



Fare Guarantee on BA Tickets Issued in Amadeus System

Dear Business Partner,

We wish to share with you the policy implemented by British Airways globally towards the ADMs that may be raised due to non-adherence of their Advance Purchase and Ticketing Time Limit Rules.

Please be advised that Amadeus will continue to provide a fare guarantee on all British Airways tickets using our system as long as the tickets are issued in accordance with the Ticket Time Limit/Advance Purchase rules set by British Airways along with the conditions stipulated under Amadeus' Fare Guarantee.

Kindly refer to the British Airways policy regarding issuance of tickets as detailed in the subsequent pages. You could also find the detailed information on their website (url given below):

<http://www.speedbirdclub.com/in/all-news/news/2010/june/ttlreminder/>

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BRITISH AIRWAYS POLICY AS EXTRACTED FROM BRITISH AIRWAYS' WEBSITE

Issuing tickets within the ticketing Time Limit

The ticketing time limit of the fare rule is based on **the original PNR creation date**.

Ticketing time limits are deadlines by which time the ticket(s) must be issued and are shown in the fare rules. If there is no time limit in the specified fare rule, then a time limit for ticketing does not apply to that fare.

Depending on the fare the number of days by which a ticket must be issued varies, however in most semi flexible/restricted fares the fare rules state that ticketing must be completed within 1 or 3 or 7 days after reservations are made. British Airways systems are set so that the count of days begin on the date the original booking is made, this being the PNR creation date.

This means that for all applicable fare types, Agents will be required to issue a ticket no later than the applicable calendar day (check fare rule) after the original booking was created (creation of the PNR).

Example 1

“Ticketing must be completed within 1 day after reservations are made”

If a booking is made any time on Tuesday 08 June 2010, the ticket must be issued no later than Wednesday 09 June 2010

Example 2

“Ticketing must be completed within 3 days after reservations are made”

If a booking is made any time on Tuesday 08 June 2010, the ticket must be issued no later than Friday 11 June 2010.

Example 3

“Ticketing must be completed within 7 days after reservations are made”

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If a booking is made any time on Tuesday 08 June 2010, the ticket must be issued no later than Tuesday 15 June 2010.

Making Changes:

It is important to note that if a change is made to the booking after you create the original reservation, the ticketing time limit clock does not restart. This will apply even if the original reservation has been made in a fully flexible class that does not have a ticketing time limit requirement.

Example:

08 June 2010: Original reservation (creation of the PNR) made for LON NYC LON in fully flexible F class. There is no ticketing time limit applicable to this fare

14 June 2010: LON NYC LON F class cancelled

14 June 2010: LON NYC LON S class booked. This fare includes a 3 day ticketing time limit requirement

14 June 2010: Ticket issued for LON NYC LON S class

In the above example, the ticketing time limit clock will start from the 08 June and NOT the 14 June.

As the ticket has been issued on the 14 June for travel LON NYC LON in S class, an ADM will generate for the next highest applicable fare as ticketing was not completed within 3 calendar days from the original booking date (creation of PNR) 08 June 2010.

Even if the original reservation is made for travel via a different route, the ticketing time limit clock will not restart.

Example:

09 June 2010: Original reservation (creation of the PNR) made for DXB LON DXB in fully flexible J class. There is no ticketing time applicable to this fare.

09 June 2010: DXB LON DXB J class cancelled

12 June 2010: AUH LON AUH N class booked. This fare includes a 1 day ticketing time limit requirement

12 June 2010: Ticket issued for AUH LON AUH N class

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In the above example, the ticketing time limit clock will start from the 09 June and NOT the 12 June.

As the ticket has been issued on the 12 June for travel AUH LON AUH N class, an ADM will generate for the next highest applicable fare as ticketing was not completed within 1 calendar day from the original booking date (creation of PNR) 09 June 2010.

Please note the following:

Change of booking before ticket is issued: If you need to make a change to a booking and the rebooked fare's ticketing time limit has passed based on the original reservation date, you will have to cancel the booking and create a new PNR.

Change of booking after ticket is issued: If you have already issued a ticket and want to make a change, any change/cancellation penalties or restrictions associated with the fare for the new ticketed booking will apply.

When a booking consists of two or more booking classes, which attract different ticketing time limits, the most restrictive ticketing time limit applies.

Tickets must also be issued within any applicable advance purchase deadline (whichever is earlier).

British Airways will not auto cancel a booking if a reservation is not ticketed within the specified limit. The responsibility to issue the ticket correctly, based on the original reservation date and within any ticketing time limit/advance purchase requirement (Advance Res/Ticket rule) is solely the responsibility of the Travel Agent. Some GDSs may display a different ticketing deadline date as an automated reminder; British Airways will not consider this as a valid date.

If you issue a ticket outside the ticketing time limit after the original reservation was created, or outside the advance purchase limit, whichever is earlier, you will receive an Agency Debit Memo for the difference between the ticket issued and the next highest applicable fare.

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Don't forget: It is the Agents responsibility to check all fare rules associated to a fare including the Advance Reservation/Ticket Rules, and, issue tickets in accordance with all the terms and conditions of that fare. If you do not, an ADM will generate for the next highest applicable fare.

For any clarification, please contact your nearest British Airways office.

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