

Royal Jordanian Airlines' Booking Policy

Dear Industry Partner,

In order to ensure greater availability and to avoid unnecessary costs that reflect negatively on the economics of the airline and consequently the agent's profitability, Royal Jordanian Airlines is obliged to control and monitor costs through the policy summarized as follow:

Royal Jordanian (RJ) audits the bookings of all travel agents on any GDS used to book on any RJ flight. The purpose is to identify violations to RJ's Booking Policy, where these violations result in RJ incurring unnecessary costs or result in inventory spoilage. The policy will apply on all bookings, on any flight with an RJ designator code (including *RJ code share flights), regardless if the itinerary is ultimately ticketed or not.

RJ reserves the right to take preventative and corrective measures, including but not limited to, inhibiting access to its inventory and debiting the cost to any travel agent engaged in booking malpractices; which includes:

Churning

Churning is the act of repeatedly cancelling and rebooking the same or different itinerary for the same or different classes across one or more GDSs. This practice is unacceptable by RJ for any reason whatsoever, including but not limited to:

- Extending Ticket Time Limits
- Circumventing Fare Rules
- Holding the inventory in anticipation to a more competitive fare

RJ will be charged by the GDSs for each cancellation even though the itinerary may not be eventually ticketed.

Note: When creating a new record using the "Lowest Fare" entries, all changes should be made before ending the transaction. Changing the classes of service after the end of transaction will result in unnecessary GDS transaction fees.

Fictitious and Speculative Bookings

Fictitious bookings created using fictional names for whatever reason are prohibited. This shall apply for PNRs' made for training, test, fare quoting, checking time limit purposes.

Speculative bookings are defined as bookings created for the purpose of securing a visa, or to secure space for a passenger's indecisiveness on a specific date of travel, or for securing space to meet speculated demand. RJ will be charged by the GDSs for each segment booked and cancelled. RJ also considers such practices an intentional wastage to its inventory.

Group Bookings

Groups may only be booked by RJ's office. It is prohibited to create multiple bookings in anticipation to secure space for a speculative group PNR.

No Show PNRs for Refunded / Void Tickets

PNRs created and tickets voided or refunded as passenger(s) no longer need the itinerary must be immediately cancelled. Voiding and refunding tickets for the purpose of circumventing fare or fare rules or ticket time limits is also prohibited. No Show segments for non-ticketed or previously voided/refunded tickets are wasted inventory.

Duplicate Bookings

Duplicate bookings created by a travel agent across one or more GDS, for the same passenger or any number of passengers, on one or multiple PNRs are prohibited including, but not limited to:

- Identical itineraries on the same or different flight numbers for the same or different booking class or cabin.
- Itineraries with multiple segments where it is logically impossible to Travel.

Wait Listing

In cases where the itinerary has a confirmed booking on a higher class, and a lower class is waitlisted, the waitlisted segment will be systematically excluded from any "wait listing clearance".

- In cases where the itinerary has a higher class waitlisted and a confirmed booking on a lower class, the lower.
- Class segment will automatically be cancelled once the higher class is confirmed.
- If the waitlist is cleared and PNR was not ticketed, the same or an earlier Ticket Time Limit will apply.
- If the PNR was previously ticketed, a new Ticket Time Limit will be triggered. Please ensure you reissue the ticket prior to the Ticket Time Limit expiration.

RJ will change the status code on a waitlisted PNR that cannot be cleared, to the status code "UC/HX" (unable to confirm) at least 36hours prior departure. Travel agents should remove the inactive "UC/HX" code immediately, and up to 24hours prior departure.

Reservation Change

When a passenger requires a change of reservation, the fare rules are to be applied (MIN/MAX Stay, etc. and any reservation change penalties or difference in fare). If no reservation change penalty applies and/or no change in class, then ticket may be revalidated. Please contact the nearest RJ office for a revalidation after verification to applicable collections if required. Segments

booked and ticketed must be used in sequence as per the ticket itinerary. If not used in sequence, then RJ will charge the higher applicable fare for the travelled itinerary.

Inactive Segments

Inactive segments result in unproductive segment fees which are charged to RJ by GDSs. These segments include the status codes: HX, NO, UN, US, UU. Travel agents are requested to remove these inactive segments from the GDS PNR as soon as possible, but at least 24hours prior to departure.

Passive Segments

If the travel agency has multiple CRSs, then it must ensure that reservations are made through the same CRS it intends to use for ticketing. Travel agencies must only enter the applicable status code for a passive segment created for ticketing purposes. Non-BSP travel agents must not use passive segments. In all cases, it is mandatory to match all information, names, booking classes, and ticket numbers; failure to do so means the ticket numbers will not be generated to the PNR and consequently the PNR will be cancelled at TTL.