



# CHINA AIRLINES



NOTICE ISSUED DATE: 12<sup>TH</sup> NOV.20  
EFFECTIVE DATE : 03<sup>RD</sup> NOV. 20

## **China Airlines Churning of PNR & ADM Policies for International Bookings**

Dear Industry Partners,

We thank you for your support for China Airlines. The airline seats should be used more effectively to provide a fair chance for sales to the entire travel trade. Therefore, any misuse of the GDS, churning of PNR affecting the sales control of our airline seats, once verified, pursuant to July 1, 2019 notification, CI will suspend ticketing authority/ rights of such travel agents and will issue ADM applying the penalty fees as stipulated below.

1. The segment of the invalid reservation is removed (including HX/NO/UN/UC/HL...etc.), and all invalid segments should be removed 24 hours before the departure of the flight. If the inspection fails, travel agency will be charged. Improper booking fee is USD10 (or TWD 300) per flight segment.
2. The same travel agency re-orders for the same or different booking classes and the number of times with the repeated booking method (including HK/HL). If the number of times is up to 5, the overlocking transaction management will be charged according to the number of overlocking of the reservation record. The fee is USD10 (or TWD 300). That is, if the total number of times the same PNR or multiple PNRs is accumulated up to 5 times, a fine will be charged.

The penalty calculation is as follows:

1. 4 times: (4-4) times X USD10 = USD 0 (no penalty)
2. 5 times: (5-4) times X USD10 = USD10
3. 6 times: (6-4) times X USD10 = USD20

So on and so forth.

## **China Airlines [Married segment control manipulation] Policy Announcement**

To ensure the control of CI seats availability and reduce the distribution cost of GDS system, for the violation of the improper booking of Married Segment (Married segments may not be separated by violating or manipulating GDS/CRS system in order to circumvent Married Segment control), CI formally request GDS partners to comply with the Married Segment rules. For PNRs that do not meet CI requirements, a Debit Memo for practice that conflict with CI/AE policy and action taken as follows.

1. Implementation date: From November 3<sup>rd</sup>, 2020 (inclusive).
2. The first violation: A fine of USD200 will be charged per passenger and per segment, and it is required to make up to the maximum face price difference of the booking class (RBD) and the handling fees related to ticket changes and seat changes.
3. The second violation: Except for the penalty, price difference, and operation fee for the first violation, the booking authority shall be suspended immediately.
4. If the travel agency refuses to pay and disputes the ADM, the suspension of the booking authority of the travel agency will not be lifted until the fine is paid.

China Airlines thanks you for your support.