

REVENUE INTEGRITY POLICY

Dear Travel Partners,

EY Policy on O&D Abuse Policy

Effective 1 MAY 14 this policy replaces our EY Policy on Married Segment logic dated 15MAY13. The objective of Etihad Airways of this policy is to effectively manage our Inventory which enables all our Travel partners to get the correct availability.

The changes have been classified into the following categories

1. Origin - Destination (O&D) Availability abuse
2. Married segments Violation
3. ADM Policy

1. 0 Origin - Destination (O&D) Availability abuse

Availability is based on point of Sale POS: O&D. Availability on a flight may differ from POS to POS. Booking should be created using the OD availability and not segment availability. When a flight shows an “Availability Display” as part of a connection, the entire connection or travel option must be sold together. Bookings sold initially must not be separated and arrive at an OD pair.

When POS availability is used from one country where the availability is higher than the availability of point of Origin and it is ticketed from the POS of origin it would be considered as a violation of Incorrect Availability.

Example: Agent in POS AU books ATH-AUH-SYD where the availability is in Q class, but for POS GR on the same flight is available only from K class and the above is ticketed in Q in POS GR it would be considered an incorrect Availability used for ticketing and ADM will be raised.

2. 0 Married Segment Violation

Booking class inventory availability varies to specific Origin-Destination (O&D) cities requested. The Etihad Airways booking policy requires connecting flight segments to be booked from a single availability display from point of origin to point of destination. Flight segments sold together are designated as “married segments” and must not be separated. Rebooking or cancellation of any married segments must, at the same time, be applied to the connecting flight segment.

A PNR is considered as a Married Segment violation if

- a) There is no married segment indicator on the PNR
- b) When the married segment indicator is not in sequence
- c) When the married segment indicator is missing in on one leg of an O&D

While majority of the Travel Trade community abide by our booking practices, there are cases where some are bypassing our Married Segment Logic rules resulting in bookings in lower RBD's than it should be booked in. This results in revenue loss to Etihad Airways and potential lost sales opportunities for our valued trade partners. In order to avoid such revenue loss, Etihad Airways requires multi segments itineraries to be booked together in one transaction and prohibits various practices that manipulate the system to accept bookings made against the married segment logic.

2.1 Etihad Airways married segment procedure

- Book married segments from the O&D availability display
- When rebooking , cancel all connecting flight segments of a married Origin and Destination
- Rebook all new selected flight segments of a married Origin and Destination in the same entry
- Etihad Airways strictly forbids the practice to “ UN-MARRY / DIVORCE “ flight segments to circumvent the Married Segment Control logic

2.2 Married segment abuse

- Booking manipulation of married segments
- Cancellation of partial itineraries
- Booking flights to a fictitious destination in order to find flight availability in a lower booking class

Where Etihad Airways finds Married Segment abuse in the system, Etihad Airways has the right to cancel the reservation if un-ticketed and raise ADM for ticketed PNRs.

Guidelines to Verify Married segment abuse Bookings:

Sabre:

*IMSL<<

1 EY 22U 21MAR F MANAUH* 1/1 HK2
2 EY 408U 22MAR J AUHBKK* 1/2 HK2
3 EY 407U 01APR T BKKAUH* 2/1 HK2
4 EY 21U 01APR T AUHMAN* 2/2 HK2

Amadeus

AUH1A0980/1971AD/20MAR14

1.TEST/ABMR

2 EY7604 Y 20APR 7*BOMAUH HK1 2150 2325 20APR E EY/WFWTQL
3 EY 103 Y 21APR 1*AUHJFK HK1 0210 0820 21APR E EY/WFWTQL
4 EY 102 Y 30APR 3*JFKAUH HK1 1225 0920 01MAY E EY/WFWTQL
5 EY7605 Y 01MAY 4*AUHBOM HK1 1035 1510 01MAY E EY/WFWTQL

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RP/AUH1A0980/AUH1A0980 AD/SU 20MAR14/0420Z 2LJ57Z

AUH1A0980/1971AD/20MAR14

2	EY7604	Y	20APR	7	BOMAUH	HK1	2	2150	2325	*1A/E*	A01
3	EY 103	Y	21APR	1	AUHJFK	HK1	3	0210	0820	*1A/E*	A01
4	EY 102	Y	30APR	3	JFKAUH	HK1		1225	0920+1	*1A/E*	A02
5	EY7605	Y	01MAY	4	AUHBOM	HK1	1	1035	1510	*1A/E*	A02

TRAVELPORT (WORLDSPAN/APOLLO/GALILEO)

1.1TEST/CMR

1. EY 205 Y 02AUG BOMAUH HK1 0450 0625 O* E SA 1

2. EY 101 Y 02AUG AUHJFK HK1 1030 1635 O* E SA 1
3. EY 100 Y 07AUG JFKAUH HK1 2240 #1925 O* E TH 2
4. EY 206 Y 08AUG AUHBOM HK1 2215 #0300 O* E FR 2

3.0 Agency Debit Memos (ADM) for O&D Abuse policy

Etihad Airways hereby publishes and communicates in writing to you our ADM policy with regards to Origin - Destination (O&D) Availability abuse or Incorrect Availability used for ticketing or Married segments Violation. As of 01 MAY 2014, Etihad Airways will raise ADM's for ticketed bookings that are not made in compliance with the O&D Abuse Policy. The ticketing agent will be responsible if tickets are issued which violates the EY booking policy. Bookings can originate from NON-IATA agents and are ticketed by IATA agents. IATA agents will not issue any tickets that violate EY booking policy. EY will recover the loss through ADM from the IATA agents.

3.1 Following Minimum penalty will apply

An ADM will be raised for the fare difference between actual Origin/Destination (O&D) pair used for booking and the O&D pair ticketed, plus an ADM fee of USD 300 (or equivalent in local BSP currency) per segment/passenger. The penalty for violation of Etihad inventory of USD 300 per segment/per passenger will apply on all ticketed PNR's identified as having committed an inventory violation. If the agent realizes the violation and cancels the PNR/ refunds the ticket before the ADM is raised in BSP link/ARC Memo Manager, then only the penalty for violation will be charged and not the fare difference.

Violations of this policy will result in actions that may include loss of access to view, book and ticket Etihad Airways inventory, as well as compensations paid to Etihad Airways. We would like to take this opportunity to thank all our trade partners for supporting Etihad Airways, and hope that all understand that the best practice management of seat inventory is to the benefit of all concerned. Should any further information be required, kindly contact your local Etihad Airways Account Management team.

Warm regards,

The Etihad Airways Team

