



Hainan Airlines GDS Booking Policy

In order to standardize Hainan Airlines GDS (Global Distribution System) booking practice, in compliance with IATA Resolution 830a, 830d, 850m and related rules of Hainan Airlines (HU), we hereby publish GDS Booking Policy.

1. Scope of Application

Booking activities incur from travel agents via GDS, regardless of IATA accreditation. Hence this Booking Policy and the consequences of violation apply for every entity accessing HU Inventory Control System, be it IATA accredited agent, NON-IATA agent, via internet or any other electronic means.

This document explains the rules that HU applies to ensure proper booking activities. Violations of these rules may lead to Agent Debit Memos (ADM) or invoices, adjustment of Ticket Time Limits or ultimately disconnection from access to HU Inventory Control System.

2. Booking Practices

(1) Duplicate booking/duplicate PNR are strictly prohibited, including:

- Booking more than one reservation for the same passenger traveling on or about the same date to one or more of the same or nearby airport origins/destinations.
- Creating another PNR for a passenger in a different GDS when one already exists in HU's Inventory Control System.
- Flight segments overlapping time, booked for the same passenger.
- Repeatedly cancel and rebook the same flight (also known as "churning") to circumvent the ticket time limit or for any other reason.

(2) Agents must comply with minimum connecting time (MCT) as defined by HU and related interline carriers. Following bookings are strictly prohibited:

- Bookings violate the MCT exceptions.
- Impossible/illogical bookings-include, but are not limited to, create impossible traveling itineraries by holding concurrent segments on the same time period, on or near the same day that passenger could not travel simultaneously; Create bookings that do not follow the O&D logic, including bookings made against the married segment; Create bookings with connections that depart before the arrival of the inbound flight.

(3) Speculative bookings, fictitious bookings and uncommitted bookings

- Agents must not make any speculative bookings using fraudulent or fictitious names. Non-exclusive examples of such bookings include the use of a valid surname followed by initials.
- Agents must not block seats or hold any speculative bookings in anticipation of expected demand.
- Bookings for training purposes or to test new facilities available in the live GDS environment are not permitted.
- Bookings not finalized with EOT (End of Transaction) are uncommitted Bookings, Uncommitted bookings are under HU's monitor, any uncommitted bookings held longer than 20 minutes are interpreted as non-active bookings blocking seats in HU's inventory and will be cancelled automatically without notice.

(4) Agents can never create any booking / transaction purely to contribute to achieving productivity incentive or rebates target set by GDS.

(5) Cancel bookings in time:

- If a passenger cancels his/her reservation(s) with agents, agents must immediately cancel the reservation(s) and release HU's inventory. Agents must not re-use the cancelled inventory for another passenger, even if the other passenger desires the identical itinerary, a new PNR must be created.
- Agents must promptly (or at least 24 hours prior flights departure time) remove all unwanted/cancelled/inactive segments from PNR, status codes include, but are not limit: HX/UN/NO/UC/US.

(6) Create a booking to obtain a price, to print an itinerary is not allowed.

(7) Agents should input SSR message for the request of special service, Agents are not allowed to use SSR message to request for extending ticket time limit. Agents must issue the ticket before the ticket time limit.

(8) Enter passenger's information correctly and completely, including:

- Passenger's full first and last names are required in all bookings.
- Additional security information about the passenger may be required by government and agents should ensure the PNR satisfies the applicable governmental requirements, including that the passenger's name in the reservation matches passenger's name as it appears on passenger's passport or government issued photo identification /travel documents.
- Agents must provide passenger's mobile contact number on the relevant GDS phone field or OSI for avoiding missing any schedule change information. In the event the passenger exercises his/her right not to provide the contact details it is incumbent on the agent to indicate passenger's refusal in the PNR to limit any statutory liability.

(9) Agents cannot book, cancel, rebook, reissue or refund tickets for a passenger without the request of that passenger.

(10) Agents should be responsible for promptly working all queues.

(11) Agents must use the latest and the most up-to-date fares rather than the pre-stored or overdue fares in the PNR to issue tickets.

(12) Agents must adhere to all IATA Fare Rules and the fare rules imposed by HU.

(13) Agents must issue the ticket after HU Inventory Control System returns the PNR locator and all the valid segments booked returns confirmed.

(14) Reservation booking designators (RBD) must correspond to the applicable fare quoted to the passenger.

(15) Agents must issue and report a valid ticket number for the passenger and itinerary in the PNR. Agents may not provide a ticket number that does not match the passenger and /or itinerary to circumvent ticketing requirements or to satisfy a ticket time limit.

(16) Agents must collect, report, and accurately code all taxes, fees and charges/surcharges imposed by the government, as well as taxes, fees and charges/surcharges levied by foreign countries.

(17) Agents must cancel all related segments in PNR when refunded.

3. Penalty of Non-Compliance

(1) Hainan Airlines prohibits, and will hold agents responsible for any losses due to actions in violation of this Policy.

Fees and Damages

HU reserves the right to charge agent, and agent agrees to pay, a penalty fee per passenger, per PNR, per flight segment for each violation. ADMs will be handled as per IATA Resolution 850m.

In addition to other remedies HU may charge the agent for any losses incurred by HU arising out of or in connection with any violation of this Policy. These damages could include, but are not limited to, loss of revenue and the difference between the fare charged and the actual fare available at the time of the violation or booking, use or issuance of the ticket, and recovery of GDS transaction fees.

(2) Disconnection of Access / Termination

Frequent violations of this Policy and / or failure to pay any outstanding fee(s) may result in the loss of access to view, book and ticket HU inventory. HU may assess an additional fee to restore access capabilities through a GDS if the agent is reinstated. Agent also must pay any other outstanding monies owed to HU at the time of termination, including any such amounts identified by HU following such termination.

(3) Other Remedies

HU reserves the right to offset from any available source any amount owed to agents by HU in order to satisfy any of the fee, costs. HU reserves the right to terminate any and all applicable agency agreement(s) of any agent that does not comply with this Policy.

Please contact **HU Agency Sales Help Desk Phone: 312-374-3700** or E-mail: usahelpdesk@hnair.com if you have any questions.