

長榮航空/立榮航空GDS訂位票務規範

長榮航空/立榮航空為有效控管機位銷售及避免其他旅遊同業銷售權益受損，自 2021 年 2 月 1 日起修訂長榮航空/立榮航空 GDS 訂位票務規範，針對違反下述訂位票務規範之不當訂位旅行社開立 ADM，收取系統不當訂位費、ADM 手續費及票價差額，敬請各位旅遊同業務必遵守相關規範。

1. 訂位票務規範

嚴禁以任何下列「不當訂位」行為(包含但不僅限於)取得機位，相關說明如下:

(1) 違反 O&D 連結航段規則(MSC Break)

長榮航空/立榮航空根據每個起訖航點提供可售機位，訂位時無論是否包含外家航空行程均須符合完整起訖點可售機位查詢，不得以任何方式違反。訂位過程中請務必遵守 O&D 連結航段規則(Married Segment Control, MSC)，任何於 EOT 前試圖以分開預訂或部分取消取得較低艙等之行為皆視為不當訂位。

(2) 濫用 POS 不當取得機位(POS Availability Abuse)

長榮航空/立榮航空根據市場銷售機制提供可售機位，任何為了取得較低艙等機位而惡意更改 POS 或刻意於出發國以外國家訂位都將視同不當訂位。

(3) 未移除無效/虛擬/候補航段(Inactive segments/Passive segments/Waitlisted segments)

最遲須於航班起飛前 24 小時移除無效航段及候補航段，包括(但不僅限於)HX/NO/UN/UC/US/GK/PK/DS/YK/HL 等。

(4) 使用假名/測試代號虛佔訂位(Fictitious bookings)

請依旅客實際需求訂位，勿使用任何虛擬乘客姓名訂位，無論意圖為虛佔機位或用於教育訓練測試都將視為不當訂位。

(5) 重複訂位(Duplicate bookings)

請勿為同一位旅客預訂重複或不合邏輯行程，包含但不限於預訂多段不同艙等、同日期或相近日期區間相衝突航班等。長榮航空/立榮航空將於自動偵測違規行為後取消任一重複行程。

(6) 訂位後未開票且未登機(Un-ticketed No Show)

請於航班起飛 3 小時前取消未開票訂位，如違反而造成相關損失者將被收取不當訂位費用。

(7) 規避票限 (Time Limit Abuse)

嚴禁以任何方式規避票限，機票更改(作廢/退票/更改日期)均需確認原訂位紀錄中相關行程已取消。

2. 「不當訂位」費用收取

針對上述第 1 項例舉之「不當訂位」行為(包含但不限於)，依據 IATA RESO 830a 、850m 等相關規範，長榮航空/立榮航空將開立 ADM 收取系統不當訂位費、ADM 手續費及票價差額，無論開票與否。任何違反訂位票務規範之行為將導致行程被取消，違規旅行社需自行負擔旅客後續求償。屢犯或情節重大將禁止此訂位旅行社日後預訂長榮航空/立榮航空機位權利。

違規級別	適用項目	系統不當訂位費與票價差額
一級違規	(1) 違反 O&D 連結航段規則(MSC Break) (2) 濫用 POS 不當取得機位(POS Availability Abuse)	· 每人每航段 USD 50 或當地等值貨幣 · 補足該艙等(cabin)最高訂位艙等票價
二級違規	(6) 訂位後未開票且未登機(Un-ticketed No Show)	每人每航段 USD 50 或當地等值貨幣
三級違規	(3) 未移除無效/虛擬/候補航段 (Inactive segments/ Passive segments/ Waitlisted segments) ● 屢次違反其他不當訂位事項	每人每航段 USD 10 或當地等值貨幣

*以上每張 ADM 將依據「長榮航空/立榮航空旅行社 ADM 政策」另外收取 ADM 手續費

3. 其他訂位票務注意事項

- (1) 請勿反覆訂位(churning)，於同一訂位紀錄中反覆訂位將導致更嚴格之開票期限。
- (2) 請隨時檢視 Queue 信箱以免遺漏任何信息，包括行程異動、機位確認與票限通知等等。
- (3) 請於訂位記錄以 SSR CTCE/CTCM 註記旅客正確的 Email 或手機號碼，以利航空公司於航班異動/取消時可自動傳送相關訊息給旅客。
- (4) 請使用相同訂位系統進行訂位、開立電子機票/電子雜項交換券、報票號。

若對此政策或費用有任何疑問請洽各地長榮航空辦事處。

長榮及立榮航空期許各位旅行同業共同遵守相關規範以創造共贏與永續經營，感謝您的支持與愛護。

EVA AIR/UNI AIR GDS Booking and Ticketing Policy

In order to manage the seat revenue efficiently and prevent the potential loss of sales opportunities for other travel agents, effective from February 1st, 2021, ADM will be raised to the Agent who has violated our GDS Booking and Ticketing Policy to collect an Improper Booking Fee, ADM Administration Fee and fare difference. We expect all your cooperation in adhering to these policies.

1. Booking and Ticketing Policy

Any Improper Bookings listed herein, but not limited, is prohibited.

(1) Manipulation for O&D availability and Married Segment Control (MSC Break)

EVA AIR/UNI AIR provide availability based on Origin & Destination (hereinafter called O&D). Full O&D availability display is required irrespective of whether a reservation involves other airline flights. It is prohibited to manipulate the system violating O&D availability display. Always follow O&D Married Segments Control (MSC) during booking process. Bookings through any manipulations, including separate booking or partial cancelling, before or after EOT to obtain lower fare RBD would be considered fraudulent or abusive booking.

(2) POS Availability Abuse

EVA AIR/UNI AIR provides availability according to different market. Any malicious change of POS or deliberate reservation in a country other than the country of departure in order to obtain a lower fare RBD would be considered a non-compliant booking.

(3) Failure to remove Inactive segments/Passive segments/Waitlisted segments

Cancel and remove any Inactive segments, Passive segments or Waitlisted segments at least 24 hours before flight departure. These status codes include, but are not limited to, HX, NO, UN, UC, GK, PK, DS, YK, HL.

(4) Fictitious bookings(Fictitious name, testing PNR)

Reservation should be made based on a request from a passenger's intent for travel. Any fictitious booking will be regarded as a non-compliant booking regardless of the purpose is for training reasons or intended seat-occupying.

(5) Duplicate bookings

Do not create duplicate or illogical bookings for the same passenger. This includes, but is not limited to, duplicate bookings on different RBD, or concurrent flights on or near the same day. BR/B7 will automatically detect the abnormal and take action to cancel any of duplicates.

(6) Un-ticketed No Show

Please cancel any un-ticketed bookings at least 3 hours before flight departure. Un-ticketed segments which result in no-show may incur a fee.

(7) Time Limit Abuse

It is strictly prohibited to manipulate Time Limit by any practice. The original itinerary should be cancelled when ticket is voided, refunded or revalidated.

2. Fees and Fare Difference for Improper Booking

All non-compliant practices listed above, including but not limited, will incur an Improper Booking Fee, ADM Administration Fee and fare difference based on IATA RESO 830a, 850m regardless of whether the ticket is issued or not. Such manipulations will also lead to cancellation of the PNR. The booking/ticketing Agent should take full responsibility for customer's lost. For practices that violate this policy frequently or seriously, EVA AIR/UNI AIR will inhibit the Agent to access to inventory.

Violation Levels	Applicable	Improper Booking Fee / Fare Difference
First degree	(1) Manipulation for O&D availability and MSC Break (2) POS Availability Abuse	<ul style="list-style-type: none"> • USD 50 or equivalent local currency per passenger, per segment • Fare difference to the highest Published fare of the cabin
Second degree	(6)Un-ticketed No Show	USD 50 or equivalent local currency per passenger, per segment
Third degree	(3) Failure to remove Inactive segments/ Passive segments/ Waitlisted segments ● Repeated violations of other improper bookings	USD 10 or equivalent local currency per passenger, per segment

**An additional ADM Administration Fee per ADM will be collected according to EVA Airways/UNI Airways Agency Debit Memo (ADM) Policy.

3. Other Notices

- (1) Avoid excessive or constant book and cancel practice, known as “churning”. This action might result in a stricter Time Limit.
- (2) Agents are responsible for handling queue promptly to ensure grasping all information on time. The message includes any segment status change, confirmation or Time Limit notice.
- (3) Agents must provide passengers' local contact information such as email or mobile numbers via SSR CTCE/CTCM in case of flight schedule change and cancellation.
- (4) Always use the same GDS system to book an itinerary, issue ticket, and report ticket number.

If any further clarifications related to the policy or ADM are required, the Agents may contact our BR/B7 Local Office.

EVA AIR/UNI AIR hereby request all Travel Agencies to make every effort to comply with these policy guidelines to achieve a win-win and sustainable management. We thank you for your continued support of EVA AIR and UNI AIR.