



TAROM ADM Policy

In compliance with IATA Resolution 850m

Preamble

Revenue integrity policies ensure fare rules and other agreements between the TravelAgent and RO are complied with and if not, settle the differences to be debited in an adequate way, for all distribution channels.

Checks are performed on 281 documents, irrespective of the fare owner.

In particular are subject to audit:

- Issuances, refunds and after sales transactions (exchange), with automated or manual fare quotes
- Unreported sales
- Incorrect commission level
- Under collection of taxes / fees / surcharges
- Under collection of fares / incorrect fares
- Double Refunds – Refunds via BSPLink and via CRS
- Credit card charge backs under IATA Resolution 890
- Booking classes versus fare basis class as per fare rules
- Published and IT fares and/or fare rules not respected
- Cancellation fees not deducted on refunds
- All fare elements for published and negotiated programs (including Private, Corporate, TO and Group fares and conditions)
- Booking procedures
- Breach of CRS distribution procedures

Travel agents obligations are described in IATA Resolution 824 in which it is stated that the Agent should issue tickets in compliance with Carrier's fares, fare rules, General conditions of carriage and written instructions of the carrier as provided to the Agent.

Airlines have the right to audit and send ADM's for all transactions.

An ADM administrative fee of 10 EUR or equivalent in local currency will be collected, unless a different charge is specified; in such a case, the specified charge includes the administrative fee. In case that more than one rules are broken, the highest applicable charge will be collected.

CRS Distribution Policy

The Agent shall use the CRS for bookings and sales on TAROM flights / TAROM flights in connection with other carriers' flights in compliance with TAROM instructions.

The Agent has the obligation to correctly use the CRS for any booking on the TAROM's flights. Of common consent, the following practices are considered abuses of the CRS utilization: multiple bookings on the same flight (different classes or different flights for the same passenger), fictitious bookings as to block seats, lack of immediate cancellation of the booking requests which have received a negative answer from TAROM's inventory system, lack of cancellation for all booking requests which are not ticketed at least 24 hours before departure and any usage which is against TAROM's booking policy, the IATA booking recommendations or CRS recommendations.

TAROM reserves the right to rebill the Agent with the amount billed to TAROM by any CRS for any active booking which is not ticketed and was not cancelled, or was not cancelled at least 24 hours before the flight departure.

TAROM agrees that the Agent, user of a CRS, may make a small number of passive bookings through that respective CRS, but only under special circumstances.

The Agent has the obligation to cancel all passive bookings as soon as possible, at least 24 hours before departure.

TAROM reserves the right to rebill the Agent with the amount billed to TAROM by any CRS for the Agent's passive bookings on TAROM flights, if these bookings were not cancelled at least 24 hours before the flight departure.

Due to the excessive number of transactions generated by such practices into TAROM's reservation system (currently - Amadeus), the Agent shall not use any robotic tool in order to continuously update its internal systems / databases in terms of seat availability and/or applicable fares on TAROM flights.

TAROM reserves the right to rebill the Agent with the amount billed to TAROM by any CRS, as well as by TAROM reservation system for the Agent's excessive transactions on TAROM flights.

The eventual amounts billed to the Agent will be in accordance with the costs billed to TAROM by any CRS and/or by TAROM reservation system.

The Agent has the obligation to guide, observe and control the activity of its sub-agents, undertaking the whole responsibility as far as the TAROM is concerned, regarding their booking activity on TAROM flights.

More information about RO regulations and policy may be found on:

[HTTP://WWW.TAROM.RO/EN/INFORMATION-FOR-AGENTS/](http://www.tarom.ro/en/information-for-agents/)

- username: tarom (LOWERCASE)

- password: CNTAR281 (UPPERCASE).

Booking policy

Abusive booking practices are strictly prohibited, including but not limited to:

1. Speculative and fictitious bookings

It is prohibited to make speculative and fictitious bookings not directly related to a request from a passenger. Bookings made solely to satisfy GDS productivity requirements and gain GDS incentives are not permitted under any circumstances.

Non-compliance to this policy will result in a 10 EUR fee per segment, per passenger.

2. Passenger name element requirements

The full name, surname, given name and title (MR, MRS, MSTR) of passenger must be used in the PNR name element. They must not be abbreviated as government regulations in certain countries do not accept abbreviated names. In case of name abbreviation, a warning message is included in the PNR (SSR OTHS 1G CHECK NAME). The agent has to comply with the request otherwise PNR automatic cancellation may occur. Name changes are not permitted.

The agencies will be held responsible for any resulting claims by passenger(s).

Non-compliance to this policy will result in a 10 EUR fee per passenger.

3. Training and test bookings

It is prohibited to create active training and test segments for the purpose of e.g. pricing only. Other pricing options are available in GDSs and agencies are responsible for providing training for their personnel.

Non-compliance to this policy will result in a 10 EUR fee per segment, per passenger.

4. Ticket time limit in PNR

The TTL robot is automatically included in the PNR in a maximum of 6 hours since the booking was made. When the TTL robot is reached, the booking is automatically cancelled if a valid ticket is not found.

Difference could exist between the fare rule last ticketing date and the TTL robot remarks. The most restrictive date prevails. In case fare rule last ticketing date is more restrictive than the TTL robot, the agent has to comply with.

Non-compliance to this policy will result in a 25 EUR fee per passenger.

5. Duplicate bookings

The creation of duplicate bookings by the same travel agency is prohibited. This includes itineraries for the same passenger that cannot be logically flown, identical itineraries or not, and duplicate bookings in different GDSs.

It is not allowed to create such travelling itineraries that passenger has concurrent flight(s) on the same time period and which cannot be flown simultaneously.

In case of duplicate bookings found by the robot, a warning message is automatically inserted in the PNR (SSR OTHS YY DUPLICATED WITH). The agent has to contact the passenger for urgent clarification otherwise PNR automatic cancellation may occur.

The agencies will be held responsible for any resulting claims by passenger(s).

In addition, non-compliance to this policy will result in a 25 EUR fee per passenger.

6. Duplication of space within the same PNR

Creating duplicate confirmed segments within the same PNR is prohibited. The most recent duplicate confirmed segment is kept and the oldest one(s) is automatically cancelled. In case of confirmed waitlisted segment, the booking office is responsible for cancelling immediately or within 24h whichever of the segments is not required by the passenger.

The agencies will be held responsible for any resulting claims by passenger(s).

In addition non-compliance to this policy will result in a 10 EUR fee per duplicate segment, per passenger.

7. Previously used ticket numbers

Only electronic tickets are accepted. It is strictly prohibited to manually insert a fictitious or previously used ticket number that does not match with passenger and existing itinerary in the PNR. All PNRs with fictitious or previously used ticket numbers will be cancelled and agencies will be held responsible for any resulting claims by passenger(s).

In addition, non-compliance to this policy will result in a 25 EUR fee per passenger.

8. Un-ticketed no-show

Agents are responsible for cancelling any un-ticketed bookings prior to departure according to the applicable ticket time limit. Unwanted bookings are due to cancel before departure if no ticket time limit is provided.

Non-compliance to this policy will result in a 25 EUR fee per segment, per passenger.

9. Inactive segments

All inactive segments with status HX, UN, NO, US and UC must be removed latest 24 hours before departure by agencies. Agencies are responsible for managing to work their queue flow.

Non-compliance to this policy will result in a 10 EUR fee per segment, per passenger.

10. Passive bookings and ghost bookings

Passive and ghost bookings should only be used for ticketing purposes. A confirmed booking must exist in order to make a passive booking. Passive and ghost bookings must be removed as soon as ticketing is completed or latest 24 hours before departure by agencies.

The agencies will be held responsible for any resulting claims by passenger(s).

In addition, non-compliance to this policy will result in a 10 EUR fee per segment, per passenger.

11. Responsibility of informing passengers

Agents are responsible for informing passengers of any schedule change, flight cancellation or other exceptional circumstance informed by TAROM and queued via GDS to agent. Ensuring smooth cooperation in such event communication held with passenger should be marked to PNR.

The agencies will be held responsible for any resulting claims by passenger(s).

In addition, non-compliance to this policy will result in a 50 EUR fee per claiming passenger.

12. Passenger data

Agent must comply with applicable government regulations and requirements and provide customer security information on PNR as required.

Non-compliance to this policy will result in a 50 EUR fee per passenger.

13. Abusive Reservation

It is prohibited to deliberately keep any booking, to create reservations for issuing and afterwards cancelling or refunding tickets, with the purpose of keeping the flight segments available more than 24h.

Non-compliance to this policy will result in a 50 EUR fee.

Ticketing policy

Tickets issued using manual fare quotations are subject to audit and any discrepancies are subject to agent debit. Therefore, issuance of a ticket is guaranteed whether the ticketed fare is automatically quoted by CRS, based on confirmed (guaranteed) flights segments.

Abusive ticketing practices are strictly prohibited, including but not limited to:

1. Using incorrect booking classes

Only the default booking classes filed by the carriers shall be used.

Non-compliance to this policy will result in an ADM at applicable fare, plus 100 EUR fee per ticket.

2. Missing or under-collection of rebooking/penalty fee

Voluntary change needs correct application of penalty fee which shall be ticketed under code CP in the tax field of the new e-ticket.

Non-compliance to this policy will result in an ADM for applicable fee, plus a 10 EUR fee per ticket.

3. Missing or under-collection of applicable fares, taxes, fees, surcharges

Either for issuing or reissue a ticket shall be collected and accurately reported the fares, taxes, fees and surcharges.

Non-compliance to this policy will result in an ADM for the under-collected amount, plus 10 EUR fee per ticket.

4. Overriding fare conditions

Tickets must comply with applicable fare rules of the fares selected (minimum/maximum stay, sales/advance restrictions, flights application, discounts, stopovers, transfers, surcharges, combinability, etc).

Non-compliance to this policy will result in an ADM at the applicable fare, plus 50 EUR fee per ticket.

5. Incorrect baggage allowance

Baggage allowance obtained with automatic quotation by the system will be used.

Non-compliance to this policy will result in an ADM for additional ticketed baggage allowance and 10 EUR fee per ticket.

6. Plate/stock restrictions

Ticket stock restrictions in fare rules as well as the IATA Resolution covering Designation and Selection of ticketing Airline must be complied with.

Non-compliance to this policy will result in an ADM at full IATA fare, plus 10 EUR fee per ticket.

7. Back-to-back ticketing

Issuing two or more tickets, by overlapping roundtrips fares with opposite origin and destination points, where the tickets meet restriction required, in order to obtain a lower overall fare, is prohibited by TAROM.

Non-compliance to this policy will result in an ADM at the applicable fare for entire travelled itinerary, plus 100 EUR fee per ticket.

8. Ticketing on behalf of sub-agent

Issuance tickets on behalf of sub-agents shall be done in the PNR generated by the sub-agent.

Non-compliance to this policy will result in a 50 EUR fee per PNR.

9. Fictive issuance

Issuing tickets at a higher fare basis than the RBD selected, in order to process the refund without restrictions is prohibited by TAROM.

Non-compliance to this policy will result in a 100 EUR fee per ticket, per passenger.

Actions for non-compliance

1. Agency debit memo (ADM)

Noncompliance to fulfill TAROM booking and ticketing policy will result in TAROM to send ADM to the agent with the value according to the above policies and listed fees for noncompliance.

The agent has from the day of receipt of the ADM, a maximum of 30 days to review and dispute the ADM. TAROM will review the dispute no later than 2 months from the date of receipt of the dispute.

2. Inhibiting access and ticketing TAROM inventory and/or booking capability

TAROM reserves the right to cease any travel agents access to view, book and ticket TAROM from inventory and/or terminate the appointment of any agent that does not comply with this policy and in such a case any un-ticketed PNRs will be subject to cancellation.

Abusive Reservation Policy

TAROM cannot accept any misuse, on the part of its agents, of the reservation system and, in addition to the ADM policy and without superseding any part of it, there shall be put in place supplementary actions meant to deter abusive practices, as follows:

1. Definition of abusive reservation concept

In TAROM's acceptance, with immediate effect, there shall be regarded as abusive the reservations falling in the following categories:

1.1 Fictitious or speculative reservations, which can be:

- Those reservations that are reasonably under suspicion of having been related with neither a demand of any actual passengers nor their intention of buying tickets;
- Reservation with active and/or passive legs, made by an agent in order to reach/exceed the GDS imposed volume of activity;
- Reservations with fictitious names;
- Reservations with fictitious or previously used ticket numbers.

1.2 Reservations with issued and subsequently cancelled or refunded tickets, with the purpose of changing the names and having them issued with another name, keeping this way the initial legs and classes.

1.3 Individual reservations intended to block the sale of seats, followed by a subsequent group demand for same flights.

1.4 Reservations made for same day flights, without having tickets issued at the time of reservation.

1.5 Deliberately keeping any booking, even if it is known that passengers would not travel thereon and that will generate NOSHAW passengers on TAROM flights.

1.6 Reservations failing to strictly observe the deadlines for issuing tickets and/or “last ticketing date” (TL), whichever is more restrictive. Repetitive cancellations and re-making reservations for the same flight in order to avoid TAROM reservation deadline are deemed to be abusive and breaching the airline rules.

1.7 Any reservations made for purposes of taking part in a public tender failing to observe the following rules:

- Blocking a higher number of seats as requested in the public tender is strictly forbidden;
- An OSI line containing the details of the public tender – the public tender winner and number of seats demanded must be inserted in the bookings relating to such public tenders;
- The reservation segments should be confirmed (HK); no segments will be confirmed based on an agent having won a public tender without having a prior confirmed booking;
- Name changes are strictly forbidden;
- In case of multiple bookings made by several agents bidding in the public tender, automated or manual cancellation of double reservations is possible for the purpose of freeing the fictitiously blocked seats and have them available for sale; one booking will be kept for securing the seat(s).

- The winner of the public tender shall send to spacecontrol@tarom.ro a proof of having won the public tender as soon as it ends. If such reservation has been cancelled as duplicate, it shall be reinstated in the same classes as the initial reservation and must be immediately ticketed by the agent;
- Reservations made by any other agents taking part in the public tender, which could still be confirmed, shall be cancelled by the originating agent upon the conclusion of the public tender; any bookings shall be deemed abusive if identified and cancelled by TAROM after more than 24 hours from the conclusion of the public tender;
- Compliance with the steps above is absolutely necessary and mandatory, so the time and number of seats blocked for bidding in public tenders would have a minimum impact on the flight(s) availability;

1.8 Reservation of multiple same-day flights/connections for one passenger is strictly forbidden. Roundtrip flights/connections are exempted.

1.9 Reservations, whether ticketed or not, for the same passenger, with intersecting itineraries and/or impossible to be flown (can not be logically flown).

1.10 Reservations made on purposes other than the sales of tickets, with the intention of blocking seats.

1.11 Keeping the bookings after the passengers notified their cancellation.

1.12 A significant volume of cancellations, a repetitive action for same or different flights.

1.13 A big number of ticketed and cancelled reservations, including cancellations on the day of issue.

1.14 A significant volume of cancellations made close to flight operation times.

1.15 Repetitive reservations on the waiting list, for the same flights and in the same or a lower reservation class.

1.16 Passive reservations that are not the object of ticket issuing. No other circumstances are accepted.

1.17 Test and/or training reservations.

2. TAROM's actions on abusive bookings

1. Should any abusive reservations be identified, the agent that made them will be notified, such notification clearly stating the abusive reservations and reasons why they are regarded to be abusive (according to those above).

Agents are directly responsible, both for their own reservations and for the reservations made by their sub-agents.

2. In cases where, subsequent to TAROM giving notification, the same agent continues making abusive bookings, the deadline for ticket issuing, for any and all future reservations made by such agent shall be set for the same day the reservation is made.

3. This constraint shall be initially kept for a time period of minimum four weeks, after which it shall be lifted. Should an agent breach again the reservation policy (i.e., for a third time), the deadline constraint shall be re-applied for issuing tickets for a much longer time.