

香港航空關於規範 GDS 訂座管理及相關處罰規定

香港航空實施全球分銷系統（GDS）預訂政策來努力降低分銷成本及以最佳方式管理航班庫存的一部分。

策略中設置的指導方針是鼓勵我們的合作夥伴，以適當的方式使用 GDS，並阻止有任何其他的做法導致負庫存的影響。

本預訂政策已考慮 IATA 決議；IATA 第 824 號和 830a 號決議規定了旅行社的義務。該政策適用於所有 GDS 用戶，包括旅行社，旅遊服務供應商和所有旅遊專業人士通過互聯網或其他電子方式訪問香港航空庫存。

如果 GDS 使用者的行為與本政策相衝突，香港航空公司將向 GDS 用戶提供證據並收取相應費用。旅行社必須確保所有員工熟悉這一政策。

訂位政策

請按照下列政策：

1. 取消預訂 (Canceling reservations)

機票尚未按照票價規則購買或當客人通知不再需要訂位，航段必須立即取消和立即釋放庫存。如航空公司取消航段由於出票時限到期，GDS 航段必須立即取消。

過度取消航段可能收回濫用費。取消率（預定線段數與取消段數）。要避免 80% 以上取消率。

2. 無效航段 (Inactive segments)

無效航段狀態 HX/ UC/ NO/ US/ UN。所有無效航段必須從 GDS 立即取消接受，並不晚於起飛 24 小時前。未能在出發前 24 小時取消，香港航空有權收回每段每乘客 GDS 預訂費用。

3. 被動航段 (Passive segments)

被動航段只允許用於售票的目的。被動段必須在香港航空的內部預訂系統中有匹配的預訂。嚴禁使用不匹配的航段發放機票，或產生錯誤的確認。

行業標準要求，被動段只允許用於“票務目的”。香港航空不允許使用被動段做其它原因，包括但不限於滿足 GDS 生產率的要求，以規避票價的規則，或履行管理功能。

如果被動段由香港航空拒絕，代理應立即取消航段，以避免不必要的 GDS 預訂費用。

4. 候補航段 (Waitlisted segments)

候補段狀態 HL/ HN/ UU。所有候補的段必須在航班出發前至少 24 小時從 PNR 取消。旅行社不得重複創建輪候段。香港航空有權對候補段未按時取消及重複創建輪候段收取 GDS 預訂費用。

5. 反復取消和預訂 (Churning)

反復取消和預訂航段以規避票價規則及售票時間限制。任何理由和情況下，嚴禁反復取消和預訂，香港航空有權對不符合規定的航段收取不當使用費。

6. 重複預訂 (Duplicate bookings)

在相同或不同的 PNR 裡，為同一位客人預訂（確認或候補）航段。使用相同或不同的 GDS，為同一位客人預訂（確認或候補）航段或預訂邏輯上不能飛行的航段。香港航空有權對每個重複段收取 GDS 預訂費用。

7. 虛擬或投機預訂或票號 (Fictitious or speculative bookings or ticket numbers)

強烈禁止預訂從沒有被客人所要求的航段，濫用庫存。

- 故意虛構預訂導庫存濫用；
- 假機票號碼輸入到 PNR；
- 使用假名字；
- 多次作廢票號。

在這種情況下，香港航空有權對代理收取行程的最高適用票價及 GDS 成本費

8. 培訓/ 測試預訂 (Training/ Test bookings)

嚴禁預訂航段作培訓/ 測試用途。嚴禁預訂航段做行程定價用途。機構必要提供 GDS 定價交易及價格要求培訓。

9. 無效票的預訂 (Invalid Ticket on bookings)

PNR 中 機票狀態 VOIDED/REFUNDED/FLOWN 是不允許的。無效票號的限制包括，使用，退還，無效或在預訂確認段相關聯的不存在的票號。

機票狀態 VOIDED/REFUNDED/FLOWN，應立即取消航段。否則，航段將自動取消及收取 GDS 預訂費用。

10. Pseudo City Code (PCC) 要求

代理的 PCC 必須記錄在 PNR 中，且代理只能在其 PCC 所在國家/地區存取、行銷、銷售、售票或分銷香港航空機票。亦即台灣的旅行同業不論訂位或開票，皆必須確認其使用的訂位系統(GDS)PCC 是在本地註冊的。

11. 散客預訂來佔用艙位

除非獲得香港航空授權，否則禁止以多次散客預訂而非既定團體程序的方式佔用艙位。此類預訂可能會立即取消，恕不另行通知。

12. 未承諾的預訂

未承諾的預訂是指未透過 EOT（交易結束）完成的預訂。如果預訂航段的時間比完成銷售所需的通常時間更長，則我們的航班庫存中的座位將被鎖定。香港航空面臨被定價過高的風險，無法出售此類航段。

不創建 PNR 來保留或阻止航班庫存中的座位將被視為濫用。

13. 旅客聯絡方式

代理應主動詢問旅客“是否希望對航空公司提供其聯絡方式(手機號碼 和/或 電子郵件)，以便在班機異動時可以聯絡旅客通知航班異動的訊息。

如旅客希望向航空公司提供其聯絡的方式，代理必須在旅客的訂位記錄中輸入標準格式的 SSR CTCE(電子郵件地址)/CTCM(手機號碼)

如果旅客不願意提供聯絡方式的權利，代理必須主動告知旅客他們可能無法收到航空公司有關航班取消或班機異動的訊息(包括航班延誤)，同時在訂位記錄中輸入 SSR CTCR/REFUSED

代理應通知旅客所有航段和相關服務的預訂狀態及其任何變更。

若未遵守上述義務，香港航空保留向旅行社追償因缺乏資訊而產生的旅客賠償費用的權利。

違規政策

- 香港航空公司保留追究任何違反旅遊服務供應商的權利，並追討任何損失或造成的損害。
- 針對違反訂位政策之不當旅行社開立 ADM 並加上 USD13 行政規費，以支付審核流程的費用。
- 香港航空將對任何違規行為處以適用的處罰。
- 香港航空公司有權取消任何被認定為不符政策的預訂，無論已出票或尚未票。並保留嚴禁代理查看，預訂或出票。
- 香港航空保留修改 GDS 預訂政策和罰款的權利。

處罰標準

Violations	Penalty
1. Cancelling reservations	USD0.5 per exceed cancelation
2. Inactive segments	USD12 per passenger and segment
3. Passive segments	USD12 per passenger and segment
4. Waitlisted segments	USD12 per passenger and segment
5. Churning	USD12 per passenger and segment
6. Duplicate bookings	USD12 per passenger and segment
7. Fictitious or speculative bookings/ticket numbers	USD12 per passenger and segment
8. Training/ Test bookings	USD12 per passenger and segment
9. Invalid Ticket on bookings	USD12 per passenger and segment
10. Pseudo City Code (PCC)Requirements	USD12 per passenger and segment
11. Block Space by Individual Bookings	USD12 per passenger and segment
12. Uncommitted Bookings	USD50 per passenger and segment
13. Passenger Contact Details	Charges any passenger compensation costs due to lack of contact information

最終說明及解釋以英文版本為主。

以上說明若有疑問，歡迎洽詢 香港航空 台灣區訂位票務部
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Hong Kong Airlines GDS Booking Policy

As a part of our continued efforts in reducing the distribution costs and managing the flight inventories in an optimal manner, Hong Kong Airlines is herewith implementing the Global Distribution System (GDS) Booking Policy.

This Booking Policy has taken into consideration with IATA resolutions; the obligations of the Travel Agency are described in IATA Resolutions 824 and 830a. This policy applies to all GDS users including travel agents, travel service providers and all travel professionals accessing Hong Kong Airlines inventory via the Internet or any other electronic means.

If a GDS user has engaged in practices that conflict with this policy, Hong Kong Airlines will inform the GDS user with evidence and charge the applicable fees.

These fees will be raised by ADM to IATA Agents and invoiced to non-IATA Agents.

This policy should help the GDS user to avoid errors, which eventually lead to penalties, ADMs or other measures. For policy details please refer to the Booking Policy, and for booking and ticketing procedures please refer to GDS help pages and support. Please contact your respective GDS Helpdesk for details regarding handling within the GDS.

1. Cancelling reservations

Segments must be canceled, and inventory must be released immediately when a ticket has not been purchased in accordance with the fare rule or when notified by a passenger that travel is no longer needed, whichever comes first. Booking canceled by the airline system due expiry of time-limit or whatever reasons must also be canceled in the GDS.

Cancellation ratio (number of booked segments vs. number of canceled segments) differs from agent to agent. Cancellation ratio (the relation between booked and canceled segments) above 70% must be avoided. Cancellations should be done at least 24 hours prior to departure.

2. Inactive segments

Inactive segments can be identified by the segment status codes HX/UC/NO/US/UN. All inactive segments must be canceled from the GDS immediately when received and at least 24 hours prior to departure.

3. Passive segments

Hong Kong Airlines only allows Passive segments that are used for the purpose of ticketing. Passive segment must match an existing booking in Hong Kong Airlines

internal reservations system. The use of mismatched segments to issue tickets, or to generate false confirmation is strictly prohibited.

Industry standards require that passive segments be used "for the purpose of ticketing" only after a booking has been made in an airline's inventory system. Hong Kong Airlines does not allow passive segments to be used for other reasons, including but not limited to satisfying GDS productivity requirements, to circumvent fare rules, or to fulfill administrative functions, i.e., itinerary printing.

4. Waitlisted segments

Waitlisted segment can be identified with the segment status codes HL/HN/UU. All waitlisted segments must be canceled from the PNR at least 24 hours prior to departure. Travel agents must not repeatedly create waitlisted segments.

5. Churning

Churning is defined as repeated cancelling and rebooking of space with the purpose of circumventing ticketing time limits of the fare rule or the ticketing time limits set down by space control.

Cancelling and rebooking of the same itinerary in the same or different classes of service across one or more PNRs or GDSs to circumvent or extend ticketing time limits is not permitted. As defined by Hong Kong Airlines, 6 or more transactions per booking and/or more than 3 PNRs - i.e., book-cancel-book-cancel- book- cancel (3 times), will charge 4th book - cancel.

6. Duplicate bookings

Segments booked (confirmed or waitlisted) for one guest in the same or different PNR, in the same or different GDS used by the same agency and for the same flight or for a different flight that logically cannot be flown.

7. Fictitious or speculative bookings/ ticket numbers

Segments booked for speculative reasons like holding the space blocked from the inventory or segments that are not requested by the guest. It is strongly prohibited and will result in terminating the access and the penalty if:

Intentional fictitious booking which may result in blocking a class from availability;

False ticket number is entered into the PNR;

False name is used;

Voiding of several tickets before issuance of the ticket that the guest will use.

8. Training/ Test bookings

Creating PNR for training and testing purposes by using active sell segment status codes is prohibited. The training mode or non-billable segment status codes provided by the GDS must be used when testing situations or training personnel.

9. Invalid Ticket on bookings

Holding confirmed bookings with VOIDED/REFUNDED/EXCHANGED/FLOWN ticket in live inventory is not permitted. Invalid ticket numbers include restricted, used, refunded voided or non-existent ticket numbers associated with confirmed booking.

Booking needs to be canceled immediately if ticket status is invalid. Once identified, such booking is subject to automatic cancellation.

10. Pseudo City Code (PCC) Requirements

Agency' s PCC must be recorded in the PNR, and agent must only access, market, sell, ticket or distribute Hong Kong Airlines airfares within your PCC' s country of domicile.

11. Block Space by Individual Bookings

Blocking space by means of many separate individual bookings instead of the established group procedure is prohibited unless authorized by Hong Kong Airlines. Such bookings are subject to immediate cancellation without prior notification.

12. Uncommitted Bookings

Uncommitted Bookings are bookings not finalized with EOT (End of Transaction). If the reservation of flight segment is taking longer than the usual time necessary to close the sale, the seats are blocked on our flight inventory. Hong Kong Airlines risks being priced-out and is unable to sell such flight segments.

Without creating a PNR to hold or block a seat on flight inventory is considered as abuse.

13. Passenger Contact Details

Travel agents are obliged to actively ask each passenger whether they wish to have their contact details provided to airlines for the purposes of contact in an operational disruption. The passengers contact information must then be entered into the PNR as SSR CTCE/CTCM/CTCR.

In the event the passenger exercises his or her right not to provide contact details it is incumbent on the Agent to indicate that the passenger has declined to provide such details, and to enter the refusal in the PNR to limit any statutory liability. In such a case, the Agent must actively advise the passenger that they

may not receive information from the airline relating to flight cancellation or schedule changes (including delay in departure).

The Agent shall notify the customer of the reservation status of all segments and associated services and any changes thereto.

In case of failure to comply with the above obligation, Hong Kong Airlines reserves the right to recourse against the travel agent, on passenger compensation costs related to lack of information.

Policy Violations

Hong Kong Airlines will levy for each ADM an administration fee USD13 to cover the cost of audit process.

Hong Kong Airlines will charge the applicable penalties for any violations.

Hong Kong Airlines reserves the right to cancel any booking, whether ticketed, or un-ticketed in cases of non-compliance, or those who have been identified as non-compliant to any part of this policy.

Hong Kong Airlines reserves the right to block any travel service provider's access to view, book or ticket HX inventory in case of non-compliance to this policy.

Hong Kong Airlines reserves the right to revise GDS Booking Policy and penalty charge.

Penalty Matrix

Violations	Penalty
1. Cancelling reservations	USD0.5 per exceed cancelation
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