



# **DRUKAIR CORPORATION LIMITED**

**IATA Designator: KB | Numeric Code: 787**

## **AIRLINE ADM POLICY**

## Booking & Ticketing Regulations for Travel Agents

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This policy is issued to regulate the commercial relationship between Drukair Corporation Limited and its agents, govern system interaction, and ensure compliance with fare rules, booking procedures, refund handling, financial settlements, and corporate directives.

Agents are expected to adhere strictly to these policies to avoid financial penalties, debit memos, or other corrective actions that may arise from non-compliant practices.

We strongly encourage all team members to review this ADM policy carefully and ensure full compliance in daily operations.

This policy supersedes all previously published Drukair ADM and Booking policies. Drukair reserves the right to amend, adapt, or delete rules described in this document at any time.

**Note:** *This policy applies in all BSP markets served by Drukair, including but not limited to India, Nepal, Bangladesh, Thailand, Singapore, United Kingdom, Germany, France, Australia and the United Arab Emirates.*

## Table of Contents

1. Introduction & Scope .....	4
1.1 Purpose.....	4
1.2 Scope.....	4
1.3 Obligations of Travel Agencies.....	4
1.4 Monitoring & Enforcement .....	4
1.5 Consequences of Repeated Violations.....	5
2. Booking Policy.....	5
2.1 Creation & Modification of PNR.....	5
2.2 Waitlist .....	6
2.3 Passive Segments.....	6
2.4 Duplicate Bookings .....	6
2.5 Inactive Segments .....	6
2.6 Fictitious / Speculative / Test Bookings .....	7
2.7 Churning .....	7
2.8 Correct RBD / Sub-Class .....	7
2.9 Ticketing Deadline Control .....	7
2.10 No-Show .....	7
2.11 Uncommitted Bookings.....	8
2.12 Incomplete Usage & Out of Sequence .....	8
3. Ticketing Policy.....	8
3.1 Selection of Validating Carrier .....	8
3.2 Ticket Validity.....	8
3.3 Fare Guarantee .....	8
3.4 Ticket Exchange / Reissue .....	8
3.5 Credit Card Sales Rules.....	9
3.6 Conditions of Carriage.....	9
4. Revenue & Sales Irregularities.....	9
4.1 Fare Violations.....	9
4.2 Tax & Surcharge Violations .....	10
4.3 Commission Violations .....	10

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4.4 Unreported Sales .....	10
4.5 Missing Date of Birth (DOB) .....	10
5. Refund / Change Violations & Irregularities .....	10
6. Ticketing & Inventory Violations .....	11
7. Financial Liabilities & Settlement Issues .....	11
8. Regulatory, Legal & Corporate Compliance .....	12
9. Schedule of Charges — ADM Penalty Table .....	13
10. ADM Issuance Principles & Dispute Procedures .....	14
10.1 Issuance Principles .....	14
10.2 Dispute Procedures .....	14
10.3 ACM Issuance .....	15
11. General Refund Principles .....	15
11.1 Voluntary Refund .....	15
11.2 Involuntary Refund .....	15
11.3 Expired Tickets .....	15
12. Contact Information .....	15
13. Glossary .....	16
14. IATA Resolutions Supporting This Policy .....	17

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## 1. Introduction & Scope

### 1.1 Purpose

This document provides Travel Agent partners with a comprehensive overview of Drukair's booking, ticketing, and ADM policies, in accordance with IATA Resolution 850m (Passenger Agency Resolutions Manual).

ADMs (Agent Debit Memos) are a legitimate accounting tool for use by all BSP airlines to collect amounts or adjust agent transactions in respect of the issuance and use of Traffic Documents issued by the Agent. ADMs may also be issued for adjustment of transactions concerning reservations, no-shows, and for administration fees.

### 1.2 Scope

This policy applies to all agents regardless of whether they are authorized or unauthorized, IATA accredited or not handling the sale of Drukair inventory through any indirect distribution channel (GDS and BSP). These rules shall apply to all the agents accessing Drukair's reservation system and shall be held responsible and accountable in the event of breach.

The policy covers individual passenger sales, issuance of fares and documents, exchange/reissue, refunds, ancillary services, and related topics. Specific policies and restrictions may apply for group bookings.

### 1.3 Obligations of Travel Agencies

The Drukair Booking & Ticketing Policy aligns with and adheres to IATA resolutions, particularly IATA Resolutions 824 and 830a. Travel Agencies are required to comply with these obligations:

- All services sold shall be on behalf of Drukair and in compliance with Drukair's tariffs, conditions of carriage, and written instructions (IATA Resolution 824 & 3.2).
- The agent shall not deviate or modify the terms and conditions set forth in any Traffic Document used for services provided by Drukair.
- It shall be the responsibility of the agent's employee to be well - informed about these rules and for monitoring updates and amendments.

### 1.4 Monitoring & Enforcement

Drukair shall conduct regular audits of all reservation and ticketing transactions. Any travel agent found to be violating the policies will be notified and provided with evidence of the violation and accordingly penalized as per policy.

Correct applicable fares, penalty fees, taxes, surcharges, and/or GDS/CRS fees associated with the PNR(s) may be charged directly to the agent, along with an additional administrative fee. These charges will be raised through ADM to IATA Agents and invoiced to non-IATA Agents.

## 1.5 Consequences of Repeated Violations

Repeated rule violations, manipulation of reservations and/or tickets, and/or failure to settle outstanding invoices/ADMs may lead to:

- Using the IATA mechanism to report non-payment.
- Inhibiting or closing out ticketing ability on Drukair.
- Inhibiting or closing out access to Drukair's inventory.
- Pursuing independent legal action as per applicable laws.

Each GDS user's continued appointment as an airline travel service provider and continued bookings for Drukair will be deemed to constitute acceptance of this policy.

## 2. Booking Policy

### 2.1 Creation & Modification of PNR

#### 2.1.1 Booking from O&D Availability

Drukair manages inventory on an origin and destination (O&D) basis. As a result, inventory available for one O&D may not be available for another, even if both include the same segment.

- Bookings must always be made from the availability display, per O&D, in chronological order.
- A full O&D availability check is mandatory, whether the reservation involves Drukair only, or includes codeshare or other airline flights.
- It is not permitted to book in reverse order (inbound before outbound).
- Booking a connecting O&D through separate local O&D's (per-segment availability) is considered O&D abuse.
- One PNR per ticketed itinerary is strongly recommended.

Booking practices that circumvent inventory management controls are prohibited, including changing the Point of Commencement, breaking the marriage of segments, or using single-segment availability.

#### 2.1.2 Name Element / Name Correction / Name Change

The full name and gender (if applicable), according to a government-issued travel document (e.g., passport), as well as title of each passenger must be inserted at the time of booking.

##### Permitted name corrections:

- Corrections up to 2 characters.
- Nicknames (e.g., TSHERING/BILL instead of TSHERING/WILLIAM).
- Addition of first, middle, and/or last name due to error.
- Legal name correction (marriage, divorce, gender re-assignment).

**Name change is not permitted.** A name change means the replacement of one person by another. If another person shall travel, a new PNR must be created based on current availability and a new ticket issued based on current fares. The original ticket may be refunded according to fare rules.

### 2.1.3 Rebooking of Flight Segments

- New flight segments must be booked in the original PNR. Creation of a new PNR and transfer of a ticket number from the original is not permitted.
- Exception: If the original PNR is no longer active, or the entire journey is changed, a new PNR may be created.

### 2.1.4 Contact Data (IATA Reso 830d)

Drukair requires travel agents to enter the customer contact information in the PNR using the IATA standard 'SSR CTC' format latest at the time of ticketing. If the passenger refuses, enter SSR CTCR in the PNR.

**Note:** *Drukair will not reimburse costs incurred due to the passenger's refusal to provide contact information. The travel agency is obliged to inform the customer about schedule changes received from the airline.*

### 2.1.5 Data Protection

Passengers who have no connection with one another apart from travelling to the same destination must not be booked in one joint PNR. This protects sensitive passenger data in accordance with applicable data protection laws.

## 2.2 Waitlist

- Limit waitlist segments to the minimum.
- Cancel and remove unneeded waitlist segments at least 24 hours before departure.
- Unconfirmed waitlist segments not cancelled 24 hours before departure will result in an ADM.

## 2.3 Passive Segments

Booking and ticketing must be processed within the same GDS/CRS. Passive segments must be identical to the active PNR. The use of mismatched segments to issue tickets constitutes a violation.

## 2.4 Duplicate Bookings

Drukair does not allow duplicate segments and/or PNRs. The creation of bookings across one or more PNRs and/or reservation systems where it is logically impossible to travel is not permitted. Any PNR with multiple active segments for the same passenger on the same flight/date will be considered duplicate.

**Note:** *Insert the complete full name at time of booking to minimize false duplicate alerts.*

## 2.5 Inactive Segments

Inactive segments (status codes HX/NO/UC/UN/US/HN/HL/PN/WK/WL/WN) are generated by airline host processes. All inactive segments must be removed at least 24 hours before flight departure. Fake ticket numbers intended to bypass the TTL will also result in an ADM.

## 2.6 Fictitious / Speculative / Test Bookings

All bookings must be directly related to a genuine passenger request to purchase a ticket. The following are strictly prohibited:

- Fake or placeholder names (e.g., "Test/PNR", "Mouse/Mickey", "Schedule/A/B/C").
- Blocking inventory without genuine passenger demand.
- PNRs created for training/testing in live mode — use GDS training mode instead.
- Creating segments to hold seats for expected demand, circumvent fare rules, or meet GDS productivity agreements.

## 2.7 Churning

Churning refers to cancelling and rebooking the same reservation (flight segments and/or ancillaries) in the same or different classes across one or more PNRs or GDS/CRSs. This is strictly prohibited.

- After the 3rd cancel/rebook of the same itinerary, an ADM will be issued per segment.
- Such cases are subject to ADM even if the ticket has been issued.

## 2.8 Correct RBD / Sub-Class

All bookings must reflect the correct and appropriate booking class (RBD) according to the fare paid. The ticketing agent will be held responsible for non-compliance.

## 2.9 Ticketing Deadline Control

Each fare has its own ticketing time limit (TTL). The most restrictive limit always applies. Drukair uses automated processes to cancel segments when ticketing has not occurred by the deadline.

- Status code 'HX' segments and other inactive segments must be removed immediately.
- A fake ticket number is considered an intention to bypass the TTL and will result in an ADM.
- Voided or refunded tickets will be checked and may result in cancellation of active segments.

## 2.10 No-Show

A no-show occurs when a passenger does not board, or when the agent fails to cancel a confirmed booking (ticketed or un-ticketed) that is no longer needed.

- Taxes on no-show tickets are refundable except for YR/YQ.
- Recalculation and collection of fare/tax differences may apply.

**Note:** Create separate PNRs for separate tickets (e.g., one-way fares) to avoid cascading no-show issues.

## 2.11 Uncommitted Bookings

Bookings not finalized with End of Transaction (EoT) within 40 minutes may be cancelled by Drukair's inventory tools. Uncommitted bookings must be cancelled immediately when the sales process is stopped. Multiple uncommitted bookings for the same journey are not permitted. Drukair reserves the right to cancel uncommitted bookings and recover associated costs.

## 2.12 Incomplete Usage & Out of Sequence

It is not permitted to make reservations different from the passenger's real itinerary including fictitious segments with the aim to undercut the applicable fare. This includes booking roundtrips for the purpose of one-way use, partial travel only, or amending itineraries without passenger request.

# 3. Ticketing Policy

## 3.1 Selection of Validating Carrier

Per IATA Resolution 852, Drukair (KB-787) may be used as validating carrier provided:

- Drukair is present as a BSP member and eligible for electronic ticketing in the respective market.
- Valid interline agreement(s) exist for all marketing and operating carriers in the itinerary.
- Drukair is part of the itinerary or is acting as GSA for a carrier in the itinerary.

Non-compliance whereby Drukair ticket stock is used for travel entirely on other airlines' flight numbers without authorization is a CIP violation and will result in an ADM of USD 200 per ticket.

## 3.2 Ticket Validity

- A ticket is generally valid for one year from the date of first outbound travel.
- Special fare ticket validity is per the maximum stay defined in the fare rules.

## 3.3 Fare Guarantee

A fare is only guaranteed if auto-quoted by the GDS/CRS system with no further changes before ticketing, and the ticket was issued on the same day based on confirmed flights and reported in BSP.

- Auto-quoted fares stored but not ticketed are subject to price change.
- Manually quoted tickets are subject to audit; discrepancies will result in ADM.
- Any fare override permissions must be confirmed via the Drukair E-Ticket helpdesk.

**Contact:** [gds\\_assist@drukair.com.bt](mailto:gds_assist@drukair.com.bt)

## 3.4 Ticket Exchange / Reissue

- Exchanges must follow applicable fare rules and include any required fare or tax differences.
- Change penalties must be applied as CP or OD tax.

- A rebooking fee applies for every single closed rebooking transaction when the fare is subject to a rebooking fee.
- A flight changes without ETKT/etix adaptation for fare adjustment and/or change fee collection will result in ADM.
- Any reissuance or refund due to schedule changes requires a waiver from the Drukair E-Ticket helpdesk.
- If an UN/TK segment appears in the PNR, a waiver is required for each rebooking; only the UN segment needs to be removed to avoid ADM.

### 3.5 Credit Card Sales Rules

Per IATA Resolution 890, §1–4:

- Only cards accepted by Drukair may be used for KB-787 ticket stock. The list of restricted card BINs (first six digits), if applicable, is available via IATA BSP Link and must be checked by agents before each transaction.
- No card issued in the name of the Agent, or any person acting on behalf of the Agent, shall be used for the sale of tickets to any customer.
- Refund amounts shall only be refunded to the credit card number originally used for payment.
- If a transaction is issued without a valid approval code from the card issuer, resulting in a chargeback, the Agent is liable for the full amount plus a USD 50 ADM.
- Third-party card transactions without explicit cardholder approval are prohibited.

**Note:** Agents must comply with Payment Card Industry Data Security Standard (PCI DSS) requirements.

### 3.6 Conditions of Carriage

The Conditions of Contract (IATA Resolution 724) and Drukair's Conditions of Carriage must be provided to the customer before finalization of the booking. Drukair's Conditions of Carriage are published on [drukair.com.bt](http://drukair.com.bt).

## 4. Revenue & Sales Irregularities

The following instances, including but not limited to, shall result in the issuance of an ADM:

### 4.1 Fare Violations

- Incorrect fare application or combinability (e.g., routing or sales restrictions).
- Incorrectly booked RBD (reservation booking designator).
- Minimum/maximum stay or advance purchase rule violations.
- Incorrect fare basis or ticket designator.
- Seasonality or flight application violations.
- Under-collected fare.
- Stopovers, transfers, or surcharges incorrectly applied.

- Open or waitlisted sectors when reservations are required.
- Codeshare flights not allowed on specified routings or fares.
- Incorrect form of payment according to contract.
- Tickets issued using pre-stored fares instead of the current applicable fare.

## 4.2 Tax & Surcharge Violations

- Incorrect collection or modification of taxes and surcharges.
- Omission of mandatory taxes or surcharges.
- Refund of already utilized taxes.
- Missing or altered taxes, fees, and surcharges.
- Unpaid surcharges prevalent at the time of ticketing (e.g., YQ/YR).
- Penalty collected with incorrect tax code or included in fare.

## 4.3 Commission Violations

- Misapplication of discounts or special fare categories.
- Incorrect amount claimed at time of sale or reissue.
- ADMs are not commissionable; an Agent may not withhold commission from ADM proceeds.

## 4.4 Unreported Sales

- Tickets sold but not reported, and later flown, are charged to the Agent at applicable fare.
- Tickets flown but voided/refunded will be charged according to issued fare/refund.

## 4.5 Missing Date of Birth (DOB)

DOB is mandatory for infant (IN) and child (CH) discounted fares.

- USD 75 per ticket, or the applicable fare difference to the non-discounted fare, whichever is greater shall be applicable for missing DOB on discounted fares (infant and child).

## 5. Refund / Change Violations & Irregularities

An ADM will be issued for incorrect refund calculations or failure to cancel bookings on time. Violations include:

- Duplicate refunds.
- Refund of expired tickets or out-of-sequence utilized tickets.
- Excess refunded fare/taxes.
- Incorrect cancellation penalty application (e.g., no-show cases).

- Miscalculation of commission on refunds.
- Refund to a different form of payment than the original (IATA Resolution 824r violation).
- Different agency claiming refund (agency mismatch): If the IATA code in the original sale differs from the IATA code claiming refunds, the entire refund amount will be debited.
- Refund validity violation: Tickets beyond one year from the first date of travel are not eligible for refund processing.
- Missing rebooking fee or incorrect exchange calculation.

If a booking is cancelled, the inventory must be released immediately. Unused bookings cannot be transferred to other customers and must be rebooked.

**Note:** *In any refund scenario, all active segments must be cancelled and all inactive segments removed before submitting the refund request.*

## 6. Ticketing & Inventory Violations

An ADM will be issued for the following ticketing and inventory violations:

- Issuance of tickets against inventory violations (e.g., O&D bypass, marriage breaks, seat blocking).
- Re-issuance without endorsements of other airline tickets.
- Interline tickets issued where no interline agreement exists.
- CIP violation: Other airline's fare issued on KB-787 stock without authorization (IATA Reso 852).
- Cross-border ticketing: Ticketing in a Point of Sale that does not comply with the journey start country, in violation of fare rules.
- Incomplete usage / out of sequence / cross-ticketing.
- Booking manipulation (O&D bypass, marriage breaks, inactive segments).
- Fictitious names or fake ticket numbers.
- No-show without ticket, or with refunded/voided ticket.
- GDS wastage: Booking wastage due to agent action or failure to cancel, even if no ticket was issued.
- Misuse of EMD/MCO.
- Voiding tickets without cancelling corresponding reservations.
- Misuse of schedule changes, irregular operations, or ad-hoc commercial policies.

## 7. Financial Liabilities & Settlement Issues

An ADM will be issued for the following financial violations:

- Credit card chargebacks: The full value of the disputed transaction will be reclaimed from the ticket-issuing or refunding Agent.
- Fraudulent use of credit cards: The Agent is liable for the full amount plus a chargeback penalty of USD 45.

- Issuance of a ticket using a payment card without obtaining a valid approval code from the card issuer: Full amount plus USD 50 ADM.
- Use of Agent's own credit card or employee cards for customer ticket sales (prohibited per IATA Reso 890).
- Reversal of ACM for any reason.
- Post-billing disputes raised by agents that are determined unjustified.
- Unaccepted or restricted payment types used within BSP: Full ticket amount plus USD 20 administrative fee.
- BSP billing errors, discrepancies in form of payment, conversion rate violations, unaccounted sales.

## 8. Regulatory, Legal & Corporate Compliance

The following compliance violations shall result in the issuance of an ADM:

- Passenger claims or legal proceedings arising due to agent fault: The agent shall be liable for damages, administration fees, and related costs.
- Applicable penalties/fines due to non-compliance with corporate policies or travel regulations.
- Any willful act causing financial or reputational loss to Drukair.
- Multiple utilization: Where the same document is reported as used multiple times, the entire value will be charged for the violated sectors.
- Utilization against void or unreported sales: An ADM will recover the entire ticket value.
- Ancillary service discrepancies: Difference between collected and applicable charge.

**Drukair further reserves the right to pursue recovery on a case-by-case basis for the following, through direct invoicing or ADM as appropriate:**

- INAD/Deportees: Where the violation is attributable to the agent (e.g., issuance of fraudulent documentation), Drukair may seek recovery of fines imposed on the carrier, return expenses, and all related costs.
- Non-compliance with passport/visa documentation requirements: Where Drukair incurs fines due to agent's failure to verify passenger documentation, recovery of the full penalty and associated costs may be pursued.

**Note:** *Given Drukair's routes to destinations with strict visa/entry requirements (Bhutan, India, Nepal, Thailand, Singapore, UAE), agents are reminded to verify passenger documentation requirements before ticketing. While these matters will be handled on a case-by-case basis rather than via standard ADM penalties, agents remain fully liable for costs arising from their negligence.*

## 9. Schedule of Charges — ADM Penalty Table

The following penalties apply for specific violations. Penalty for any other act causing loss to the airline will also lead to recovery action as per the airline’s estimated value.

#	Violation Type	Penalty (USD)
1	Churning — Cancel/rebook after 3rd attempt	USD 10 per segment + USD 5 admin fee
2	Inactive Segments — not removed 24hrs before departure	USD 10 per segment + USD 5 admin fee
3	Fictitious Name / Fictitious Ticket Number	USD 10 per segment + USD 5 admin fee
4	Duplicate Bookings	USD 10 per segment + USD 5 admin fee
5	Missing DOB — Discount Fare (INF/CHD)	USD 75 per ticket (or diff. to non-discounted fare)
6	Missing Passenger Contact Info (SSR CTC) — Repeat offense	USD 25 per ticket
7	Service Fee per ADM (standard administrative fee)	USD 5 per ADM
8	Fare Violations (incorrect RBD, fare basis, routing, under-collection)	Fare difference + USD 20 admin fee
9	Tax / Surcharge Violations	Tax difference + USD 5 admin fee
10	Refund Violations (incorrect calculation, excess refund)	Fare/tax difference + USD 20 admin fee
11	Exchange / Reissue Violations	Fare/tax difference + USD 20 admin fee
12	Commission Violations	Commission difference + USD 20 admin fee
13	Fraudulent Transactions	Fraud amount + USD 45 chargeback fee
14	Chargeback / Failed Card Settlement	Full amount + USD 50
15	Unaccepted / Restricted Credit Cards	USD 5 per ticket + USD 20 admin fee
16	No-Show (un-ticketed booking not cancelled)	USD 10 per segment + USD 5 admin fee
17	CIP / Plating Violation (IATA Reso 852)	USD 200 per ticket
18	GDS Wastage (booking waste due to agent action)	USD 10 per segment
19	Misuse of EMD/MCO	USD 50 per EMD/MCO
20	Incomplete Usage / Out of Sequence	Fare difference + USD 20 admin fee
21	Cross-Border Ticketing Violation	Fare/tax difference + USD 20 admin fee
22	Speculative / Test Bookings	USD 10 per segment + USD 5 admin fee
23	Waitlist Violation (not cancelled 24hrs before departure)	USD 10 per segment + USD 5 admin fee
24	Passive Booking Violation (mismatched segments)	USD 10 per segment + USD 5 admin fee
25	Unauthorized Reissue by Different Agent	Fare difference + applicable penalties
26	Other violations causing financial loss to Drukair	Recovery at airline’s estimated value

**Note:** All penalties are denominated in USD. Where local BSP currency applies, equivalent amounts in local currency will be charged at the prevailing exchange rate. Drukair reserves the right to change penalty amounts with notice via BSP Link.

**Note:** A minimum threshold of USD 5 applies for the issuance of a single ADM. ADMs below this value will be accumulated until the threshold is crossed.

**Note:** Applicable GST @18% will be charged to the admin fee as well as to the ADM value for the ADM issued in India effective immediately.

## 10. ADM Issuance Principles & Dispute Procedures

### 10.1 Issuance Principles

- ADMs will be communicated via BSP Link.
- Each ADM will specify in detail the reason for the charge and include contact details of the responsible Drukair department.
- ADMs relate to specific transactions only and may not group unrelated transactions, except where the same reason applies with a supporting list.
- The ADM admin fee is charged once per ADM, regardless of the number of positions included.
- ADMs will only be raised when the total value exceeds USD 5 for a single ADM.
- ADMs will be processed through BSP if issued within nine months of the final travel date. Any debit action beyond this period shall be handled directly between Drukair and the Agent.
- ADMs are not commissionable.
- ADMs are issued in English.

### 10.2 Dispute Procedures

Drukair considers all ADMs to be subject to dispute. Disputes may be contested through written correspondence:

- Disputes must be raised within 15 days of ADM issuance through BSP Link and must include relevant supporting documents in English.
- Drukair will review disputed ADMs within 60 days of receipt.
- Post-billing disputes are allowed for up to 12 months.
- Each party is allowed two (2) message exchanges before the dispute is closed.
- If unresolved within 30 days, the ADM will be marked as “No Agreement Reached – to Agent.”
- If it is established that an ADM is not valid, it will be cancelled, along with any associated admin fee.

**Important:** If an agent disputes an ADM and the investigation determines the dispute was unjustified, Drukair reserves the right to reissue the disputed ADM and apply an administrative fee of 5% of the disputed amount.

**Note:** Following consultation, a disputed ADM may be referred to the IATA Travel Agency Commissioner.

### 10.3 ACM Issuance

An Agency Credit Memo (ACM) may be issued in cases such as erroneous overcollection in ticketed fare, incorrect fare calculation, or fare re-calculation in favor of the customer. If the ADM has already been billed, an ACM will be issued. Otherwise, the ADM will be cancelled.

## 11. General Refund Principles

### 11.1 Voluntary Refund

A voluntary refund means refunding a ticket upon the passenger's request, not resulting from a flight irregularity.

- Apply conditions in the fare note according to the date of issue.
- Rebooking fees are generally non-refundable.
- For currency conversion, use the IATA rate of exchange according to the date of issue.

### 11.2 Involuntary Refund

An involuntary refund results from a flight irregularity (INVOL/SKCHG) — cancellations, delays, diversions, schedule changes, or other problems on which the passenger has no influence.

All involuntary refund requests must be referred to Drukair for review and processing. Passengers must be directed to contact Drukair offices to initiate such requests.

**Note:** *All active segments must be cancelled and inactive segments removed before submitting any refund request to avoid no-show ADMs.*

### 11.3 Expired Tickets

Expired tickets shall not be exchanged for, or used as payment towards, further travel.

## 12. Contact Information

For inquiries related to ADMs or ACMs:

**ADM/ACM Inquiries:** [bsp\\_assist@drukair.com.bt](mailto:bsp_assist@drukair.com.bt)

**E-Ticket Helpdesk / Waivers:** [gds\\_assist@drukair.com.bt](mailto:gds_assist@drukair.com.bt)

**General Reservations:** [reservation@drukair.com.bt](mailto:reservation@drukair.com.bt)

Please contact the relevant Drukair office for further clarification on any policy matter. Contact details will also be provided on each ADM issued through BSP Link.

**Note:** Airline contact details mentioned in this policy should be used for policy clarification only. ADM dispute communications must be processed through BSP Link.

## 13. Glossary

Abbreviation	Description
ACM	Agency Credit Memo
ADM	Agency Debit Memo
BSP	Billing and Settlement Plan
CAT	Fare Note Category
CIP	Carrier Identification Plate
CRS	Computer Reservation System
DOB	Date of Birth
EMD	Electronic Miscellaneous Document (A=Associated, S=Standalone)
EoT	End of Transaction
ETKT/etix	Electronic Ticket
FCMI	Fare Calculation Mode Indicator
GDS	Global Distribution System
GSA	General Sales Agent
IATA	International Air Transport Association
INAD	Inadmissible Passenger
INVOL	Involuntary (flight irregularity)
NUC	Neutral Unit of Construction
NVA / NVB	Not Valid After / Not Valid Before
O&D	Origin & Destination
PCI DSS	Payment Card Industry Data Security Standard
PNR	Passenger Name Record
RBD	Reservation Booking Designator
RFIC / RFISC	Reason for Issuance Code / Sub Code
SKCHG	Schedule Change
SSR	Special Service Request
TTL	Ticket Time Limit
UMNR	Unaccompanied Minor

## **14. IATA Resolutions Supporting This Policy**

All defined terms in the following IATA Resolutions shall have the meaning as defined in the respective Resolution.

### **IATA Resolution 824, §3.1 – Passenger Sales Agency Agreement**

The agent is authorized to sell air passenger transportation on the services of the carrier and on the services of other carriers as authorized by the carrier. The sale of air passenger transportation means all activities necessary to provide a passenger with a valid contract of carriage, including the issuance of a valid Traffic Document and the collection of monies therefor.

### **IATA Resolution 824, §3.2**

All services sold pursuant to this agreement shall be sold on behalf of the carrier and in compliance with the carrier's tariffs, conditions of carriage, and written instructions. The agent shall not vary or modify the terms and conditions set forth in any Traffic Document.

### **IATA Resolution 830a, §1 – Consequences of Violation**

Practices such as those listed herein, in other applicable Resolutions, or in the carrier's written instructions, violate the governing conditions. They can result in action being taken, e.g., charging the agent with the difference between the fare applied and the fare applicable to the service in accordance with the carrier's tariff.

### **IATA Resolution 838 – Change of Traffic Documents**

Change of traffic documents by agents is only allowed when authorization of the airline has been given.

### **IATA Resolution 850m – Issue and Processing of ADMs**

ADMs are a legitimate accounting tool for use by all BSP airlines. An Agent shall have a maximum of 15 days to review and dispute an ADM. All disputes are to be settled by the Airline within 60 days of receipt. ADMs shall only be processed through the BSP if issued within nine months of the final travel date.

### **IATA Resolution 852 – Designation and Selection of Ticketing Airline**

The agent shall comply with instructions issued by the ticketing carrier in relation to the issuance and reporting of electronic tickets. Selection of validating carrier must conform to fare rule requirements and the existence of valid interline agreements.

### **IATA Resolution 890, §1–4 – Card Sales Rules**

The agent shall comply with the resolution and instructions issued by the ticketing carrier in relation to acceptance of cards. No card issued in the name of the Agent shall be used in connection with the sale of the carrier's Traffic Documents to any customer.

### **IATA Resolution 049x – Fare Changes**

- Transportation shall be subject to the fares and charges in effect on the date on which full payment is made.
- No increase in fare from a change in fare level or cancellation of the fare shall apply, provided no voluntary change is made to the originating flight.
- In the event of a voluntary change, fares shall be recalculated per the fares in effect on the date the change is made.
- If payment is made prior to confirmation of reservations, fares shall be recalculated per the fares in effect on the date of confirmation.

### **Additional IATA Resolutions Referenced**

- Resolution 724 – Conditions of Contract
- Resolution 812 – Passenger Sales Agency Rules
- Resolution 818g – Passenger Sales Agency Rules
- Resolution 824r – Refunds
- Resolution 830d – Entry of Contact Data
- Resolutions 722f, 722g – Electronic Ticket Standards
- Resolutions 725f, 725g, 725h – Electronic Miscellaneous Document

***This policy is effective immediately.***

*Drukair reserves the right to issue ADMs for reasons not explicitly mentioned in this document.*