

Booking Policy

Booking Policy | Biman Bangladesh Airlines

In compliance with the IATA Resolution 830a and 850m of the Passenger Agency Conference Resolution Manual, Biman Bangladesh Airlines (BG) hereby publishes its Booking Policy.

Effective Date

Biman Bangladesh Airlines will implement this Booking Policy with effect from **31 August, 2020**.

General

This policy applies to all travel service providers, including travel agents, who make bookings and/or ticketing on air transportation on Biman Bangladesh Airlines operating flights (IATA and Non-IATA; Domestic and International), and any person or entity accessing BG's internal reservation system content.

The objective of the Revenue Integrity and BIDT Audit processes is to ensure that the booking and ticketing rules and other agreements made between the Travel Agent and Biman Bangladesh Airlines are respected and in case of the contrary, to settle the difference in an adequate and logical way, equal for all distribution channels

The purpose of this policy is not to generate extra revenue for Biman Bangladesh Airlines, but instead, to reduce the costs associated with improper GDS booking-related practices and improper issuance of tickets.

We will continue to provide information to Travel Agents to ensure that all GDS users take a consistent approach when using GDS services for booking and issuing tickets for Biman Bangladesh Airlines customers.

Legal Position

The obligations of the Travel Agents are described in IATA Resolution 824 which states that the issued tickets are the responsibility of the travel agent. The Travel Agent will not be held responsible for GDS system mistakes

Scope

The following sections define different violations or non-compliance practices which will be detected by Biman Bangladesh Airlines's RI practice which could result in the issuance of an ADM¹.

Booking Violations [RI Type Abuse]

The following sections provide details of the types booking violations that Biman Bangladesh Airlines class as booking violations that will lead to inventory wastage and revenue leakage.

Ticket Time Limits (TTL) – A date and time deadline required for ticket issuance set in the PNR. Unticketed bookings at the time limit will be cancelled by BG.

Duplicate (same PNR) – Each PNR will be checked for duplicate bookings issued for the same passenger, and/or the same route at or around the same date. BG will automatically cancel all unticketed duplicate bookings and send warnings to ticketed duplicate bookings.

Duplicate (multiple PNRs) – Segments will be checked across multiple PNRs for duplicates. BG will automatically cancel all unticketed PNRs and send warnings to ticketed bookings.

Impossible Journey – Bookings will be checked for segments where passenger is due for departure on the same date but on different routes. BG will cancel all unticketed bookings and send warnings to ticketed bookings.

Fake/Fictitious Names – Bookings will be checked to determine if it includes a fictitious name. BG will cancel all bookings containing definite Fake Names.

Test/Training PNRs – Bookings will be checked to determine if it is a booking created by a travel agent purely for test/training purposes. BG will automatically cancel all Test/Training bookings.

No-Show – A No-Show occurs, when a passenger misses the plane or when a Travel Agent fails to cancel a booking which is ticketed or un-ticketed that is not required by the customer which eventually leads to inventory spoilage. BG will cancel all subsequent BG operating and marketing segments booked in one PNR after a No-Show.

Waitlisted Bookings – Travel agents are requested to limit the number of WL/HL segments to the minimum level. Travel agents must cancel and remove not needed WL/HL segments at least 72hrs before flight departure. Under no circumstance should WL/HL segments exist in any ticketed bookings. BG will cancel all unticketed waitlisted bookings 72 hours prior to departure. Any BG confirmed segments that follow a waitlisted segment may also be cancelled.

Minimum Connection Time (MCT) – Travel agents must not create a booking that violates the minimum connecting time requirements. BG will inspect all PNRs for minimum connection time allowed. All unticketed violations detected will be cancelled by BG. Warnings will be sent to agents for all ticketed violations detected.

Duplicate Ticket – BG will check for instances where the same Ticket number has been used on more than 1 booking.

Incorrect Ticket Format – BG will check for incorrect Ticket number length. BG will send a warning/cancellation to the booking/ticketing agent.

Manually Ticketed Booking – BG will check for cases where a manual Ticket has been issued. BG will cancel all bookings with a manual Ticket.

Partially Ticketed PNRs – BG will check for PNRs with multiple names and ticket numbers not issued for all names. A warning will be sent to booking/ticketing agent. If no action is taken BG will split the PNR and Cancel all unticketed segments.

APIS Violation – It is an IATA requirement for the following information to be included in a PNR for international travel:

- Form of Identification (FOID)
- Date of Birth (DOB)
- Gender

BG will send warnings to booking agent where this information is not complete. For incomplete and missing APIS PNR may also be cancelled.

Group Bookings – Conditions specified in the BG groups contract will be audited such as naming thresholds, payment of deposit and number of passengers ticketed. BG will issue warnings to Travel Agents for violations detected and may take further action such as splitting Group PNRs and cancelling segments.

Hidden Groups – BG will also check across multiple individual bookings for large groups. BG will send a warning to the booking/ticketing agent.

Booking Violations [BIDT Type Abuse]

The following section defines the different violations or non-compliance practices related to GDS abuse which will be detected by Biman Bangladesh Airlines's BIDT Audit practice and result in the issuance of an ADM:

Churning – The act of repeatedly cancelling and rebooking the same or different classes across one or more PNRs/GDSs. If segments in a PNR are rebooked more than 3 times after cancellation (for any reason), an ADM will be raised for excessive churn booking.

Inactive Segments – Travel Agents must promptly remove all unwanted / cancelled / inactive segments. Inactive segments include status codes of; DL, KL, HN, HL, HX, NO, TK, TL, WK, WN, UC, UN, US or UU. All inactive segments that are not cancelled 72 hours prior to departure will be considered a violation.

Passive Bookings – Travel Agents can only book passive segments in the CRS/GDS system for the purpose of ticketing an already existing reservation in the airline's internal reservation system. Booking passive segments in order to satisfy CRS/GDS productivity requirements, to circumvent fare rules or to fulfill administrative functions is strictly not allowed. Passive segments shall be

created for the purpose of ticketing only and must be cancelled immediately after issuing the ticket (at least 24 hours prior to flight departure).

High Cancellation – A cancellation rate of more than 60% for international route and more than 50% for domestic route of the bookings for flights departing within the month. This is regardless of the time the bookings were generated.

Duplicate Segments – Checking BIDT Data for cases of duplicate bookings.

Fake/Fictitious Names – Using BIDT Data, bookings will be checked to determine if they contain a Fake Name.

Biman Bangladesh Airlines reserves the right to issue ADMs for reasons not specified in this document due to misuses not (yet) specified here.