

HOW TO AVOID ADM... highlights to observe and consider to avoid extra costs

If Inca Tours receive ADM from airline due to GDS misuse based on one or more of below examples the ADM amount + fee SEK150 will be charged the booking agent. For frequent misuse the booking agent will be blacklisted and not able to book the airline in question.

- 1) **Book correct city pair and date order.** For example to book TK CPH-BEY 18JUL returning 29SEP you can request and book seats from following availability in Amadeus:
AN18JULCPHBEY/ATK*29SEP
Never book the return flight first and then the outbound. The availability is based on applicable fares for specific market. The fares/booking class availability are different from country to country and has to be respected.
- 2) **Respect married segment.** Do not book one segment at a time if you don't have a stopover. If you want to book for example OS GOT-VIE-EBL you have to book GOT-EBL in **one transaction**, not GOT-VIE as one and VIE-EBL as second. This is married segment misuse.
- 3) **Insert correct name, passenger type code and date of birth.** Many airlines do not allow name change why it's important to insert name according to passport. When booking a **child** or **infant** it's **mandatory to insert date of birth in the name field**.
- 4) **Remove inactive segments.** Always remove inactive segments like **HX/UN/NO/UC** in PNR before departure date to avoid GDS wastage. Some airlines charge inactive status.
- 5) **Use correct fare.** When issuing a ticket with a special fare, check the fare rule if there is any specific requirement. It's important that the passenger is eligible for the fare. For example **package (TOP) fares** requires that the passenger has a valid **prepaid voucher** for **minimum two nights at hotel**. Or **visit family and friends (VFR/EMI/ethnic) fares** requires that passenger is **visiting family or friends on the final destination**.
- 6) **Correct rebooking procedure.** When **rebooking before departure** you always have to be able to **make a new pricing for all segments**. In many cases you have to rebook both out- and inbound in order to get a valid price. When **rebooking after departure** you have to check if there was a no-show which on many cases means extra costs. Many airlines requires **reissue same day as rebooking is made**. Rebooking and reissue has to be made **before original departure**, otherwise it's considered a no-show.

Special note for BA/LH/SK: Rebooking is a change of reservation of flight number, and/or date and/or class and is finalized with ER or ET = end of transaction. **Once the booking is changed and closed, the rebooking fee applies.** Rebooking fee applies for any rebooking **after ticket is issued** and applies **per transaction**. If a **non-changeable** fare is changed and finalized with ER or ET, the **fare is raised to changeable fare**, even if the booking is changed back to original flight(s).

- 7) **Refund.** When it's a **non-refundable** ticket many airlines **does not refund YQ/YR/US/XF taxes**. When it's a **partially used ticket** many airlines **does not refund any taxes at all** because they are comparing the fare/taxes paid to the value that has been used (which often is much higher than what has been paid).