

Booking & Ticketing Prohibited Practices

Dear Valued Travel Partners,

The purpose of these guidelines is to promote Qatar Airways' reservations & ticketing procedures to enable Travel Trade Partners to conduct their business in the most efficient manner.

It is also Qatar Airways' intention to improve reservations practices in order to make sure more seats become available for genuine sales. Our aim is to better manage our inventory while also delivering greater choice to our mutual customers.

We would like to request all Travel Trade Partners involved in reservations and ticketing to adhere to the guidelines below. QR would like to take this opportunity to express our appreciation to all our partners who have been following the established reservations & ticketing procedures. We look forward to maintaining our relationship.

Please note that reservations & ticketing activities on QR flights, tickets and EMDs are closely monitored by QR control systems. Travel Trade Partners who do not adhere to QR reservations & ticketing ethics may be restricted from accessing QR inventory and ticketing functionalities. Non-compliance to these guidelines may result in cancellation of the PNR, issuance of an ADM.

Definition of prohibited booking practices

GDS Violations

1. Bookings made when no definite passenger exists, in anticipation of possible sale
2. Fictitious bookings: Speculative bookings made with fake names

3. Un-committed booking sale: Selling seats but not creating any PNRs & blocking QR inventory

4. Excessive Churning: Segments that are repeatedly cancelled and rebooked for the same itinerary in the same or different class of service across one or more PNRs or GDS to avoid time limits or to meet GDS incentives

5. Open segments entered for other than ticketing purposes

6. Inactive bookings - failure to remove HX, UN, UC, NO, US status code segments from PNRs which result in nonproductive segments

7. Bookings created in higher classes that are released close to departure to make seats available in lower classes

8. Using 'IN' entry to gain access to group PNRs instead of using passive segments or group claim

9. Passive segments: Inactive segments created for administrative and invoicing purposes, to circumvent fare rules, abuse married segment logic, satisfy GDS productivity requirements or ticket bookings held in systems other than the Airline reservation system

10. Bookings created for testing or training purposes. Agents must use training mode for these

Duplicate Segments

Bookings created with more than one reservation for the same passenger within one GDS or more.

1. The same flight number on the same or different date. This includes active or passive segments

3. Wait listing in a lower RBD on the same flight and same cabin as a confirmed segment

O&D Prohibited Practices

When booking a Qatar Airways flight segment, we would like you to adhere to some of the recommended practices stated below:

Always book your Itinerary in Sequence based on the direction of Outbound first and then Return. Connecting Segments that form an O&D should always be sold as a single unit directly from the availability

O&D prohibited practices include:

1. Breaking of married segments or partial cancellation is restricted and strictly not allowed
2. Creation of excessive multi segment O&Ds which is not required for the intended journey is not allowed
3. Complete booking and ticketing activity should be done using a single GDS. The only exception will be where original PNR is created by QR and a passive PNR is created in another GDS for driving a ticket
4. Usage of different passive segment status codes to manipulate the system is not permitted
5. Use of robotic macros/scripts to perform availability or sell functions that results in manipulating or bypassing the system controls is not permitted



6. Extending PNR access to multiple office ID's for bypassing Point of Sale (POS) controls is strictly not permitted

7. Changing Point of Commencement (POC) segment to manipulate the system evaluation is not permitted

8. Any other means of transactions to manipulate the O&D system, which include but are not limited to inventory abuse, availability computation, segment sell, system security, as well as any other illegitimate transactions are strictly not permitted

Fares & Ticketing Prohibited Practices

1. Non-adherence to fare rules (violation of selling & travel date validity, seasonality, min/max stay, under collection of taxes & fees, incorrect refunds, incorrect reissue, incorrect discounts, apex/ Advance fare rule violation, incorrect pricing for journeys including weekend surcharges, Flight Supplements, Add-ons & other charges (including discount for child/infant & other special discounts etc.)

2. Abuse of CIP conditions while issuing tickets

3. Non-compliance with Black out period restrictions, flight number restriction, Stopover conditions, Upsell (Class upgrade conditions)

4. Incorrect carrier code & booking class for other (OAL) segments

5. Violation of combinability conditions

6. EMD over utilization

7. Utilization against void sales

8. Utilization of unreported sales

9. Dual utilization

10. Incorrect RFIC/RFISC (Reason for issuance code /Sub code) for EMD issuance.

11. Incorrect value collected for EMD.

12. Non-compliance with Group conditions

13. E-tickets not reissued/Revalidated/refunded as per schedule change policies (except revalidation)

14. Commission on SOTO & OAL closed Tickets - (OAL coupons issued on 157 stock / Plate). Claiming commissions wherever it's not permitted is considered a violation

15. Baggage allowance printed on the Ticket does not match the actual applicable allowance

16. Excess baggage (EBT)/ MCOs/ EMDs issued for excess baggage with incorrect rates

17. MCOs/EMDs issued value for cabin upgrade does not match approved value

18. Name correction – Changing the name completely is not permitted. However, name correction is allowed specified in QR name change policy

Other prohibited practices

1. Use of a payment card belonging to the Agent, or in the name of a person permitted to act on behalf of the Agent, or in the name of the Agent's officer, partner or employee, in connection with the sale of Qatar Airways' Traffic Documents to any customer of the Agent. In accordance with IATA Resolution 890

2. Issuance of a Ticket using a payment card with failure to obtain approval code from the issuing bank (card issuer)

3. Third-party card transaction without approval from the cardholder

4. Refund to a method of payment other than the method of payment of the original transaction. Payment card transaction refunded to cash

5. Disputed transaction (including chargeback) rejected by card company

6. Improper/unauthorized use of Ticketing Time Limit exemptions

Important notes to remember

1. Travel Trade Partners are encouraged to use the GDS training (test) mode for learning and development purposes

2. Passive bookings may be entered only in order to ticket a booking made through the airline system

3. All fares and ticketing rules must be met

4. Tickets must be issued in the same GDS as the original booking

5. STPC procedures have to be followed as defined by QR

For more information on QR Policy & Procedures please get in touch with your nearest QR office to avoid any penalties.

Thanking you for your continued support & co-operation.

