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TUNISAIR Policy on Agent Debit Memo (ADM) in Compliance with IATA Resolution 850m

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Background:

Dear Partner Travel Agent,

To cut unnecessary costs and to offer the best possible service to its customers, Tunisair systematically checks the booking and ticketing transactions carried out on it IATA and non-IATA Travel Agencies in Tunisia and abroad (Travel agent(s)).

Since an air ticket is a "Contract", all the clauses included in it must be correctly written. In addition, this document aims at informing the Travel Agent about the conditions under which an ADM is established, including booking, Fares, IATA Ticketing regulations, General Conditions of Sale and Carriage, and other instructions notified by Tunisair.

Any deviation and/or violation of this set of rules, when performing booking and ticketing transactions, will result in the establishment of an Agent Debit Memo (ADM).

Chapter I: Introduction

TUNISAIR hereby informs you of its booking, issue, and sales control policy as well as of its procedures for issuing and rejecting ADMs (Agency Debit Memo), in accordance with IATA Resolution 850m.

Ticketing covers sales, issues, revalidations, exchanges, reissues, cancellations, refunds and other related matters.

The travel agent must ensure that all employees at all its locations are made aware of this policy and any future changes. Tunisair may update this policy without notice.

Chapter II: Overview

- 1. The ADM policy aims to ensure compliance with the application rules of the booking and ticketing in force, and other conditions of sale as defined, authorized and communicated by Tunisair to the Agent.
- 2. In the event of any discrepancy or failure to comply with these rules, Tunisair systematically generate ADMs or an abnormal report or an invoice: referred as ADM (Agent Debit Memo).
- 3. The controls are carried out on the TU documents (199), whether the pricing is automatic or manual.
- 4. Unless otherwise provided for, either in the ticket or in the general conditions of carriage, a ticket is valid for:
 - One year from the date of issue if no flight coupon is used,
 Or,
 - One year from the date of use of the first coupon.

Chapter III: Legal Framework

- 1. The Agent's obligations are described in IATA resolution 824, in which is stated that the Agent should issue tickets in compliance with Carrier's fares, fare rules, general conditions of sale and carriage and written instructions of the Carrier to the agent.
- 2. Therefore, no Agent is entitled to use a change of TST (Transitional Stored Ticket) from another site to be solely responsible for the issuance of the tickets.
- 3. In compliance with IATA Resolutions 850m, 830a and 830d, Tunisair has the right to control and issue ADMs for any transport document. These resolutions require carriers to communicate their ADM policy and to specify in particular all charges and fixed amounts.

Chapter IV: Types of discrepancies

1. Fares

1.1- All fare elements are checked: basic airfare, airline surcharges, airport taxes/fees, commissions, discounts (when applicable), tour code, negotiated fares, date of birth, exchange, refund, baggage allowance, etc. In the event of non-compliance with fare rules, Tunisair will systematically issue an ADM, the amount of which will be equivalent to the difference between the applicable amount and the incorrect amount shown on the ticket.

1.2- Handling of TSTs is strictly forbidden, unless special dispensation from Tunisair is given to the Agent by written notice. In case of non-compliance by the Agent with the instruction, the ticket will be adjusted on the basis of the full fare, according to the class of service (Y & C).

2. Exchange

- 2.1- In case of exchange, and in accordance with the applicable fare note, the penalty will be applied under the CP tax order. However, the prior booking should be cancelled.
- 2.2- In case of flight cancellation, the Agent will be relieved of penalty and the ticket will exchanged on another flight according to Tunisair's proposal and the passenger's agreement. In case of refusal of the passenger to be granted flight protection, the rerouting procedure will be handled in collaboration with Tunisair.
- 2.3- The change/reissue must be done simultaneously within the time limits mentioned in the fare note, in order to avoid the NO SHOW penalty.

3. Refunds

- 3.1- In case of cancellation of departure by the passenger, the fare note concerning the conditions of refund will apply, unless the flight is cancelled by Tunisair, or in the event of a delay of more than five (05) hours to/from EC & Non-EC zones and in the event of a delay of more than three (03) hours to/from Canada.
- 3.2- Refunds will not be authorized should the sequential order of the coupons not be respected.
- 3.3- In case of a request for refund of taxes on a fare leg, whose conditions do not allow the refund of the fare, and the coupons will have been partially used, the refund of taxes related to the unused part of the ticket will be accepted.

3.4- Cancellation (VOID) and refund must be made simultaneously within the time limits specified in the fare note, to avoid the NO SHOW penalty.

3-5 Refunds outside the GDS

Starting From 18th November 2024, any refund outside the GDS will be processed by Tunisair subject to the application of a non-refundable fee, in the form of an ADM regardless of the refund penalty (ADM audit process fee not applicable).

The fees are as follows

- 75 TND per ticket on the Tunisian market,
- 25 €/\$/£/CAD/CHF or equivalent to 25 € per ticket for other markets.

The following requests for refund are exempt from the above charges:

- Death (with death certificate)
- Hospitalisation (with supporting documents)
- EMD Group
- Document exchanged by Tunisair
- Downgrading.

4. Baggage allowance

- 4.1 The baggage allowance shown on the ticket must correspond to the type of fare under which the ticket was issued.
- 4.2 Failing this, the value of the ADM will be calculated on the basis of the excess baggage fee chart regarding the free baggage allowance that should have been applied.

5. Misplating (the use of the digit code)

- 5.1 Tunisair checks if its three digit code (199) is authorized and used correctly by the Agent for manual or automatic pricing.
- 5.2 The use of the numerical code 199 for a fully booked route on another airline is strictly forbidden. The use of numerical code 199 for a route not permitted by another airline is strictly forbidden (Sales restriction & Flight Application).

In the event of non-compliance, a penalty in the form of an ADM will be calculated on the basis of 50% of the price of a full-fare ticket published by the other airline, depending on the class of service (Y&C).

6. Passenger eligibility conditions

For any discount related to the age of the passenger, the Agent must specify the date of birth of the passenger. The date of birth must be entered according to the following formula:

Adult with baby:

NM1 LAST NAME/FIRST NAME (INF/FIRST NAME/15APR11)

Child:

NM1 LAST NAME/FIRST NAME (CHD/15APRo9)

FD CH

Youth:

NM1 LAST NAME/FIRST NAME(YTH) (ID15APR90)

FD ZZ

7. Tour Code

The Fare Code or Tour Code is a mandatory clause on the ticket, and the Agent is required to include it on the ticket, especially in the case of negotiated fares (Group, Corporate,...). Any omission or error in the code will result in an ADM.

8. Abusive practices

The policy applies to all circuits (IATA and non-IATA, international and domestic flights) using the GDS Amadeus, Travelport, Sabre or others.

- 8.1 Cancellations: Tunisair reserves the right to charge 50% of the cancellations made when the rate of bookings completion is less than 15%. The cost of cancellation is 3€ per segment per passenger. Each cancellation made on the day of departure is charged 15€ per segment per passenger.
- **8.2Excessive Churning:** Creating and cancelling on repeated occasions the same segment, travel date, the same or different flight number and the same passenger in the same booking or different bookings shall be regarded as Churning as from the seventh cancellation and the eighth relocation for the same segment. **This practice is strictly forbidden** by **TUNISAIR** and will be charged 50€ for each PNR.
- **8.3 Duplicate segments:** Creating duplicate segments (two or more segments on the same itinerary in the same PNR) is **not allowed**. **This violation will be charged 20€ per segment for each Passenger.**
- 8.4 Passenger Contact: If a passenger contact is missing (cell phone number according to the SSR CTCM- format with the obligation to indicate the country code, or e-mail address according to the SSR CTCE- format) in a PNR, a penalty of 150 € per passenger will be invoiced. If a non-informed client files a complaint, all the compensation costs incurred by Tunisair will be charged to the issuing agency through an ADM.
 - 8.5 **Fictitious Bookings:** Creating bookings with fictitious/fake names or fictitious segments (GK) will be subject to a penalty of 30 € per segment per passenger.
 - 8.6 Inactive segment (with segment status UN, UC, HX, NO, WK, WL ...): When booking has undergone a program irregularity (flight cancellation, itinerary change ...), the inventory system of Tunisair sends a notification. The agency must process the PNRs by cancelling the inactive segments generated following the change of the initial booking. All inactive segments not deleted by the creating agency will be charged at 15€ per segment per passenger.

9. Ticket checks at the airport

- 9.1-Tunisair also performs checks at the airport to verify the compliance of the ticket held by the passenger with the General Conditions of Carriage.
- 9.2- In case of non-conformity of the ticket with all the above conditions, an ADM will be sent to the issuing Agent.

10. Credit Card Acceptance

10.1 The Agent is required to comply with the rules and procedures described in IATA Resolution 890.

10.2 The Agent shall ensure that the type of credit card, at the time of sale, is accepted for payment by Tunisair for each country and each GDS (See Tunisair Payment Policy). The amount of a ticket issued with a credit card that is not accepted by Tunisair will be charged via an ADM to the Agent.

10.3 The Agent shall be responsible for checking the validity of the Customer Card and that purchase is authorised by the relevant card holder. An ADM is issued if Tunisair is charged by the credit card purchaser for any misuse related to a ticket issued by the Agent. The Agent is fully responsible for any credit card transactions.

10.4Should credit card fraud occur on a ticket issued by the Agent, Tunisair will charge the cost of the fraud to the Agent by sending an ADM.

10.5 Any ticket issued with a credit card whose payment has not been collected by Tunisair, or any credit card payments rejected for used tickets, are subject to an ADM with the value of the ticket, regardless of the reason.

10.6 In the event of an airline being in default of payment, Tunisair will generate an ADM for each UATP credit card issuance not collected.

10.7 Cash refunds for tickets issued using credit cards are strictly prohibited. Any cash refund will generate an ADM equivalent in value to the amount refunded.

Chapter V: Scope of ADM Issuance/Policy

- 1. Several ADMs could be generated for the same ticket, if this ticket has several fare differentials that are not linked to each other.
- 2. In compliance with the IATA 850m resolution, in case of persistent abusive practices made by the same IATA code, Tunisair reserves the right to send an ADM to cover the corresponding value.
- 3. ADM minimum amounts are:
 - (a) 5 EUR in case of fare discrepancy,
 - (b) 1 EUR in case of taxes and commissions.
- **4.** To cover the audit process costs, administrative fee is applied as part of every ADM. Any ADM amount will be increased by 18%.

Chapter VI: Issuance Process and Dispute of ADMs via BSP

In compliance with IATA Resolution 850m:

1. ADMs shall only be processed through the BSP if issued 9 months after the final travel date or after the refund/exchange has been made by the Agent.

If the ticket is not fully used, the document expiry date will be applied. After this date, adjustments will be made directly between the Agent and the Carrier.

- 2. Disputes and transmission of evidence are made via BSPlink.
- 3. The time limit for contesting is 15 days, starting from the sending date of the ADMs.
- 4. Tunisair will provide feedback to the dispute within 60 days (in compliance with IATA Resolution 850m), giving a clear explanation of the acceptance or rejection of the dispute.
- 5. For any dispute, the Agent must justify and provide valid evidence for the dispute, otherwise the dispute will be inadmissible and rejected by Tunisair.
- 6. In the event of repeated offences by the travel agent, Tunisair reserves the right to suspend the authorisation to issue TU tickets.
- 7. We remind you that if the Agent is involved in any fraudulent practice, Tunisair reserves the right to cancel the authorization to issue TU tickets.

For all other claims, apart from the mentioned rules, the agency must contact Tunisair.

The following is a list of emails for any ADM/ACM queries:

NORTH AMERICA, AUSTRALIA & ASIA		
CANADA		
USA	ventesmontreal@tunisair.com.tn	
AUSTRALIA	agencemontreal@tunisair.com.tn	
HONG KONG	Adm.bsptunisie@tunisair.com.tn	
JAPAN		
MALAYSIA		

AFRICA		
	Representant.bamako@tunisair.com.tn	
MALI	tunisairbko@orangemali.net	
	Adm.bsptunisie@tunisair.com.tn	
MAURITANIA	Agence.nouakchott@tunisair.com.tn	
	Adm.bsptunisie@tunisair.com.tn	
ALGERIA	Representant.alger@tunisair.com.tn	
	Alger@tunisair.com.tn	
	Cac.alger@tunisair.com.tn	
	Adm.bsptunisie@tunisair.com.tn	
MOROCCO	casa@tunisair.com.tn	
	casablanca@tunisair.com.tn	
	Adm.bsptunisie@tunisair.com.tn	
LIBYA	Adm.bsptunisie@tunisair.com.tn	
NIGER	Agence.niamy@tunisair.com.tn	
CAMEROON	Adm.bsptunisie@tunisair.com.tn	
CHAD		
COTE D'IVOIRE		
KENYA	Representant.abidjan@tunisair.com.tn	
SOUTH AFRICAN REPUBLIC	Financier.abidjan@tunisair.com.tn	
CONGO	Adm.bsptunisie@tunisair.com.tn	
GABON		
	Representant.dakar@tunisair.com.tn	
SENEGAL	tunisair.dakar@gmail.com	
	Adm.bsptunisie@tunisair.com.tn	
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BENIN	Adm.bsptunisie@tunisair.com.tn	
TOGO		
TUNISIA	Adm.bsptunisie@tunisair.com.tn	

EUROPE		
AUSTRIA		
SERBIA	office@tunisair.co.at	
RUSSIA	Adm.bsptunisie@tunisair.com.tn	
CENTRAL EUROPE	ramospianiste (a tamsanicemia)	
BELGIUM/LUXEMBOURG	vente@tunisairbxl.be	
NETHERLANDS	financier@tunisairbxl.be	
	Adm.bsptunisie@tunisair.com.tn	
	Direction.france@tunisair.fr	
FRANCE	cgf.par@tunisair.fr	
	bsp.par@tunisair.fr	
	Adm.bsptunisie@tunisair.com.tn	
GERMANY	centre.fra@tunisair.de	
SCANDINAVIA	agence.to@tunisair.de	
	Adm.bsptunisie@tunisair.com.tn	
ITALY	serviziobsp@tunisair.it	
MALTA	Adm.bsptunisie@tunisair.com.tn	
SPAIN	programacion@tunisair.com.es	
PORTUGAL	Adm.bsptunisie@tunisair.com.tn	
	contact@tunisair.ch	
SWIZERTLAND	cac.geneve@tunisair.ch	
	Adm.bsptunisie@tunisair.com.tn	
UNITED KINGDOM	direction@tunisairuk.co.uk	
IRELAND	accounts@tunisairuk.co.uk_	
	Adm.bsptunisie@tunisair.com.tn	
TURKIYE	Info@tunisairturquie.com	
CYPRUS	agences@tunisairturquie.com	
GREECE	Adm.bsptunisie@tunisair.com.tn	
BULGARIA		

MIDDLE EAST		
SAUDI ARABIA	Representation.arabiesaoudite@tunisair.com.tn	
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M.EA	cac.jeddah@tunisair.com.tn	
	Adm.bsptunisie@tunisair.com.tn	