

W2 by GO7 / FlexFlight ADM Policy

GENERAL INFORMATION

W2 - FlexFlight audits all ticketing and booking-related transactions of any PNR that contains a W2/W1 segment or a 365 document. ADMs will be issued in accordance with IATA Resolutions 850m.

Agencies have to conduct ticketing according to IATA General Rules and fares, notifications, and regulations published by W2 - FlexFlight Airline. Agency employees are obliged to be knowledgeable about FlexFlight applicable rules and workflow.

W2 - FlexFlight holds the right to apply changes to its Debit Memo/Booking policy without notifying changes to its Terms and Conditions proactively in push mode. Therefore it is under the responsibility of the Travel Service Provider to update its employees on the regulations.

For all ADMs issued in BSPs/ARC, FlexFlight will apply an ADM issue fee of 25.00EUR per ADM or equivalent in local currency. This fee covers the cost of the audit process

W2 FlexFlight may issue ADMs also beyond the 9 month after last travel date stated in Reso 850m.

In case of disagreement, travel agents can dispute ADM within 15 days through BSP link. Before the acceptance or the rejection of the related dispute in BSP Link, the airline will establish a correspondence with the agents.

REASONS FOR ADM ISSUE

1. Fare violations

- Incorrect fare application
- Incorrect fare value, fare basis, RBD (reservation booking designator)
- Minimum/maximum stay, advance purchase rules
- Seasonality, flight applications

Please note that an automated fare quote does not release travel agents from their duty to always check and follow the fare rules.

2. Commission violations

- Incorrect application

3. Discounts

- Missing Tour Code
- Discount entitlement according to date of birth (age)

4. Taxes, Fees, Charges

- Incorrect collection/ missing/ refund of taxes, fees, charges

5. Violation of IT/published fare rules

- A published fare must never be issued as an IT fare
- If a private fare has been issued without indicating the applicable tour code in the ticket

6. SSR violations

- An ADM will be raised if the applicable fee for any confirmed special service request (SSR) has not been collected

7. Exchange/Reissue violations

- No collection of difference in fare
- Under collection of taxes, fees and/or surcharges
- Missing rebooking fee

8. Refund violations

- Incorrect calculation of refund amount, taxes, fees, charges
- Incorrect application/missing cancellation penalty (e.g. in case of no-show)
- Double refund
- Incorrect calculation of refunds commission amount
- Refund of non-refundable taxes
- Refund of non-refundable EMDs without a written authorization
- When a full refund has been authorized but the agent fails to cancel the flight segment before departure
- Incorrect form of payment on refunds (versus sales)

9. Inactive segments

Agents should monitor the queues regularly and remove all inactive segments, such as UN, NO, HX, WK, WL, WN, HL, DL, UU, UC, US etc., at least 24 hours prior to the scheduled departure.

10. Ticket Time Limit extensions (TTL) / Churning

Multiple bookings and cancellations for the purpose of extending the Ticket Time Limit (TTL) are prohibited.

11. Duplicate bookings

Creation of dupe or overlapping bookings, segments or O&Ds is not permitted. All violations will be charged.

12. Test bookings

Creating bookings for testing or training purposes using our live inventory is not permitted. All pricing related tests must be done without End of Transaction or using the training mode in your GDS.

13. Fictitious bookings

Fictitious or speculative bookings, including blocking or holding reservation due to expected demand or the customer’s indecision are not permitted.

14. Credit card fraud

Unauthorized credit card chargebacks

15. Unreported sale

Any ticket which has not been billed through BSP/ARC will be charged by ADM for the full applicable fare amount of the respective cabin class and applicable taxes

16. Contact Information of Passenger

During the reservation process, the passenger’s contact information (e-mail or phone number) must be entered correctly in the relevant field, In case the airline needs to contact the passenger. If the passenger cannot be reached due to incorrect contact details, the responsibility rests with the agency.

Violations	Penalty
Non-compliance with issue and reissue conditions (improper use RBD, fare rules, sales condition, discounts and commission).	Difference (up to the highest) of fare and penalties/ taxes/ charges/ surcharges/ fees and commission
Improper use of a special fare (fare with any discounts, including age, corporate, confidential, sea, tour operator discounts, etc.) Absence of an appropriate information in the name field of the ticket (INF, CH, ZZ, CD,	Difference (up to the highest) between the applied fare and corresponding published fare in the same booking class.

DOB)	
Incorrectly calculated refund	Reclaim of any under-collected penalty amount, as well as the difference between the incorrectly claimed refund value and refundable value of fare/ taxes /fees/ charges/ commission
SSR violations	Reclaim of fee for booked SSR
Disputed transaction (including chargeback) rejected by card company	Full value of the transaction (or charge-back) disputed reclaimed from the ticket-issuing/refunding Agent via ADM.
Multiple re-booking for one passenger within one or more booking files (PNR) after the third booking.	30 EUR for each seat in the fourth and each subsequent re-booking.
Test and Fictitious bookings	40 EUR per segment per passenger
Duplicate bookings	40 EUR per segment per passenger
Unproductive segments (with segment status HX, UN, UC, NO, SC, TK, US, PN, WK etc) were not canceled.	10 EUR per segment per passenger
PNR doesn't contain direct passenger contacts or contacts of authorized persons available 24/7 for carrier flight irregularity direct communication.	20 EUR per passenger
PNR doesn't contain information about APIS / DOCS passengers that were entered using the SSR field.	Respective penalty raised by immigration authorities or court of departure/arrival country.

Contact Information

Disputes must be submitted through BSP Link
 For questions related to the ADM policy please contact bsp@worldticket.com.