



GDS/CRS BOOKING POLICY OF SRILANKAN AIRLINES

Dear Travel Partner,

SriLankan Airlines in its efforts to minimize the unproductive costs associated with the distribution of its product and services have implemented a formal Global Distribution System (GDS) or Central Reservations System (CRS) booking policy. This policy is in line with industry partners and is intended to defer increasing distribution costs caused by improper GDS/CRS booking practices.

Booking and ticketing practices that result in higher costs due to inventory spoilage are termed as GDS misuse or violations. These processes result in increase of airline's overall distribution costs. Hence SriLankan Airlines will monitor all transactions to identify booking abuses and practices which are not in line with this policy.

This policy applies to all GDS/CRS subscribers including travel agents (IATA & Non-IATA; Domestic and International) and any person or entity accessing SriLankan Airline's internal reservation system content via the Internet or any other electronic means. It is the responsibility of the GDS/CRS Subscribers to ensure that all of its employees, agents and contractors, in all of its locations are familiar with this policy, including any future updates which shall be communicated via similar circular.

We hereby request all GDS/CRS subscribers to make every effort to comply with these policy guidelines.

The SriLankan Airlines Channel Management Team is available to support your efforts in case you have specific questions or concerns. The terms and conditions of this policy and its associated practices and procedures are subject to change at any time upon immediate notice by SriLankan Airlines through a similar circular.

A. POLICY:

1. Inactive segments

1.1 When a reservation is affected by a schedule change, ticketing time limit action, flight cancellation or any other circumstance, SriLankan Airlines sends a notification directly to the original booking agent's GDS queue. This notification communicates the change and directs the booking agent to accept the changes in the passenger name record (PNR) and remove the inactive segments.

1.2 Changes to itinerary segment status resulting in inactive segments require action at least 24 hours prior to flight departure. This includes cancelling ticketed or un-ticketed segments with a status code of **UN, NO, HX, WK, WL, or WN**. Also, please action or cancel where applicable all unnecessary segments in your PNRs with the following status codes: **UC, US and DS**.

2. Waitlist:

2.1 Travel service providers must not repeatedly create waitlisted bookings, since these do not increase chances of confirming and result only in higher booking volumes and increased GDS fees for SriLankan Airlines.

2.2 Travels service providers must ensure all waitlisted bookings are removed from the active PNR at least 24 hours prior to departure.

3. Space churning

3.1 Excessive and repeated booking and cancelling of space is often done to:

- a. Circumvent ticketing time limits of the fare rule.
- b. Achieving the CRS productivity targets

The above practices at 3.1. a and 3.1. b are strictly prohibited and if identified, will be invoiced on a per segment basis and could potentially incur very high invoice amounts.

4. Duplicate booking / dupe segments / alternative segments for the same passenger:

- 4.1 The creation of active or passive duplicate bookings is prohibited. This includes any simultaneous combination of bookings for a passenger which logically cannot be flown.
- 4.2 Do not create such duplicate booking for the same passenger and provide to remove any excess segment/booking at the same time of the new one.

5. Fictitious/speculative bookings & ticket numbers

- 5.1 Holding onto SriLankan Airline's inventory until a passenger or ticketing opportunity arises increases the airline's booking fees and reduces the availability of SriLankan Airlines product. Your cooperation is requested to use the GDS only when it relates directly to a passenger's request or intention to purchase a ticket.
- 5.2 Creating segments, passive or active, or a combination of both, is a breach of standard industry procedures. This includes the ticketing of duplicate space from one GDS to another to fulfil booking requirements and gain GDS incentives.
- 5.3 Inputting fictitious ticket numbers to hold a booking leads to a reduction of availability of SriLankan Airlines product. Eliminating fictitious or speculative bookings will free up seats in your customer's preferred class of service while reducing misuse costs to SriLankan Airlines. Refrain from making reservations with fictitious names, or entering false ticket numbers. Bookings which contain fictitious names or ticket numbers will be screened. Once identified, such a booking is subject to automatic cancellation and a fee, as per the fee structure listed under consequences for policy violation.

6. Block Space by Individual Bookings:

- 6.1 Blocking space by means of many separate individual bookings instead of the established group procedure is prohibited. Such bookings are subject to immediate cancellation without prior notification.

7. Passive bookings

- 7.1 An acceptable passive segment is entered into a GDS for the purpose of ticketing. It must match an existing booking in SriLankan Airlines internal reservations system. The use of mismatched segments to issue tickets, or "IS" transactions to generate false confirmation is strictly prohibited.
- 7.2 Industry standards require that passive segments be used "for the purpose of ticketing" only after a booking has been made in an airline's inventory system. SriLankan Airlines does not allow passive segments to be used for other reasons, including but not limited to:
 - a. Satisfying GDS productivity requirements,
 - b. Circumvent fare rules,
 - c. Fulfil administrative functions.

If a passive segment is rejected by SriLankan Airlines then the passive segment should be cancelled immediately by the agent following compliant usage in order to avoid unnecessary fees to SriLankan Airlines.

- 7.3 GDS subscribers must utilize auxiliary segments or non-billable status codes to produce invoices for itineraries or for other administrative or accounting purposes. By no means does SriLankan Airlines support

GDS/CRS usage for this purpose, and further reserve the right to invoice for those segments which cause segments fees as a result.

8. Married Segments:

8.1 Agents must never break married segments. Agents that break married segments to the mere scope of gaining access to otherwise unavailable classes will be charged with ADM. In case of married segment violation to gain access, SriLankan Airlines will issue ADM and such agent will be charged a penalty as set forth in the consequences for policy violation. The booking of an O&D in separate availability requested per leg shall also be considered as a married segment abuse.

9. Training/test bookings

9.1 The training mode or non-billable status codes provided by the GDS must be used when testing situations or training personnel. Creating PNRs for training purposes using active sell segment status codes is prohibited.

9.2 Test bookings should by no means be used for the purpose of itinerary pricing. Pricing transactions are available for all pricing requirements and it is the responsibility of the agency to provide its personnel the training necessary in order to foster the use of those transactions.

B. CONSEQUENCES FOR POLICY VIOLATIONS

Damages - SriLankan Airlines reserves the right to hold the travel service provider responsible and liable for any losses and damages due to violation of this policy by the relevant travel service provider.

Fee Structure applicable for violation of policy

Policy	CHARGES (in US\$)
Invalid Class of Service vs. the Fare Rules	As per fare differential
Un-cancelled Inactive Segments	USD 5 per Segment
Churning with the solely and clear purpose of speculating	USD 5 per Segment
Duplicate Booking, dupe segments / alternative segments for the same passenger:	USD 5 per Segment
Fictitious/speculative bookings & ticket numbers	USD 5 per Segment
Invalid Ticket number	USD 30 per booking
Training & Test Bookings	USD 5 per segment
Immediate ticket voiding after issuance; flight segments not cancelled at the time of voiding	USD 5 per Segment

Loss of Access/Termination – SriLankan Airlines reserves the right to block any travel service provider’s access to view, book or ticket SriLankan Airlines inventory in case of non-compliance of this policy.

SriLankan Airlines further reserves the right to cancel any un-ticketed PNRs of travel service providers who have been identified as non-compliant to this policy.

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