

MONTENEGRO AIRLINES GDS/CRS BOOKING POLICY

Introduction

The purpose of this document is to inform our agency partners about existing rules and recommended behavior regarding booking procedures and air segment management. The guidelines set down in this policy should encourage our partners – travel agents worldwide - to use GDS/CRS in a proper way, and at the same time discourage any other practice that has or might have negative inventory implications.

Montenegro Airlines is proud to have you as a partner in the distribution of our flights. Please help us to serve our and your customers better by following simple rules of GDS usage and strictly avoid any misuse described below.

The policy applies to all GDS/CRS users including travel agents, travel service providers and all travel professionals accessing Montenegro Airlines inventory via the Internet or any other electronic means. The travel agent must ensure that all its employees accessing Montenegro Airlines' inventory on all of its locations are familiar with this policy.

This policy is in line with industry standards and its sole purpose is to reduce distribution costs while offering greater seat availability for passengers and partners alike.

It is not the purpose of this policy to generate additional revenue but to compensate GDS costs caused by GDS misuse.

Montenegro Airlines intends to monitor all transactions to identify non-compliant practices and the right to reimburse the GDS cost by sending Agency Debit Memo with a Cost Recovery Fee in the amount of € 5 - per passenger plus the administrative fee of 10 € for each ADM.

Montenegro Airlines reserves the right to restrict the access to its inventory, temporary or permanently, to any GDS/CRS user if repeated non-compliance practice will be registered.

This policy is valid for bookings and ticketing that includes any Montenegro Airlines flight on/after September 10th, 2020 and replaces any other policy in place before.

When booking a Montenegro Airlines flight, please create a PNR for your customer by following these simple guidelines:

- Request space and create reservation only for the desired flights and only if it is required by the passenger or any person requesting it on behalf of the passenger;
- Travel agencies should avoid creating bookings on the day of the flight without immediate issuance;
- Use Reservation Booking Designators (RBD) only if it is compliant with the applicable fare;
- Refrain from wait listing and do not waitlist segments on the flight where passenger is already confirmed;
- Read Fare rules carefully, advise passenger about restrictions and advantages of the chosen fare type. In case that failure to comply with these provisions result in penalties for Montenegro Airlines by any regulatory body, your agency will be subjected to the cost of such penalties and in case it is necessary, your agency will be denied the possibility of issuing tickets on our flights, in order to protect Montenegro Airlines against any harmful actions.
- Take special care about Minimum Connecting Time. Do not create PNR and do not end the transaction if the connecting time is below the minimum required;
- During the reservation process, we kindly ask you to provide passenger's correct contact information (phone number and/or email) in the relevant field, in case the airlines needs to contact the passenger regarding the operational disruptions. If the passenger can not be reached due to the incorrect contact details, the responsibility rests with the agency.
- Use advantages of auto pricing if it is available for the chosen Fare type. Do not override it manually;
- Respect the automatic ticket time limit deadline and issue the ticket or cancel the un-ticketed segment; Cancel the reservation immediately if you are advised to do so by the passenger.

Please follow these instructions at all times and without exceptions in order to maintain good level of cooperation between the business partners.

BOOKING POLICY

Canceling reservations

Segments must be canceled and inventory released immediately in case that the ticket has not been purchased in accordance with the fare rules, or when notified by a customer that he/she will no longer needed. Canceled space for one passenger shall not be used for another one even if that passenger's requests an identical itinerary. A new request is mandatory for the new passenger, based on the current availability and applicable fares.

Booking canceled by the airline system due to expiry of time-limit must also be canceled in the GDS/CRS.

1. Inactive segments

Inactive segments can be identified with the segment status **HX/UC/NO/US/UN**. All inactive segments must be canceled from the GDS/CRS immediately when received, but not later than 24 hours prior to departure. Inactive segments that are not canceled 24 hours prior to departure are subject to the Cost Recovery Fee and will result in an ADM, in the amount according to “GDS/Booking Policy” Table 1.

2. Wait-listed segments

Wait-listed segment can be identified with the segment status **HL/HN/UU**. All wait listed segments must be canceled from the PNR at least 24 hours prior to departure. Travel agents must not repeatedly create wait listed segments. Wait listed segments that are not canceled on time, as well as repeatedly requested wait-lists are subject to the Cost Recovery Fee and will result in an ADM, in the amount according to “GDS/Booking Policy” Table 1.

3. Churning

Repeated canceling and re-booking of space with the purpose of circumventing ticketing time limits and the fare rules is prohibited and monitored by Montenegro Airlines. By churning it is considered if the segment is booked and canceled more than 3 times and the result is the issuance of ADM (see Table 1).

4. Duplicate bookings

Segments booked (confirmed or waitlisted) for one passenger in the same or different PNR, in the same or different GDS used by the same agency and for the same flight or for a different flight that logically cannot be flown.

It is not allowed to create duplicate segments any time. Each duplicate segment will result in an ADM, in the amount according to “GDS/Booking Policy” Table 1.

5. Fictitious or speculative bookings or ticket numbers

All segments booked for speculative reasons like holding the space blocked from the inventory or segments that are not requested by the passenger, or segments booked for the purpose of test or training will be considered fictitious and speculative.

Following is strongly prohibited and will result in ADM for cost recovery:

- False ticket number entered into the PNR;
- Intentional fictitious bookings which may affect class availability;

- Usage of false name;
- Voiding of several tickets before issuance of the ticket that passenger will use;
- High amounts of unticketed and canceled booking made 24h prior to the departure;
- 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.

In these cases Agents will be charged for the Cost Recovery Fee and will result in an ADM, in the amount according to “GDS/Booking Policy” Table 1.

6. Training/test bookings

The training mode or non-billable status codes provided by the GDS must be used for testing situations or training personnel. Creating active segment PNRs for training purposes is prohibited.

Test bookings should by no means be used for the purpose of itinerary pricing. In case this rule is violated, reservation will be canceled and agency will be subjected to an ADM. For information about fees check table.

7. Contact information of the passenger

During the reservation process, the passenger's contact information (phone number and/or email) must be entered correctly in case the airline needs to contact them regarding operational disruptions and schedule changes in a timely manner. In case that the airline fails to notify the passengers due to incorrect or nonexistent contact information, the agency will be held responsible and it may result with the denied possibility to issue YM tickets (after repeated action), as well as an ADM for cost recovery (see Table 1).

Contact details must be entered the following way:

AP element: +38267123456

In order for this to be seen through all GDS-es, IATA defined a format to enable the recognition for all of them. Data needs to be entered in SSR element as specified bellow:

SR CTMC-00382123456 (for mobile phones)

SR CTME-name.surname//gmail.com (for e-mail address)

SR CTCRYM-REFUSED (when passenger refuses to give this information).

8. Hidden groups

Montenegro Airlines group policy defines that 10 or more passengers traveling outbound/inbound sector together constitute a group booking regardless of the fare paid. Blocking space by making many separate individual bookings instead of the established group procedure to circumvent the group booking rules is strictly prohibited. Such bookings are subject to immediate cancellation without prior notification and the issuance of ADM (see Table 1).

Table 1.

No	BOOKING POLICY	CHARGES IN EUROS
*	Cancellation ratio above 70%	0.50€/per cancelled segment over limit of 70%
1.	Inactive segments	5€/per passenger/per segment
2.	Wait-listed segments	5€/per passenger/per segment
3.	Churning	10€/per passenger/per segment
4.	Duplicate bookings	10€/per passenger/per segment
5.	Fictitious or speculative bookings or ticket numbers	50€/per passenger
6.	Training/test bookings	5€/per passenger/per segment
7.	Contact information of the passenger	50€/per passenger, if practice does not change after 10ADMs, revoking ticketing authority
8.	Hidden groups	Cancelling reservation
*	Administrative fee for each ADM	10€

IATA RESOLUTIONS SUPPORTING THIS GDS/CSR BOOKING POLICY

<u>IATA RESOLUTION 824</u>	<u>Passenger Sales Agency Agreement</u>
<u>IATA RESOLUTION 830A</u>	<u>Consequences of violation of Ticketing and Reservation Procedures</u>
<u>IATA RESOLUTION 830d</u>	<u>Reservation Procedures for Accredited Agents</u>
<u>IATA RESOLUTION 850m</u>	<u>Issue and processing of Agency Debit Memos (ADMs)</u>
<u>IATA RESOLUTION 852</u>	<u>Designation and Selection of Ticketing Airline</u>

If you have any questions or suggestions, please contact us via e-mail:

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Thank you for your support!

MONTENEGRO AIRLINES

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