

GDS Reservation of Married Segment Policy

To: All Travel Agencies

Recently, China Eastern Airlines had noticed that some travel agencies using improper “system mismatch practices” between agencies’ GDS and our system-TravelSky to improperly get some lower booking classes which were already not available in the AV display. Such issues impact our inventory control and revenue seriously. In order to regulate our inventory distribution channel in the market with fairness, we would like to reiterate the following policy:

A. China Eastern Airlines monitors and analyzes real-time irregularities of travel agency’s GDS reservation behaviors. All agencies are prohibited to use any improper “system mismatch practice” to get the confirmed space(s) from the GDS (including but not limited to the following ACTS listed):

- I. Maliciously to terminate the generated “Married Segment” from GDS reservation system. “Married Segments” are defined as an itinerary that contains at least two connecting flight segments where China Eastern requires such segments to be processed as a single unit;
- II. Using partial issue methods to get lower fares;
- III. Using abandoned or “throw-away” routine methods for lower fares. Abandoned fares are defined as the booking and/or issuance and/or use of connecting and/or roundtrip tickets for the purpose of one-way or partial travel.



B. Violations of China Eastern Airlines' policies listed above will result in the following:

- I. Each segment in the violation PNR will incur a penalty of USD\$500.00. Tickets that have been issued, in addition to the penalty, will incur the fare difference between the current open class and issued class for additional fee collection.
- II. For any ticket violation, China Eastern Airlines will cancel all confirmed segments immediately. And base on the seriousness of such cases, we reserve all the rights to suspend the corresponding ticket(s) until the loss has been recovered.
- III. All travel agencies will be responsible for passengers' complaints and/or financial loss caused by such abusive practices.