Due to the observed illegal practices aimed at booking seats on SAUDIA flights (without creating a PNR or issuing a ticket) in an orderly manner possibly using scripts in order to block out those seats from the availability on these flights for later use. Moreover, some Travel Service Providers inside and outside KSA block any seat available in the system (sometimes using scripts) in order to take advantage of those seats when selling opportunities are available to them. These practices are considered as violations of SAUDIA’s policy and procedures with stipulated penalties. They give an untrue image of SAUDIA as not offering enough seat availability on its flights, which is contrary to the reality and the resulting diversion of SAUDIA’s revenues and depriving it of selling opportunities.

Therefore, SAUDIA would like to inform you that it now has the means and tools that can reveal these unacceptable practices from specific Travel Service Providers. Accordingly, starting from November 15, 2015 the penalties stipulated in its GDS/CRS Booking & Ticketing Policy will be applied, which can be referenced on the following link:

http://www.saudiairlines.com/travelagencies

SAUDIA urges all Travel Service Provider to comply with the agreed policy and procedures.

If you have any questions or comments on this bulletin, please contact:
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