



Saudi Arabian Airlines GDS/CRS Booking and Ticketing Policy

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DEFINITIONS

Accredited Subscriber - A Travel Service Provider, including a corporate travel department (CTD), appointed by ARC or IATA to issue airline traffic documents.

Administrative Booking - bookings created for administrative or accounting purposes such as for printing itineraries or invoices.

ARC - Airlines Reporting Corporation.

Churning - excessive or constant book then cancel activity.

Code Share: refers to the identifier used in flight schedule, generally the 2-character IATA airline designator code and flight number. Thus, XX123, flight 123 operated by the airline XX, might also be sold by airline YY as YY456 and by ZZ as ZZ9876.

Corporate Travel Department (CTD) - The ARC Approved CTD is intended for the purpose of purchasing carrier transportation and services for its own employees, owners, and officers. (i.e. in-house travel department).

CRS/GDS - Computer Reservation System/Global Distribution System.



Debit Memo: An invoice issued to an Agent to collect additional monies owed to Saudi Arabian Airlines for ticketing outside the Fare Rules or any other violation of Saudi Arabian Airlines Booking and Ticketing Policy.

Duplicate Booking - 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 destinations (such as, IAHMIA and IAHFLL or EWRNSA and EWRSFO), or creating another PNR for a passenger when one already exists in Saudi Arabian Airlines internal reservation system or in a different CRS/GDS. Duplicate Bookings also include, but are not limited to, a similar or same itinerary booked on both Saudi Arabian Airlines and another air carrier.

Fare Rules - applicable requirements or restrictions associated with a particular fare, including, but not limited to, non-refundability, Ticket Time Limits, class of service requirements, minimum/maximum stay requirements, or advance purchase ticketing requirements.

Flight Coupon - a portion of the Ticket that indicates travel points between which the coupon is good for carriage.

Flight Segment: is part of the journey; If you are flying from Seattle to London with a stop over in NY, the flight would be two segments. 1- Seattle to New York, 2- New York to London. Each time you get on a plane, the segment starts. Each time you get off the plane, the segment ends.

GDS Incentives – fees paid by the GDS to Travel Service Providers for creating bookings on airlines using its system. The GDS normally sets targets for the Travel Service Providers to obtain higher incentives for their bookings.

Group Booking - booking 10 or more passengers on at least one common flight segment within their itinerary to a common destination in a single PNR or multiple PNRs.

Hidden Cities Ticketing or Points Beyond Ticketing - the booking and/or issuance and/or use of a reservation or ticket from an initial departure point on the ticket which is before the passenger's actual point of origin of travel, or to a more distant point(s) than the passenger's actual destination being traveled even when the booking or purchase and use of such tickets would produce a lower fare.

IATA - International Air Transport Association.

Impossible/Illlogical Booking - includes, but is not limited to, bookings for the same passenger on concurrent flights that fly in the same time period, on or near the same day;



multiple bookings for the same passenger between the same origin/destination; Duplicate Bookings; or, bookings with connections that depart before the arrival of the inbound flight.

Inactive Segments - flight segments within the CRS/GDS PNR with status codes HX, NO, KL, SC, TK, UC, UN, US or WK.

Married Segments - a travel itinerary that contains at least one connection but which is sold as a single origin/destination.

Non-Accredited Subscriber - a Travel Service Provider not appointed by ARC or IATA to issue airline traffic documents.

No-Show - inventory spoilage caused by Travel Service Provider's failure to issue tickets and/or cancel unticketed reservations.

Passive Bookings - these are listed in the Travel Service Provider's CRS/GDS system under passive segment status codes. Passive segments do not decrement Saudi Arabian Airlines' inventory and are only to be used to ticket reservations booked directly with Saudi Arabian Airlines.

Passive functionality: A passive booking occurs when an air segment has been manually created in a CRS, and hence the inventory of the corresponding airline's inventory system is not updated. Passives are used for bookings originally confirmed or wait-listed outside of that CRS (i.e. the booking already exists in the airline's inventory system).

PNR - Passenger Name Record.

Ticket - the record of agreement, including electronic tickets, e.g., "Saudi Arabian Airlines Electronic Tickets" or "eTickets," for the carrier(s) to provide transportation and related services under certain terms and conditions to the Passenger named on the Ticket in accordance with applicable governing tariffs and regulations.

Ticket Time Limit - date or time deadline required for ticket issuance as set forth in the applicable Fare Rule.

Travel Service Provider - any travel agency, Accredited Subscriber, Non-Accredited Subscriber, CTD, CRS/GDS user, and any other person or entity accessing Saudi Arabian Airlines internal reservation system content via the Internet or any other electronic means.

Speculative Bookings - defined as holding un-ticketed airline reservations past the provisions of tariff, ignoring inventory rules is not permitted. Travel Service Providers will



need to advise travelers that they must cancel rather than hold speculative air reservations if a decision to purchase cannot be reached.

Split Booking – defined as creating individual sell transactions for a group in an attempt to obtain any required number of seats.

EFFECTIVE DATE

Saudi Arabian Airlines (SV) will implement this Booking and Ticketing Policy (Policy) with effect from 16 September 2010.

A. INTRODUCTION

This Policy applies to all travel service providers, including travel agents, who make bookings and/or ticketing on air transportation on Saudi Arabian Airlines operating flights (IATA and Non- IATA; Domestic and International), and any person or entity accessing Saudi Arabian Airlines internal reservation system content via the Internet or any other electronic means.

The terms and conditions set forth in this Policy shall constitute additional terms and conditions to any applicable travel service providers, agreement or arrangement between any travel service providers and Saudi Arabian Airlines. The provisions of this Policy and its associated practices and procedures are subject to change from time to time and it is the responsibility of the Travel Partner to ensure that all of its employees and contractors, in all of its locations are familiar with this policy, including future updates.

In the event of conflict between the Policy and any other rules, agreements, arrangements, instructions, or directions, the Policy shall prevail.

The purpose of this policy is not to generate extra revenue for Saudi Arabian Airlines, but instead, to reduce the costs associated with improper GDS booking-related practices such as not removing inactive segments, abusive bookings etc which affect our seat inventory in a negative way.

We will continue to provide information to our Travel Partner to ensure that all GDS users take a consistent approach when using GDS services for booking and issuing tickets for Saudi Arabian Airlines customers.



GDS practices that are considered a violation of Saudi Arabian Airline's policies will be addressed appropriately. To prevent such violations, please review the policy below that encompasses booking rules and abusive type ticketing practices.

Under no circumstances should Saudi Arabian Airlines personnel or Saudi Arabian Airlines-appointed travel service providers suggest or solicit any type of abusive ticketing practice that would violate Saudi Arabian Airlines tariff rules.

B. BOOKING PRACTICES GUIDELINES

Saudi Arabian Airlines hereby reserve all rights to monitor and audit all booking transactions to identify booking abuses and practices which are not in line with this Policy.

1) Eliminate inventory wastage practice

I- Duplicate Bookings – Travel Service Provider must not create duplicated bookings in the same passenger name record (PNR) or across PNRs for the same passenger for any reason, or duplicate any reservation booked by another Travel Service Provider or that is stored in another CRS/GDS or Saudi Arabian Airlines internal reservation system or create impossible travelling itineraries by holding concurrent flights on the same time period where the passenger could not travel simultaneously. It is the responsibility of the Travel Service Provider to determine if the customer already made a booking.

II- Fictitious and Speculative bookings – Travel Service Provider must refrain from holding Saudi Arabian Airlines inventory until a passenger or ticketing opportunity arises. A Travel Service Provider may use the GDS only when it relates directly to a passenger's request or intention to purchase a ticket. Non-exclusive examples of such bookings include the use of a valid surname followed by initials (e.g., Smith/A/B/C,) and fictitious or celebrity names.

III- Follow-up actions - Travel Service Provider must take appropriate and timely follow-up actions for any un-ticketed bookings, or rejected / cancelled / inactive segments queued back to the travel service provider for action (i.e. DL, HX, KL, NO, SC, TK, TL, WK, WL, WN, UC, UN, US, or UU) including cancelling any reservations that have been cancelled by the customer and releasing such Saudi Arabian Airlines inventory.



IV- GDS incentives - Travel Service Provider must never create any booking / transaction for achieving productivity (incentive) target set by GDS providers or rebates offered by some GDS's. And Travel Service Provider also must never create any segments, passive or active, or a combination of both, to meet GDS productivity agreements **as such practices are considered** a breach of standard industry procedures. This includes the ticketing of duplicate space from one GDS to another to fulfill booking requirements and gain GDS incentives.

V- Married Segments - Saudi Arabian Airlines may provide a level of availability on Married Segments that differs from the level of availability provided by Saudi Arabian Airlines if the segments were sold separately. Travel Service Provider must not separate Married Segments for any purpose nor manipulate the CRS/GDS system to circumvent Saudi Arabian Airlines Married Segment Control logic.

VI- Minimum connecting - Travel Service Provider must not create a booking which violates the minimum connecting time requirement as defined by individual airlines.

VII- Multiple GDSs - Travel Service Provider with multiple GDS subscriptions must book and ticket passenger itineraries in the same GDS, to simplify transaction and reduce fees.

VIII- Pricing function - Travel Service Provider must use the GDS itinerary pricing function instead of creating a PNR with active segment merely for performing fare quotations.

IX- Schedule Change – Travel Service Provider must action queues promptly and regularly to ensure that all the segment status codes are updated and notify passengers of any changes to their booking as soon as possible and remove the inactive segment(s).

X- Training and Testing –Travel Service Provider can create a test or training PNR only in the training mode of a GDS/CRS provider. Reserving live inventory in Saudi Arabian Airlines internal reservation system for any training and/or testing purpose is prohibited and Saudi Arabian Airlines reserves the right to recover costs associated with spoiled inventory.



2) MINIMIZE GDS COST

In today's Airline business environment, all carriers including Saudi Arabian Airlines are seeking ways to reduce GDS Booking cost. Perhaps you are unaware that Saudi Arabian Airlines pays a fee each time a booking is created, changed, cancelled or entered passively in the GDS system. These fees apply even if the customer never actually travels.

Our GDS segment fees have risen dramatically over the past five years and we are making continuous efforts to reduce these costs. With the cooperation of our representatives which is you as the Travel Service Provider we have created a set of guidelines and policies which are designed to accomplish this goal.

We value travel service providers professionals and know that working together we can ensure our mutual customers receive the best value for their travel. We are asking your assistance in helping us to avoid using the following unacceptable practices:

Administrative Bookings – Travel Service Provider must utilize auxiliary segments or non-billable status codes to produce invoices and itineraries or for administrative or accounting purposes. By no means does Saudi Arabian Airlines support billable status codes CRS/GDS usage for administration purposes and Saudi Arabian Airlines has the right to invoice GDS subscribers for those segments which cause segments fees as a result.

Churning – Repeated canceling and rebooking of space is often done to circumvent ticketing time limits of the fare rule or for any other reason. This practice blocks seats from other Travel Service Providers and disserves all of our customers. This practice is strictly prohibited and if identified will be invoiced on per segment per passenger basis, which could potentially incur very high invoice amounts to the Travel Service Provider.

Inactive Segments – Travel Service Provider must promptly remove all unwanted / cancelled / inactive segments. Inactive segments include status codes of: DL, KL, HX, NO, TK, TL, WK, WL, WN, UC, UN, US, or UU. Inactive segments result in unproductive segment fees charged to Saudi Arabian Airlines by the GDSs. In all cases, the inactive segments that are not cancelled 72 hours prior to departure will be considered a violation to Saudi Arabian Airlines Policy and the Travel Service Provider will be charged the cost of such practice. Inactive segments not cancelled are subject to debit memos.



GDSs Cancellation Fees – Saudi Arabian Airlines will charge back Travel Service Providers for cancellations fees if cancellations volume exceeds 10% of bookings. It is in the best interest of each Travel Service Provider to service genuine bookings and minimize cancellations to avoid the charge back of GDS cancellation fees. A monthly report will be issued by Saudi Arabian Airlines for each Travel Service Provider summarizing the cancellation volume and fees that will be charged back by Saudi Arabian Airlines through an Agency Debit Memo (ADM). Please see (**ANNEX TABLE B**) for a list of Countries where this policy is applicable. Please contact Saudi Arabian Airlines GDS Support Team or visit our web site for an updated list of countries affected by this policy.

Passive Bookings – Saudi Arabian Airlines does not allow Travel Service Providers to create passive bookings on its flights. All bookings with passive status codes will be rejected by the SV system with the NO action code and a message will be sent to the Travel Service Provider, which will require an immediate action: to remove rejected segments to avoid unnecessary fees to the airline. In no case should any rejected segments remain in the booking 72 hours prior to flight departure. Travel Service Providers must not issue tickets against segments that were rejected by the SV system with the NO action code.

Travel Service Providers must use the Claim PNR function to issue tickets wherever and whenever SV has activated this facility to them in their GDS system. Saudi Arabian Airlines does not allow passive segments to be used for issuing tickets or for any other reasons, including but not limited to satisfy CRS/GDS productivity requirements, to circumvent fare rules or to fulfill administrative functions. The use of mismatched segments to issue tickets, or “IS” transactions to generate false confirmation is **strictly prohibited**.

Travel Service Providers will be responsible for any inconvenience that the passenger may face at the airport due to holding an OK ticket that was issued using a passive booking and all denied boarding charges and expenses that may become due as a result.

It is the responsibility of the Travel Service Provider to remove all segments rejected with the NO action code. Travel Service Provider with un-removed **NO** segments that remain in the Subscriber's PNR (Travel Service Provider) beyond the travel date will receive a Debit Memo.



Please remove all **NO** segments to avoid these fees being charged to you.

PNR Push – SAUDIA’s General Sales Agents (GSAs) must not queue individual PNRs created through SAUDIA’s Internet Booking Engine (IBE) or Telephone Sales Centers (TSCs) to Travel Service Providers for issuing the tickets. This policy conforms with SAUDIA’s strategy to offer full service through direct or indirect sales channels and avoid incurring GDS booking fees for bookings originating from direct sales channels.

3) RESERVATION PROCESS

Accurate Information - Travel Service Provider must not add any information in the PNR that is not accurate for any reason.

Customer Name/ID – Customer's full first and last name which are identical to those in the customer’s passport are required in all bookings. When the first name is identical to the last name, the middle name or middle initial becomes mandatory. The Travel Service Provider should ensure that the PNR satisfies the applicable governmental requirements.

Please use the following format when entering the passenger name: LastName/FirstNameMiddleNameTitle. Using any other format or omitting any portion of the passenger name will be considered as a violation and the PNR may be cancelled.

Passenger contact - Travel Service Provider must provide valid passenger mobile number to facilitate the disruption handling and informing passengers of any changes to their booking through SMS Service. The SMS service does not relieve the Travel Service Provider from the obligation to inform passengers of any changes to their bookings.

It is essential, and mandatory that at least one mobile phone contact is added into all PNRs containing SV segments. One mobile contact number for each passenger is required, and this must be correctly associated in the booking. It is acceptable to enter one mobile contact to cover all passengers, or you may enter several numbers, all correctly passenger associated. Failure to collect this one piece of contact data may result in the cancellation of the whole booking. It is therefore the responsibility of the Travel Service provider making the booking to ensure that this requirement is fulfilled. If a customer genuinely does not have a mobile phone number, he/she must provide the



mobile contact for someone that they know (family member, friend, work colleague etc) so that they are contactable via the automated SMS information system.

Travel Service providers must use the OSI CTCM element to enter the passenger mobile number in the PNR. The mobile number entered must begin with the country code followed by the mobile number without the leading "0". /EN for English or /AR for Arabic should be appended to the OSI CTCM element to indicate the language used by the passenger.

For PNRs containing SV and interline segments, the passengers' mobile number and email address must be entered using the SSR CTCM and SSR CTCE formats respectively. Please refer to the latest SV circular in this regard for more information.

Alfursan members should be urged to update their information (full name as shown in passport, mobile, phone number, E-mail, address) in their profiles. Alfursan members can contact the following address to add the correct details :

Alfursan Member Service Centre
P.O. Box 24724 Jeddah 21446
Saudi Arabia
Toll free from Saudi Arabia : 8002440999
Telephone : +966 12 653 5666
Fax : +966 12 657 6372
E-mail : alfursan@saudiairlines.com

Extra Passenger Data Collection – SV requires full APIS (advance passenger information system) information for its domestic and international flights. Correct APIS information must be entered in the PNR using SSR DOCS format before the issuance of the ticket with the following required details:

- Document type (P for int'l flights, I, A or P for domestic flights)
- Document number
- Document issuing country
- Document expiry date
- Nationality
- Date of birth in Gregorian format
- Gender
- Last name and first name matching the document.

Please refer to the related SV circular for more details on this requirement.

If any of this information was missing, incorrect and entered in the incorrect format, the passenger may not be permitted to board the aircraft and the Travel



Service Provider will be responsible for any penalty applied by respective authority for non-compliance with this requirement. There are no exceptions to this and these details cannot be added at check in.

Schengen Visa - The new regulation of the European Union states that the entrance to the European Union SCHENGEN Countries can only be done through the country issuing the SCHENGEN visa. Non European citizens who do not follow these regulations face legal issues and financial fines and deportation back to Saudi Arabia.

Based on that, Travel Service Providers must inform all passengers to commit to these regulations immediately, when they make booking or issue tickets to all the European Union SCHENGEN Countries, otherwise they will be held responsible for violating these regulations.

Travel Service Provider should enter the following information as Remark to confirm that the passenger received that information: PAX ADV THAT HE MUST FIRST TRAVEL TO THE COUNTRY THAT ISSUED THE SCHENGEN VISA

Divide PNR - Travel Service Provider must not Divide any PNR unless if there is a reason of issuing a ticket or changing the route for one or some of the customers in the PNR.

Invalid flight numbers – Travel Service Provider should not use invalid flight number or invalid city pairs in any booking.

Late Cancellation - Travel Service Provider must cancel unwanted booking or segments at least 72 hours before departure.

Misuse of ALFURSAN loyalty program – The Travel Service Provider must follow the procedure for booking members of ALFURSAN loyalty program. Inserting Alfursan membership number for the purpose of confirming a waitlisted booking for another passenger is strictly prohibited.

Name Change Restrictions - Saudi Arabian Airlines does not allow Travel Service Providers to correct or change names in a PNR. The correct names as per the passenger's passport, or form of identity to be presented at check-in time at the airport, and the date of birth for child/infant must be entered at PNR creation time. Travel Service Provider must not attempt to correct or change passenger name or add/correct date of birth for child/infant to an existing PNR as this will directly result in



the cancellation of all SV itinerary in that PNR. In this case, Travel Service Provider will be responsible for the cancellation of the customer's reservation and all consequent compensations or fines that might be incurred by Saudi Arabian Airlines as a result of this violation by Travel Service Provider.

Split Bookings - Travel Service Provider must not book for a group by using individual "Sell" transaction. The Travel Service Provider must not attempt to obtain any required number of seats in subsequent individual transaction.

Waitlist – Saudi Arabian Airlines allows Travel Service Providers to create waitlist segments on its international flights, but not on domestic flights. All waitlist segments must be cancelled at least 24 hours prior to departure if not confirmed by that time.

Robotics – Travel Service Provider must not use robotics or scripts to create bookings or hide seats from SAUDIA's inventory. This practice deprives SAUDIA from productive use of its inventory and incurs communication costs on SAUDIA.

C. TICKETING POLICY

Book and Buy – effective 01 January 2015, SAUDIA implemented the book and buy policy on all its domestic flights, which required the booking and ticket issuance to take place immediately with no more ticket time limit. Effective 01 November 2015, SAUDIA expanded this policy to its international flights departing within seven days from booking time and on all booking classes. Accordingly, Travel Service Providers must not create a PNR for SAUDIA domestic flights or international flights departing within seven days without an immediate issuance of the ticket. Group bookings are excluded from the book and buy policy. The goal of this policy is to meet the actual demand for seats and reduce reservation violations on domestic and international flights.

Addition of ticket number – When a Travel Service Provider wants to add a ticket number to the PNR, it is his responsibility to make sure that:

- The ticket number is not entered in another booking.
- The passenger name in the ticket matches the name in the PNR.

Class of Service – Travel Service Provider must ensure the class of service booked on PNR is identical to the class of service used for issuing ticket, exists and available for sale in Saudi Arabian Airlines reservation system. Passive entries made to allow



ticketing in a lower class than that held in the active booking is a fraudulent use of the GDS. It results in inappropriate revenue to Saudi Arabian Airlines, and an inappropriate ticket being issued to the passenger. Travel Service Provider will receive a debit memo for the fare difference in the event a ticket is issued for a lower fare than the booked class.

Code Share Flights - Travel Service Provider must not issue E-tickets on any code share flights unless E-indicator is shown.

Fare Rules – Travel Service Provider must adhere to all ticketing and fare rules. Saudi Arabian Airlines prohibits, and the Travel Service Provider is liable for, any booking or ticketing practice that circumvents the applicable Fare Rules. The Travel Service Provider must issue a valid ticket or cancel the PNR by the applicable Ticket Time Limit. Saudi Arabian Airlines reserves the right to use an automated program to cancel segments when ticketing has not occurred by the applicable Ticket Time Limit. However, Travel Service Provider is responsible for adhering to ticketing time limits. Travel Service Provider must always use the latest and the most up-to-date fares rather than the pre-stored fares in the PNR to issue tickets. Travel Service Provider must adhere to all IATA Fare Rules and the fare rules imposed by Saudi Arabian Airlines.

Interline Ticketing – Travel Service Provider must not validate any ticket on Saudi Arabian Airlines if the ticket contains a flight segment(s) on any other airline unless the other airline has a ticketing and baggage agreement with Saudi Arabian Airlines.

Invalid Ticket - When a Travel Service Provider cancels the ticket using (VOID/ REFUND / REISSUED) he must also either cancel the PNR or remove ticket number and apply new Ticket Time Limit. All bookings not canceled and become no-show will be considered as damage and Travel Service Provider will be charged the full value of the seats.

Non Acceptance of TKNM Entry – Effective 16 August 2009 Saudi Arabian Airlines will only accept auto generated E-tickets (TKNE) for all its flights. Any other format such as manual input of ticket number (TKNM) is not accepted and, therefore, the booking will be cancelled if you try to issue tickets using these formats. Please ensure that tickets are issued as E-tickets to avoid any booking cancellations.

Please refer to the following guidelines for your reference:

1. Automated ticketing is the only acceptable ticket field for ticketed PNRs.



2. (TKNM) indicated on the SSR and OSI will not be recognized and PNR will be cancelled automatically.

Multi-class Fares - Effective 01 November 2010 multi-class fares have been applied on First and Business domestic fares. New First multi-class are indicated by (P / A) while (C / D / I) are for Business class. All of these fares carry restrictions. Please refer to the fare notes for FULL rules and regulations.

1. No discount is permitted on P/A/C/D/I class child fares on domestic routes. (IT IS NOT EVEN PERMITTED ON FULL FARE CLASSES). A 20% discount will be offered on P/A/C/D/I class infant fares.
2. Ticket changes (re-booking, rerouting, refund) are permitted for a fee as per SV fare rules.

Revalidation / Reissue – Any change in the booking including date/time change, Class change and rerouting requires the ticket to be reissued and a reissue penalty may become applicable as per the SV fare rules stipulated in the GDS/CRS system.

Note: Saudi Arabian Airlines allows Travel Service Providers to reissue SV tickets only when the new ticket has an equal or higher value than the original ticket. However, when the new ticket has a lower value than the original ticket, Travel Service Providers must refund the original ticket, collect the applicable refund fee as per the SV fare rules and issue a new ticket instead.

Rebook, Reissue and Refund Charges – Travel Service Provider must collect and include in their sales report all currently applicable rebooking, reissue and refund charges as per the SV fare rules. The collection of penalty fee for rebooking and reissue must be made using EMD.

Saudi Arabian Airlines may waive any or all of the above charges or allow non-refundable tickets to be refunded in case of irregularities such as abnormal weather conditions or unrest in certain countries. In this case, Travel Service Providers should refer to the irregularity case and the circular number/date that they received from SV in this regard in the endorsement box.

Taxes – Travel Service Provider must collect, report and accurately code all taxes, fees and charges / surcharges imposed by local and foreign countries and governments.



Tax information for every country is updated in the GDS/CRS system by the GDS/CRS staff, accordingly Travel Service Provider is kindly requested to refer to the tax information updated by the GDS/CRS for the latest updates.

Commission – Travel Service Providers are requested to check with the local SV office and the SV commission table in the GDS/CRS system for updated information on the applicable BSP commission for SV domestic and international tickets.

SV reserves the right to claim back any wrongly applied commission by Travel Service Providers via an ADM.

Effective 01 November 2010, SAUDIA abolished normal commission for GTR and any type of discount ticket issued by its General Sales Agents (GSAs) outside Saudi Arabia. Only the Override commission (ORC) will be paid based on uplifted coupons rather than on sold tickets according to the following rules:

1. Override commission will not be applicable on GTR and any type of discount tickets issued prior to 01 November 2010.
2. Override commission for GTR and any type of discount ticket will be paid through credit notes (ACM) in favor of the GSA.

GTRs - With the exception of SV General Sales Agents (GSAs) and travel agencies which are appointed on government location and approved by SV to handle GR/GTR business, Travel Service Providers **must NOT** handle any tickets or reservations involving Government Travel Requests “GTRs” or “GR”. If an Agency is found to have made any changes to such bookings, they will be charged via ADM for the equivalent full fare for the itinerary changed.

Suspended Ticket Coupons - Effective 08 January 2011, any Domestic or International passenger who is a no-show, will have his e-ticket coupon status changed to Suspended. A flight coupon in Suspended status cannot be used by the passenger or changed in any way. The passenger will only be able to use the coupon again on payment of a fee. Please refer to the fare notes for more details on the fee to be collected for suspended coupons.

For tickets with suspended coupons, Travel Service Providers are urged to check with their local SV office for the applicable no-show fee before issuing a no-show penalty EMD from their side for this fee. Travel Service Providers in Saudi Arabia only may



contact tasc@saudia.com in this regard. After the issuance of the no-show penalty EMD, Travel Service Providers must immediately contact SV again to open the status of the suspended ticket coupons using the above EMD and proceed with reissuing or refunding the ticket on the same day without collecting any additional penalty.

Travel Service Providers should urge their customers to check with them in case of no-show. Saudi Arabian Airlines will only help the customers when they are travelling and there was no nearby branch of the Travel Service Provider who issued their ticket.

Notes:

1. Should a passenger tell you that he did not take a booked flight, and you discover that his flight coupon is still in Open status, then please simply re-book as normal and collect the applicable reissue penalty in a penalty fee EMD.
2. For V class and N class if coupon is still open after departure time it must be treated as revoked coupon.

Compliance with applicable laws – As per US Department of Transportation (DOT), all air carriers operating to and from the USA need to print a revised Limitations of Liability Notice on all e-tickets, whether printed or digital, with the text shown below. The same notice should also be posted on all desks, counters and stations where the carriers' tickets are sold. As Travel Service Provider authorized to sell tickets on Saudia, please ensure compliance by:

- Displaying the notice below on your own e-tickets – Saudia's default GDS ticket receipt will already carry this notice. If you are printing or sending your own e-tickets, please ensure the notice below is included.
- Displaying a printed notice at your desks or stations used to sell tickets to the public. We are attaching a notice that complies with the US DOT regulation, which you can print and use.

ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATIONS OF LIABILITY

Passengers embarking upon a journey involving an ultimate destination or a stop in a country other than the country of departure are advised that the provisions of an international treaty (the Warsaw Convention, the 1999 Montreal Convention, or other treaty), as well as a carrier's own contract of carriage or tariff provisions, may be applicable to their entire journey, including any portion entirely within the countries of departure and destination. The applicable treaty governs and may limit the liability of carriers to passengers for death or personal injury, destruction or loss of, or damage to, baggage, and for delay of passengers and baggage. Additional protection can usually be obtained by purchasing insurance from a private company. Such insurance is not affected by any limitation of the carrier's liability under an international treaty. For further information, please consult your airline or insurance company representative.

D. EMD Policy

SV allows Travel Service Providers in Saudi Arabia to issue Electronic Miscellaneous Documents (EMD) for the following services Only:

RFIC	RFISC	EMD Type	RFIC Description	SVC Code	Purpose	Void/Refund/Re issue Allowed?
D	NSH	S	No-show Penalty	NSHW	To collect the no-show penalty fee for suspended coupons.	No
D	PNF	S	Penalty Fee	PENF	To collect the revalidation and reissue penalty fee for SV fares.	No
D	SND	S	Sundry Charge	SUND	To collect the reissue penalty fee for IATA fares.	No
D	997	S	Deposit	DEPO	To collect deposit for group PNRs.	Refundable but not voidable or exchangeable



Please follow the below guidelines for EMD issuance:

- The applicable penalty fee (if any) for rebooking/class change/rerouting/no-show will be calculated as per the fare rules.
- For class change and rerouting services:
 - When there is a residual value to the customer, please refund the original ticket, collect the applicable refund fee as per the SV fare rules and issue a new ticket instead.
 - When the value of the new ticket is higher than that of the original ticket, please reissue the original ticket and collect the applicable reissue fee as per the SV fare rules. The fare difference will be collected as an additional collection in the new ticket.
- NSHW, PENF and SUND EMDs when issued will have the “Non Refundable”, “Non-Exchangeable” and “Consumed at Issuance” flags set. Therefore, void, reissue and refund of those EMDs will not be allowed.
- Routing information (origin and destination) is mandatory for the NSHW EMD.
- SV allows only cash and credit cards as forms of payment for EMDs.
- EMDs issued by Travel Service Providers must include the following details:
 - Passenger Name
 - EMD Type
 - Reason for Issuance Code
 - Reason for Issuance Sub-Code
 - Description
 - Origin
 - Destination
 - Form of Payment Type
 - Operating Carrier (SV)
 - Base Fare Amount
 - Total Document Amount
 - Coupon Value
 - Present To
 - Present At
 - Service Remark (please add flight number, class and date and reason for issuance)
 - In Connection With (please add SV e-ticket number)



Note: Please only include the applicable information for the type of EMD you are issuing. Any information that is not applicable for that EMD service type should not be added.

- If an EMD was issued manually and there was a miscalculation or feeding error of the document value by the Travel Service Provider, the following needs to be done:
 - If the value of the document that was issued was lower than the value that had to be collected, please issue another EMD for the difference amount.
 - If the value of the document that was issued was higher than the value that had to be collected, please issue a new EMD with the proper value and raise a request to the SV Finance department to receive an ACM for the old EMD.

E. Claim PNR Policy

Inline with SAUDIA's strategy to provide full service to its customers through direct and indirect touch points and avoid incurring GDS booking fees for bookings originating from direct sales channels, SAUDIA does not permit Travel Service Providers to claim PNRs created through its Internet Booking Engine (IBE) or Telephone Sales Centers (TSC). However, Travel Service Provider must use the claim functionality wherever possible to issue a ticket for a reservation made on Saudi Arabian Airlines instead of the passive functionality. A Travel service provider is not permitted to claim PNRs between Travel Service Providers and/or CRS/GDS systems.

- In Kingdom of Saudi Arabia

Currently **Only** Amadeus subscribers have access to "Claim PNR" in the kingdom of Saudi Arabia. This allows you to 'Claim' a booking that has been made directly with Saudi Arabian Airlines for ticketing purposes. The ownership of the booking is transferred from the Saudi Arabian Airlines Reservation system to the Amadeus system allowing immediate ticketing or itinerary changes. PNR can be claimed by using 6 alpha numeric or 8 digit numeric reference.

NOTE 1: Only bookings containing confirmed itineraries can be claimed.

NOTE 2: Claim PNR and ticketing will be allowed in one GDS system. It is a violation to claim PNR in one system and issue a ticket on another system by Passive functionality. Any such practice will cause the Travel service provider to be invoiced for the cost of Passives.



NOTE 3: Travel service provider that has Claim PNR facility should use this functionality for issuing tickets instead of using passive functionality.

NOTE 4: Only the passenger is authorized to change contact details in his/her PNR and point of ticket issue / responsible office. Travel Service Providers that are found to have Claimed PNRs not in the manner described above risk the loss of access to Saudi Inventory through their GDS.

- Out of Kingdom of Saudi Arabia

Please refer to (**ANNEX TABLE A**) for a list of GDSs and Countries where Claim PNR is active for approved IATA locations outside the kingdom of Saudi Arabia.

F. Group Booking General Policy

The following policy and procedure for group bookings apply to Travel Service Providers in the Kingdom of Saudi Arabia. For those Travel Service Providers located abroad, please refer to the nearest SV Sales Office for specific updated policy and procedure for group bookings relating to your station.

Group Booking General Policy

Travel Service Providers are allowed to request group bookings on Saudi Arabian Airlines scheduled flights or extra sections. The following forms of payment will be accepted for a group deposit:

- Cash.
- SPAN.
- A Certified check or Bank Guarantee issued by a bank in the kingdom of Saudi Arabia and must be valid for a specified period.
- EMD

General

It is allowed to make regular group booking on Saudi Arabian Airlines scheduled flights or extra sections Domestic and International. The group deposit must cover the requested seats priced as **Adult applicable fare**. The following table shows the required deposit amount and deposit time limit based on when the group booking was made with respect to the flight departure:

Time prior to departure booking was made	Non-refundable Deposit	Deposit time limit	Ticket Time limit
More than 60 days	15%	07 days after confirmation date	30 days before departure
Between 59-30 days	25%	07 days after confirmation date	21 days before departure
Between 29-16 days	50%	03 days after confirmation date	10 days before departure
Between 15-8 days	100%	03 days after confirmation date	03 days before departure
Between 7-0 days	100%	Nil	12-24 hours before departure

The Travel Service Provider may request cancellation of a group booking. In this case, a refund penalty would apply depending on when the cancellation was made with respect to the flight departure as shown in the below table:

Time prior to departure when cancellation was made	Refund fees
Cancellation up to 15 days	25% of the fare non-refundable
Cancellation from 14 up to 7 days	50% of the fare is non-refundable
Cancellation within 7 days	Fare is non-refundable

Passenger names must be entered in the PNR within a maximum time limit of three days prior to flight departure. The Travel Service Provider may amend or change 10% of the names before ticketing in coordination with SAUDIA sales office or Telephone Sales Center. The Travel Service Providers must comply with names shown in the PNR. In case of some passengers of the group did not travel, The Travel Service Provider must pay for the unused seat(s) by deduction from the original deposit.

Procedure

The Travel Service Provider should forward his request to SV Sales Office with the number of seats needed specifying the following:

(1) Flight number



(2) Date of travel

(3) Sector

(4) Class of service

NOTE: Group booking request must be submitted at least one month before the flight date.

In case of group booking confirmation, SAUDIA Sales Office will request the Travel Service Provider to pay the group deposit amount based on the deposit table above.

Notes:

- The Travel Service Provider will be requested to submit the deposit amount within a specific time frame based on the deposit table above.
- If Travel Service Provider utilized all seats reserved for his group, SV Sales Office will return back the original deposit amount to the Travel Service Provider.
- In case of no show, the value of the unused seats will be deducted from the original deposit amount and the difference amount will be returned to the Travel Service Provider.

G. REMEDIES FOR FAILURE TO COMPLY

Saudi Arabian Airlines will be undertaking regular and consistent audits of all GDS agency transactions to identify Booking Policy violations. Saudi Arabian Airlines strictly prohibits, and will hold the Travel Service Provider responsible for any losses due to actions in violation of this Policy. Saudi Arabian Airlines will charge a Travel Service Provider the fees for any such violation. A Travel Service Provider shall be responsible for its actions in violation of this policy, regardless of whether a ticket is issued.

The best way to avoid fees and violations associated with this CRS/GDS policy is to make every effort to comply with this policy.

1. Administrative Fees. Saudi Arabian Airlines reserves the right to charge the Travel Service Provider a fee of **US\$25.00 (effective 1/Mar/2017)** for each Policy violation plus applicable charges, based on the nature of the policy violation.

2. Damages. Saudi Arabian Airlines will charge the Travel Service Provider for any losses incurred arising out of or in connection with any violation of this Policy and/or the Travel Service Provider engaging in any **prohibited practices**. These damages will include, but are not limited to loss of revenue the value of the seats and/or 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. In addition, Saudi Arabian Airlines reserves the right to assess additional fees if the applicable Policy violation(s) involve First Class or Business Class inventory.

3. Loss of Access/Termination. Frequent violations of this Policy or a major abuse of this Policy and/or failure to pay any outstanding fee(s) may result in the loss of access to view, book and ticket Saudi Arabian airlines inventory.

- **Recoverable Fees for various violations are shown below:**

Violation	Fees
Not-removed Inactive segments	07 US\$ per segment per passenger
Not-ticketed Passive Booking	07 US\$ per segment per passenger
Using robotics/scripts to hunt/block seats from flight availability	US\$1,000 for first incident. US\$5,000 for each subsequent incident.
Missing or incorrectly entered passenger's mobile number and email address	(effective 1/Mar/17) US\$ 30 per PNR for guest class US\$ 60 per PNR for first /business class
Incorrect passenger's Passport/ID (APIS) information	(effective 1/Mar/17) US\$ 30 per PNR for guest class US\$ 60 per PNR for first /business class Additionally, any penalty imposed by the authorities due to incorrect APIS information will be passed to the responsible Travel Service Provider.
Other violations including Duplicate Bookings, Fictitious and Speculative bookings, Churning, Improper and illegal name changes, Invalid or false ticket, ...etc	30 US\$ per segment per passenger



Minimum Connecting Time (MCT)	Any charges incurred or compensations paid due to incorrect minimum connecting time will be passed to the responsible Travel Service Provider
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Note: The fees shown in the above table are applicable when no damage to the SV inventory is caused by these violations. However, if damage occurred on SV flight due to these violations, the Travel Service Provider will be charged the full value of seats in the abusive booking.

The above fees will be charged using ADMs via BSP Link or manual ADMs as applicable. For ADMs issued via BSP Link, disputes will be handled via the online dispute mechanism of BSP Link.

UPDATES

All updates to this Policy can be found at the following URL on our portal website:
<http://www.saudia.com/travel-agencies>

Last Update: 11 May 2022

CONTACTS

As always, your Saudi Arabian Airlines GDS Support Team are available to support your efforts in case you have specific questions or concerns. As always, we thank you for your support.

For Booking and E-ticketing Support, please contact your local GDS Support.

For Issues regarding this GDS Booking Policy, please contact:

Sales & Distribution Strategy - GDS

Saudi Arabian Airlines

Phone: +966 12 686-3626

P.O Box 167, CC 11245130

Jeddah 21231, Saudi Arabia

E-Mail : gdssupport@Saudia.com

ANNEX TABLE A

(List of GDSs & Countries where Claim PNR is active for approved IATA locations outside the kingdom of Saudi Arabia)

AMADEUS
Country
Algeria
Bahrain
Egypt
Jordan
Iraq
Kuwait
Lebanon
Libya
Morocco
Oman
Palestine
Qatar
Saudi Arabia
Sudan
Syria
Tunisia
UAE
Yemen

ANNEX TABLE B

(List of Countries where Saudi Arabian Airlines will charge back Travel Service Providers for cancellations fees if cancellations volume exceeds 10% of bookings)

Country
Algeria
Bahrain
Egypt
Jordan
Iraq
Kuwait
Lebanon
Libya
Morocco
Oman
Palestine
Qatar
Saudi Arabia
Sudan
Syria
Tunisia
UAE
Yemen