



# **FARE GUARANTEE POLICY**

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**Document Version 1.0**

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## FARE GUARANTEE POLICY (A)

### Nature of Guarantee

This document describes the Fare Guarantee Policy (the “Policy”) which Galileo applies to review claims for the reimbursement of ADMs issued by airlines.

Galileo will consider covering the cost of ADMs issued by airlines that meet the standards identified in this Policy.

Galileo will review such claims on a case-by-case basis and will take the criteria outlined in this Policy into consideration as it determines whether to reimburse the cost of such ADMs.

This Policy supersedes and replaces the Galileo Fare Quote Guarantee and all similar guarantees or policies written before it and is effective as of the 1st day of January 2009.

In no event should this Policy be construed to, or relied upon, to guarantee the lowest fare. Rather, this Policy represents a good-faith effort on the part of Galileo to promote fare accuracy at the time of ticketing.

This Policy is not intended to be legally binding or create any contractual relationships between Galileo and any third party. It is a Policy only and the word “Guarantee” is not to be construed under any law as having any legally binding effect. This Policy is a stand-alone document and does not form any amendment or addendum to any existing agreement between Galileo and any of its subscriber travel agencies (“Subscribers”), SMOs/NDCs or their clients or customers.

This Policy may be amended from time to time or withdrawn by Galileo at its sole discretion and without prior notice.

### Payment of Claims

ADMs will be reviewed and considered as per the provisions of this Policy for validation.

Approval by Galileo is required before payment will be released assuming an ADM is approved.

Provided ADMs submitted to Galileo qualify for review under this policy, Galileo will do all possible to process within 90 days of receiving documentation supporting the submission.

ADMs without the specified supporting documentation or outside the scope of this Policy will not be considered for payment.

## Eligibility for ADM Investigation

This Policy covers ticketed fare quotes that are automatically produced by the Galileo 360° Fares system on Galileo (1G) system. The Fare Status Indicators (on Galileo) used on tickets are the source of reference for determining if the ticketed fare might qualify for the guarantee. An ADM will be considered for reimbursement only if it meets all of the following criteria:

1. It complies with one of the following Fares Status Indicators:

- A Auto priced Airline Private Fares – Covered
- C Computer generated – Covered
- G Auto priced – Covered
- P Agency & Airline Private Fares, marked up/down via the APF GUI will be considered as referenced in the Other Conditions section of this document.

The ADM is issued against a ticket that was automatically priced and ticketed on the Galileo reservation system.

2. The ADM has been received by Galileo no later than one year from the date of ticket issuance; the following information must be submitted for an ADM to receive consideration for reimbursement. The absence of any of the following may disqualify or delay resolution of the ADM:

3. A copy of the original ADM (or electronic equivalent), and backup sheets (stating the ADM reason);

A copy of the Galileo issued ticket or e-ticket.

PNR history of Airline, subject to case.

The “ticketing” agency(s) Pseudo City Code;

The agency contact (Name / Address / Pseudo City Code for correspondence);

Any such other information as Galileo may reasonably require.

(Past Date History will be provided by Galileo if needed)

4. Galileo will consider ADMs for reimbursement related to YQ/YR data if the YQ/YR values and data filed by a carrier have been misquoted or inaccurately filed into a filed fare (with the appropriate guaranteed Fare Status Indicator) by the Galileo system.

If, after investigation by Galileo the Carrier filed data is found to have Fares, Rules & YQ/YR data displayed & quoted exactly as filed by the carrier then Galileo will reject the ADM to the airline and the airline should reimburse the agent through means of an Agency Credit Memo (ACM).

*Any decision to honor, an ADM shall be entirely at the discretion of Galileo.*

### **Other Conditions**

Galileo reserves the right to change, suspend, or terminate this Policy at its sole discretion and without prior notice. Notwithstanding the foregoing, Galileo will use reasonable efforts to provide 30 day advance notification of the implementation of a change to, suspension, or termination of this Policy.

Effective with the coming into force of this Policy, and for tickets issued on or after 01<sup>st</sup> July 2008, debit memos received for tickets issued against Agency Private Fares, where only a mark-up or mark-down is used, will be considered for reimbursement provided they comply with all other guidelines outlined in this policy, including tax elements where applicable. Galileo International does not guarantee nor assumes any liability for the data input made by a Travel Agency, a contracted party, third party vendor etc. If it can be determined that the reason for the ADM was not the error of the agency (e.g. country tax under collected), it will be covered under this Policy. However, if Galileo's investigation as to who is responsible for the error is inconclusive, the ADM will not be covered under this Policy. Misapplied mark-up/ mark-down percentages will likewise not be covered, nor are any errors or omissions by any person or entity related to fares entered into agency private fares. Airline Private Fares will be covered if they comply with all of the provisions of this Policy.

ADMs issued against a ticket with a qualified Fare Status Indicator (in 1 above) will be considered when any of the tax and/or endorsement elements have been updated using the fare build update enhancements made available to all Galileo subscribers since 03<sup>rd</sup> December 2005.

ADMs issued against a ticket for YQ and YR service fees will only be considered if the data was filed through the ATPCo automated YQ/YR facility.

Please only send ADM's that are covered by this Policy, and forward all requested ADM documentation to your local Galileo office.

## FARE GUARANTEE POLICY (B)

Galileo Guarantees the fare content displayed through its GlobalFares™ Products. The fares quoted through the GlobalFares™ product, in a Galileo Booking File, are guaranteed for the next twenty-four hours. A procedure has been laid down for the pricing of Booking Files that will help agents to understand and use the GlobalFares™ pricing tools efficiently.

- Auto Tickets should be issued on confirm status (HK/AK) through Galileo system guaranteed sign (Form A). PNR created on other GDS/CRS will not be considering.
- To price the booked itinerary, make entry **FQCBA/ET** (mention the Plating carrier with E-ticket indicator).
- Fare filing date and ticket issuing date must be the same. If agent filed fare at 2355z/22Jun so ticket should be issued before 0000z/23Jun, in case date is been change in the system so cancel old pricing and re store the fare before issue the ticket.
- Some fare needs to issue ticket within 6 hours on same day, need to follow system instruction.
- If the passenger itinerary having more than 08 segments so re-check with airline.
- Some airlines not willing to issue interline ticket due to less than 50% share in an itinerary. In this situation need to confirm/check fares with the carrier.
- Except SITI, all sales indicators are vary carrier to carrier authority /restriction. So Galileo will not be responsible if airline restrict agent not to issue SOTO ticket or Credit Card Sales.
- If any BSP airline publish own fare in the market or restrict agent to follow airline publish fare so Galileo will not be responsible on any short collection.
- If any agent receive any short collection notice so agent should provide the ADM copy and other relevant documents according to ADM policy.
- If any carrier re-issued/re-validate the documents after ticketing (Before Departure), will does not come in fare guaranteed procedure.

***Please only send ADM's that are covered by this Policy, and forward all requested ADM documentation to your local Galileo office.***

## EXHIBIT (A)

Date : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### ACKNOWLEDGEMENT

ADM No. \_\_\_\_\_

Dear Sir,

We have received your Agency Debit Memo (ADM) request for process. To avoid delays/refusal of your ADM, kindly provide required documents to process ADM.

| Received | Required |  |
|----------|----------|--|
|----------|----------|--|

|                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <b>Agency Covering Letter</b>                                |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>ADM Copy</b> (Date of Ticket should not exceed 09 Months) |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>Galileo History</b> (Complete With Fare Filed History)    |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>Airline History</b>                                       |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>E-Ticket Copy</b>   |

Please note that in absence of any required document, your ADM will not be accepted for processing by Travelport. Timely availability of required documents helps us to speed up the process.

Your cooperation in this regard is highly appreciated.

Regards,

ADM Support Department  
Galileo Pakistan

## EXHIBIT (B)

Dated: \_\_\_\_\_

### **Subject: ADM process (documents requirement)**

Dear Travel Trade Partner,

In the current competitive environment, Agency Debit Memo (ADM) processing is becoming a critical to the business for both airlines as well as travel agents. To timely process ADMs, Galileo by Travel Port required following documents;

1. **Agency Covering Letter**
2. **ADM Copy** (Date of Ticket should not exceed 09 Months)
3. **Galileo History** (Complete With Fare Filed History)
4. **Airline PNR History**
5. **E-Ticket Copy**

Timely availability of required documents helps us to speed up the process. So kindly provide the required documents together and save your valued time. Further agent/user can communicate on e-mail [askADMsupport@galileo.com.pk](mailto:askADMsupport@galileo.com.pk)

Your cooperation in this regard is highly appreciated.

Regards,

ADM Support Department  
Galileo Pakistan