



## Virgin Australia GDS Booking Policy

Virgin Australia is committed to ensuring our Industry Partners have the necessary tools to enable the correct use of the GDS. The Virgin Australia GDS Booking Policy is introduced in accordance with the IATA Travel Agent's Handbook, the Airline Reporting Corporation (ARC) Agent Reporting Agreement (ARA) and IATA Resolutions 830a, 824 (paragraph 3.2) and 723.

This policy is intended to assist in reducing distribution costs incurred by Virgin Australia as a result of improper GDS booking practice. However, this will also help our Industry Partners by ensuring maximum availability is offered by removing bookings that may not materialise.

Virgin Australia audits all booking transactions to identify non-compliant booking practices and may contact individual agents to query their compliance. In addition, Virgin Australia has an automated system that monitors GDS usage and may, in instances of incorrect usage, cancel bookings held.

Virgin Australia also reserves the right to issue agents with an Agent Debit Memo (ADM) or invoice to recover distribution costs incurred as a result of breaches to this policy. Please refer to the below table for the applicable ADM fees. Where appropriate, Virgin Australia may also restrict an agency's access to Virgin Australia inventory.

Please refer to the below for an overview of booking practices that result in charges to Virgin Australia and that are not permitted:

### Fake Name Bookings

- › Bookings held in fake passenger names are not allowed. Bookings are to be held in only genuine passenger names.
- › Virgin Australia performs automated checks and will warn of a suspected "fake name" booking via SSR or a Vendor Remark. Note: the booking may be cancelled without warning.
- › Please note that a training environment should be used for the training of staff or for testing purposes.
- › Examples of fake name bookings include:
  - TEST/PNR MR
  - MOUSE/MICKY MR
  - TRAINER/LUCY MS
  - QUOTE/A MISS

### Speculative Bookings

- › Speculative bookings refer to segments booked without real demand and/or which are not directly related to a request from a guest. Bookings which speculatively reserve inventory for potential future sale are not allowed.

### Duplicate Bookings

- › Duplicate bookings refer to a guest holding multiple confirmed Virgin Australia segments for the same journey. Duplicate bookings are not allowed and reduce seat availability for other guests.
- › Virgin Australia performs automated checks and will warn of a suspected duplicate booking via SSR or a Vendor Remark. Note: the booking may be cancelled if not corrected.
- › Please note that any ticketed duplicate reservation which is not cancelled prior to departure will constitute a "no show" and the fare paid will be forfeited.



### Redundant Segments

- › A redundant segment refers to instances where segments are held in a PNR that cannot be physically flown by the guest. An example of redundant segments is listed below:
  - SYD LAX            10 MAR
  - BNE LAX            11 MAR
  - LAX SYD            20 MAR
- › Redundant segments are not permitted and reduce seat availability for other guests.
- › Virgin Australia performs automated checks and will warn of a suspected “redundant segment” via SSR or a Vendor Remark. Note: segments may be cancelled without warning.

### Inactive Segments

- › PNR segment/s that contain any status of HX/NO/UC/UN/US/WK/WL/WN should be cancelled immediately.
- › Failure to cancel these segments immediately may result in ADMs being issued.

### Waitlists

- › Please refer to fare rules to check whether waitlisting is permitted for the fare type.
- › Please ensure waitlist requests are kept to a minimum. Any unwanted waitlists must be cancelled immediately and no later than 24 hours prior to departure.
- › Please ensure that you check your queues regularly for updates to waitlisted segments.

### Churning

- › Churning refers to repeatedly cancelling and rebooking the same segment/s to circumvent fare rules. Tickets are to be issued within fare guidelines and if this is not possible, segments must be cancelled.
- › Please use a Virgin Australia Freedom fare if flexible fare rules and conditions are required by the guest.

### Passive Bookings

- › Passive segments are solely permitted for the purpose of ticketing when it matches an existing booking held in our reservation system and are strictly not permitted for administrative reasons and/or for the purpose of completing your PNR itinerary.
- › Passive segments should never be used to prevent a booking from purging. Retention lines, or auxiliary segments, can be used to prevent a booking from purging. Please contact your GDS helpdesk for more information about using retention lines/auxiliary segments.
- › Please note that passive segments can negatively impact active segments in the PNR. For example, if a passive segment is booked and simultaneously an active segment in the PNR is cancelled, Virgin Australia may not receive the message to cancel/remove the active segment and convert to “no show” status at flight departure.

### Pseudo City Code (PCC) Requirements

- › Your PCC must be recorded in the PNR, and you must only access, market, sell, ticket or distribute Virgin Australia airfares within your PCC’s country of domicile unless authorised by Virgin Australia.

### Cancellation Ratio

- › Cancellation ratio describes the relation between the number of gross booked segments and the number of cancelled segments. A cancellation ratio above 75% must be avoided.
- › Whenever possible, cancellations should be done at least 24 hours before departure.



### Dual GDS

- › A trade partner that uses more than one GDS must book and ticket a specific guest itinerary within the same GDS. Creation of ticketed passives in another PNR and in another GDS system results in high costs to the airline for the same guest, and is therefore not permitted.

### Married Segments

- › Virgin Australia applies Married Segment Logic controls, and the availability provided on married segments may as a result differ from the availability provided if the segments were sold separately.
- › Industry Partners must not separate married segments for any purpose nor attempt to manipulate the inventory to circumvent Virgin Australia's Married Segment controls.

### ADM Fees

For breaches to the GDS Booking Policy, Virgin Australia applies the following fee structure. The table below lists some, but not all, booking practices and their respective penalties.

Policy violation	Charges (AUD or corresponding amount in local currency)
Fake Name Bookings / Speculative Bookings / Duplicate Bookings / Redundant Segments / Incorrect Waitlisting	AUD 10.00 per passenger / per segment
Inactive Segments	AUD 10.00 per passenger / per segment
Churning	AUD 10.00 per passenger / per booking segment with repeated cancelling and rebooking actions
Passive Bookings	AUD 10.00 per passenger / per segment
Pseudo City Code (PCC) Requirements	AUD 5.00 per passenger / per PNR
Married Segments	AUD250.00 per passenger / per segment

Please note that the policy applies to booked segments that contain Virgin Australia's VA flight designator code, regardless of whether the itinerary is ultimately ticketed or not.

All ADMs issued by Virgin Australia for GDS Booking Policy violations are subject to an administration processing fee of AUD 50.00 per ADM (or the corresponding amount in the local currency). Please refer to the Virgin Australia Agency Debit Memo and Agency Credit Memo Policy for further details.

Please ensure that you refer to Virgin Australia's Fare Rules and any applicable policies available on the Agency Hub.

**Thank you for your ongoing support.**