, LH and LX
NUC	Neutral Unit of Construction
NVA	Not Valid After
NVB	Not Valid Before
OAL	Other Airlines (other than OS, LH or LX)
OnD	Origin & Destination
OS	Austrian Airlines
PNR	Passenger Name Record
RBD	Reservation Booking Designator
SDC	Service Deadline Control
SKCHG	Schedule Change (as per IATA definition)
SSR	Special Service Request
USD	US Dollar
WL	Waitlist

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5. IATA Resolutions supporting this Booking & Ticketing Policy

All the defined terms in the below IATA Resolutions shall apply, even though LHG carriers do not always copy the entire resolution but sometimes mention salient features. For EMD the IATA policies are not copied but they apply.

IATA Resolution 824, §3.1 and §3.2 Passenger Sales Agency Agreements

"[...]"

"§3.1 "the Agent is authorized to sell air passenger transportation on the services of the Carrier and on the service of other air carriers as authorized by the Carrier. The sale of air passenger transportation means all activities necessary to provide passenger with a valid contract of carriage. The sale of air passenger transportation means all activities necessary to provide a passenger with a valid contract of carriage including but not limited to the issuance of a valid Traffic Document and the collection of monies therefor. The agent is also authorized to sell such ancillary and other services as the Carrier may authorize;"

§3.2 "all services sold pursuant to this Agreement shall be sold on behalf of the Carrier and in compliance with Carrier's tariffs, conditions of carriage and the written instruction of the Carrier as provided to the Agent. The Agent shall not in any way vary or modify the terms and conditions set forth in any Traffic Document used for services provided by the Carrier, and the agent shall complete these documents in the manner prescribed by the Carrier;"

"[...]"

IATA Resolution 830a, §1 Consequences of Violation of Ticketing and Reservation Procedures

WHEREAS IATA Members are granting IATA Accredited Agents access to Standard Traffic Documents; and

WHEREAS custody, completion, issue, reissue, validation and revalidation of such traffic documents are governed by Members' tariffs and the ticketing procedures furnished to Agents through ticketing systems, and as described in the Travel Agent's Handbook, copies of which are furnished to Agents by the Agency Administrator and compliance with which is mandatory upon each Agent under the terms of the Passenger Sales Agency Agreement; it is

RESOLVED that,

1. all Agents be reminded that practices such as those listed herein, in other applicable Resolutions, or in Carriers' written instructions, but not limited thereto, violate the governing conditions referred to above. They harm Members' legitimate interests and can accordingly result in action being taken under the provisions of the Sales Agency Rules and Passenger Sales Agency Agreement. e.g. charging the Agent with the difference between the fare applied and the fare applicable to the service in accordance with Members' tariffs.

1.1 entering incomplete or incorrect reservation entries, such as reservation booking designators that do not correspond to the fare paid, or reservation requests on a ticket/miscellaneous charges order (MCO), thereby allowing travel at less than the applicable fare,

1.2 inaccurately completing or omitting to complete the 'not valid before' and/or 'not valid after' boxes on a ticket contrary to the conditions governing the fare applied, thereby allowing travel at less than the applicable fare,

1.3 issuing a ticket or MCO for more than one passenger, except as authorized for certain MCOs,

1.4 changing or omitting the name of the passenger,

1.5 changing the "Form of Payment" or failing to carry this forward to the new ticket or MCO,

1.6 changing the currency of payment or failing to carry this forward to the new ticket or MCO,

1.7 failing to carry forward all restrictions to the new ticket or MCO,

1.8 failing to obtain endorsement(s) from carriers when required,

1.9 failing to complete correctly the "Issued in Exchange For" entries and/or the "Original Issue" entries, and/or failing to carry these forward to the new ticket or MCO,

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

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(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 e-ticket 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.

IATA Resolution 850m, Issue and Processing of Agency Debit Memos (ADMs)

WHEREAS the Passenger Agency Conference ("the Conference") wishes to promote a consistent and standard set of rules for BSP practices,

1. INTRODUCTION

- 1.1 The ADM serves to notify an Agent that unless there is some justification to the contrary, the Agent owes the issuing BSP Airline the amount shown on the ADM for the reasons indicated.
- 1.2 ADMs are a legitimate accounting tool for use by all BSP Airlines to collect amounts or make adjustments to Agent transactions in respect of the issuance and use of Standard Traffic Documents issued by the Agent. Alternative uses of ADMs may exist provided that consultation has taken place either individually with the Agent or a local representation of Agents, or through the applicable local joint consultative forum.
- 1.3 ADMs are to be specific in their detail as to why a charge is being made.

2. AIRLINE POLICY

- 2.1 Airlines are required to publish their ADM policies to Agents through BSPlink (ASD in China) in advance of Implementation.
- 2.2 Where possible the model shown in the Attachment to this Resolution should be applied.

3. BSP PROCESSING OF ADMS

- 3.1 ADMs shall only be processed through the BSP if issued within nine months of the final travel date. ADMs referring to refunds made by the Agent shall be processed through the BSP if issued within nine months after such refund has been made by the Agent. Any debit action initiated beyond this period shall be handled directly between the BSP Airline and the Agent.
- 3.2 ADMs/ACMs may be processed through the BSP, for a maximum period of 30 days following default action taken against an Agent in accordance with Resolution 818g, Attachment 'A', Section 1.10.

4. ISSUANCE PRINCIPLES

- 4.1 Airlines should consider establishing policies for a minimum value for the issuance of a single ADM. Where such minimum is established it may be published to Agents.
- 4.2 In principle ADMs should not be raised for the collection of administrative fees.
- 4.3 If there is an administrative cost associated with the raising of an ADM it should be incorporated in the same ADM document raised for the adjustment. The inclusion of the administration fee must be communicated to the agent.
- 4.4 Airlines shall provide Agents with the phone or fax number and email address of a person or department that has knowledge of the concerned ADM.
 - 4.4.1 Whenever a Fare Calculation Mode Indicator (FCMI) has been provided by a ticketing system to the Airline, the Airline shall include the FCMI in any ADM raised to an Agent.
- 4.5 An Agent shall have a maximum of 15 days in which to review and dispute an ADM prior to its submission to BSP for processing.
- 4.6 all disputes are to be settled by the Airline within 60 days of receipt.

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4.7 If it is established that an ADM is not valid it must be cancelled.

4.8 Where ADMs are withdrawn by BSP Airlines, any administration fee that may have been levied will be withdrawn, or refunded to the Agent. In the event the ADM is refunded to the Agent, the Airline cannot charge an administrative fee associated to the refund.

4.9 Following consultation and if both parties agree a disputed ADM may be referred to the Travel Agency Commissioner to be resolved.

4.10 An ADM that has been included in the BSP billing will be processed for payment. Any subsequent dispute of such ADM, if it is upheld by the Airline, will be dealt with directly and where applicable may result in the issue of an Agency Credit Memo (ACM).

ISSUE AND PROCESSING OF AGENCY DEBIT MEMOS (ADM)s

It is RESOLVED that the following principles will be

MODEL ADM INDUSTRY PROCEDURES

1. DESCRIPTION

1.1 ADMs are a legitimate accounting tool for use by all BSP Airlines and should only be used to collect amounts or make adjustments to agent transactions in respect of the issuance and use of Traffic Documents issued by or at the request of the Agent.

1.2 Alternative uses of ADMs may exist provided that consultation has taken place either individually with the Agent or through the applicable local joint consultative forum

1.3 ADMs are to be specific in their detail as to why a charge is being made.

1.4 Any ADM relates to a specific transaction only, and may not be used to group unrelated transactions together, however, more than one charge can be included on one ADM if the reason for the charge is the same, and a detailed supporting list is provided with the ADM.

1.5 In the event an airline decides to apply a charge for under-collection or incorrect ticketing on a sale or for the adjustment of a refund issued incorrectly or incorrectly calculated, such charges must be clearly explained in the carriers published ADM policy or must be agreed with Agents bilaterally in writing.

1.6 No more than one ADM should be raised in relation to the same original ticket issuance. When more than one ADM is raised in relation to the same ticket it shall be specified for a different adjustment to previous issues.

1.7 All rejected or disputed ADMs must be handled by BSP Airlines in a timely manner.

1.8 Except where otherwise agreed in a market ADMs should not be used to collect third party costs not directly associated with the initial ticket issuance of a passenger journey.

1.9 When ADMs are raised for administration fees the level of such fees should be commensurate with the cost of the work incurred.

1.10 When the Agent has used an automated pricing system to generate the total ticket price including fare, tax, fees and charges specific to the purchase, and subsequent issuance, of a ticket for a journey, and there has been absolutely no manipulation by the Agent, on such price the ticketing systems shall send a Fare Calculation Mode Indicator (FCMI) to the airline, in accordance with the provisions of IATA PSC Resolutions 722f and 722g, to identify automated pricing has

been used. The airline shall ensure the FCMI indicator is passed to an Agent in the event an ADM is issued.

IATA Resolution 852 Designation and Selection of Ticketing Airline

1. METHOD OF DESIGNATING A TICKETING AIRLINE

1.1 For issue of electronic tickets designation of the ticketing airline shall be accomplished by specifying to the ticketing system, either prior to or at the time of requesting generation of the ticket(s), the identity of the airline selected.

2. ORDER OF PRIORITY IN SELECTION OF THE TICKETING AIRLINE

The selection of the ticketing airline shall be governed by the following strict order of priority, which must be observed at all times:

2.1 the ticketing airline shall be any BSP Airline participating in the transportation, or a BSP Airline acting as the General Sales Agent for any airline participating in any sector of the transportation in the country of ticket issuance, provided that the selection of Validating Carrier conforms to the requirements of the fare rules where applicable and subject to the existence of a valid interline agreement between the ticketing airline and each transporting airline,

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2.2 if none of the situations described in Subparagraph 2.1 apply, the ticketing airline may be any other BSP Airline providing the Agent has received written authorization from that BSP Airline to issue Standard Traffic Documents for such transportation.

2.3 When an Electronic Miscellaneous Document (EMD) is issued, the ticketing airline shall be any BSP Airline, or a BSP Airline acting as the General Sales Agent for the Airline, delivering a service on the EMD. In the event that none of these situations apply, the provisions documented in paragraph 2.2 shall apply.

Note: *Where a BSP Airline has given written authority to use its ticketing authority under the alternative in Subparagraph*

2.2 of this Attachment, STDs may be used for all airline passenger transportation and associated services.

IATA Resolution 890, Card Sales Rules

"[...]"

1. CARD ACCEPTANCE

1.4 No Card issued in the name of the Agent, or in the name of a person permitted to act on behalf of the Agent, or in the name of the Agent's office, partner or employee, shall be used in connection with the sale of Members' or Airlines' Traffic Documents to any customer of the Agent.

IATA Resolution 049x, Fare Changes

"Resolved that:

1. Transportation shall be subject to the fares and charges in effect on the date on which full payment is made, for travel on the specific dates and journey shown on the ticket
2. Provided no voluntary change is made to the originating flight, no increase in fare effected through a change in fare level, a change in conditions governing the fare, or cancellation of the fare itself, shall apply
3. In the event of a voluntary change to the originating flight, the fares and charges for the passenger's journey shall be recalculated in accordance with the fares and charges in effect on the date on which the change is made and is reflected on the ticket
4. in the event payment is made prior to confirmation of reservations for the originating flight, the fares and charges for the passenger's journey shall be recalculated in accordance with the fares and charges in effect on the date on which the confirmation is made"

IATA Resolution related to EMDs which apply

Below are IATA resolutions related to EMD which apply to the LHG carriers.

725f Electronic Miscellaneous Document – Airline

725g Electronic Miscellaneous Document – Neutral

725h Electronic Miscellaneous Document – Ground Handling

In case of questions please contact your LHG Carriers representation. Thank you.