

## Booking Policy

### Definition

The Air Europa Booking Policy sets out a series of rules, recommendations, restrictions, and best practices intended to:

- Ensure inventory integrity and prevent the circumvention of inventory controls.
- Avoid GDS costs caused by unproductive and inefficient activity.
- Maintain and respect efficient cooperation between travel agencies and airlines.

The primary purpose of this policy is not to generate additional revenue for the airline but rather to reduce costs associated with inactive segments and deter any practices that negatively affect the airline's performance and/or finances due to inventory misuse and/or improper use of the GDS. This policy applies to UX documents (996).

### Scope

This policy is applicable to any issuing agents and agencies that sell our stock. The issuing agency is responsible for any improper practices that may be detected in a booking. An ADM may be issued to an issuing agent or agency in the following cases.

### Types of practices that Air Europa recommends avoiding

- Churning

It is strictly forbidden to make repeated bookings and cancellations (maximum three times) of a segment in one or more PNR and/or GDS within the same class or different classes in order to:

- Circumvent or extend the issuance time limits.
- Maintain or retain inventory slots.
- Find a rate.
- Meet GDS productivity targets.

This type of malpractice will be subject to an ADM of 20 EUR per segment/passenger, plus administration fees.

- Inactive segments

Inactive segments refer to segments that have been canceled by the airline with UC/UN/NO/HX status and which are notified to the agency via a queue.

The agency undertakes to remove these segments from the booking at least 24 hours prior to flight departure.

Inactive segments are indicated to all agencies through queues in their GDS with the following codes:

UC: unable/ flight closed

UN: unable/ flight canceled

NO: no action taken

HX: holding canceled

Recommendation: Agents should check their queues on a daily basis.

This type of malpractice will be subject to an ADM of 20 EUR per segment/passenger, plus administration fees.

- Duplicate segments

Booking multiple seats for the same passenger on multiple flights or in multiple classes on the same flight generates additional costs for the airline and has a negative impact on inventory availability. Therefore, it is strictly prohibited to:

Create duplicate bookings in the same or different GDSs for the same passengers.

Duplicate segments in the same booking.

Create "impossible itineraries" for the same passenger, e.g., overlapping scheduled departure and arrival times for several segments, violating minimum connection time rules, etc.

This type of malpractice will be subject to an ADM of 20 EUR per segment/passenger, plus administration fees.

- Passive segments

A passive segment is entered in a GDS for the purpose of being able to issue a booking made in a booking system other than the airline's (in this case other than Amadeus). This segment must match an existing booking in the AIR EUROPA Booking System. If there is no match, a rejection message is sent to the travel agency, and the segment requires action at least 24 hours before the flight departure time.

Creating passive segments results in significant costs for the airline. Therefore: Travel agencies should use the PNR Claim feature, where available, instead of passive segments.

Passive segments are only permitted for the purpose of issuing tickets and only when the passive booking is synchronized with an active booking in the airline's system (same name, itinerary, booking class, and number of passengers).

Passive inventory bookings are not permitted against an active booking in the same GDS or in different GDSs by the same agent. A travel agent using more than one GDS must book and issue a specific passenger itinerary within the same GDS.

This type of malpractice will be subject to an ADM of 20 EUR per segment/passenger, plus administration fees.

- Fictitious or speculative bookings

The creation of fictitious or speculative bookings or the issuance of fictitious tickets, holding occupied seats in the inventory until a sales opportunity arises, increases the airline's GDS costs and reduces the availability of our products in the market.

Therefore, it is strictly forbidden to create bookings that are not directly related to a customer's request to purchase a ticket or to create bookings with false or fictitious passenger names.

Similarly, it is strictly forbidden to use invalid ticket numbers, i.e., tickets that have been restricted, already used, refunded, or canceled, or non-existent ticket numbers.

This type of malpractice will be subject to an ADM of 20 EUR per segment/passenger, plus administration fees.

- Married segments

Married segments are flight segments of an O&D (origin and destination) sold together not to be separated and are identified in a single availability display from the point of origin to the point of destination.

If an agent creates a booking by breaking the O&D and issues the ticket, an ADM will be generated and subject to cancellation of the booking if it is not issued.

This type of malpractice will be subject to an ADM of 500 EUR per segment/passenger, plus administration fees.

- Waitlist bookings

The following applies if an agent makes bookings in a waitlist segment that is not permitted by the airlines.

Travel Agents are requested to comply with the following rules:

1. Limit the number of waitlist segments to the minimum level.
2. Cancel and remove unnecessary waitlist segments at least 48 hours prior to flight departure.
3. Waitlist segments are not permitted at check-in if a higher booking class is available within the same travel compartment.

This type of malpractice will be subject to an ADM of 20 EUR per segment/passenger, plus administration fees.

- RP CHANGE

Once the ticket has been issued/reissued, the booking shall remain the property of the issuing agency/IATA, whereby a penalty and an ADM will be imposed on any agency that makes a change to an RP of another country based on its own commercial policies to the benefit of the agency and to the detriment of the airline.

This type of malpractice will be subject to an ADM of 20 EUR/USD per PNR (Booking), plus administration fees.

- Passenger contact information

Travel agents must input Passenger Contact details and Emergency contacts. Ticket issuing agents must provide the passenger's mobile contact numbers in the corresponding GDS telephone number field or in the OSI/SR CTCE element to facilitate change management. Please note that this does not release the agent from its responsibility to respond to any changes to the booking and notify its customers of the respective changes. Travel agents must provide customer security information (SSR DOCS/DOCA/DOCO) in the PNR in the specified format where required and review and communicate applicable government regulations and requirements.

This type of malpractice will be subject to an ADM of 20 EUR per segment/passenger, plus administration fees.

- Administration fees

Air Europa will apply a 17% charge on the total value of the ADM as an administration fee.

- ADM process in BSP

An ADM can be sent by the company within 9 months of the end date of the trip. The document expiry date will be used where it is not possible to establish the final date of the trip.

### **Currency**

All the aforementioned charges are in EUR/USD currency or will be converted to the corresponding currency of the rest of the markets according to the applicable exchange rate.

## **Ticketing Policy**

### **Definition**

The Air Europa Ticketing Policy sets out a series of rules, recommendations, restrictions, and best practices intended to:

Ensure inventory integrity and prevent the circumvention of inventory controls.

Avoid GDS costs caused by unproductive and inefficient activity.

Maintain and respect efficient cooperation between travel agencies and airlines.

The primary purpose of this policy is not to generate additional revenue for the airline but rather to prevent non-compliance with the rules established by Air Europa and deter any practices that negatively affect the airline's performance and/or finances. This policy applies to UX documents (996).

### **Scope**

Therefore, it is only applicable to flights operated by Air Europa. The issuing agency is responsible for any improper practices that may be detected in a booking. An ADM may be issued to an issuing agent or agency in the following cases.

## Types of practices that Air Europa recommends avoiding

- Sale and issuance of tickets

Any tickets issued by an agent must meet the requirements published in the fare rules uploaded to the GDS by Air Europa.

Any issued ticket that does not comply with one or more of the paragraphs of the fare rule will result in an ADM equal to the difference not collected plus administration fees.

If the incorrect issuance field cannot be quantified with a specific value, such as: endorsement field, fare calculation, fare base, fare amount, incorrectly applied discounts, fees, booking class, commission, routing, validity, baggage, and/or other missing or erroneous values.

An ADM of 50 EUR for each incorrect issuance field, plus handling fees, will be applied.

Any incorrect field in the issued document (issuance, reissuance, refund, and/or others) will result in an ADM of 50 EUR plus administration fees.

If the ticket has not been issued with the correct YQ tax, an ADM of the difference between the amount of the YQ tax issued and the amount charged, plus a 50 EUR penalty and administration fees, will be charged.

- Guaranteed issuance

The agency is required to make guaranteed issuances (automatic issuances). If the issuance is not guaranteed and even if the booking has not been modified, the agent must quote on the same date of issuance.

Failure to issue with the updated fare on the date of issue will result in an ADM of 20 EUR per segment/passenger.

- Non-guaranteed pricing

It is strictly forbidden to create bookings with manual and manipulated fare masks, priced prior to the creation of the PNR, and to include new segments not created by the issuing agency.

If the booking does not comply with the foregoing, an ADM for the difference in value between the issued fare and the correct fare, plus administration fees, will be applied. If it is not possible to determine a specific value, an ADM of EUR 500 per segment and per passenger plus administration fees will be applied.

- Premium Economy fares

Premium Economy Cabin fares are subject to availability at the time of booking. Therefore, in order to ensure inventory integrity and prevent the circumvention of inventory controls, tickets for this fare type must be issued as guaranteed issuances.

Failure to issue these fares as guaranteed issuances will result in an ADM for the difference in value between the booked fare and the higher Y class fare, plus administration fees.

- Issuance without UX flights

Air Europa does not permit the issuance of tickets bearing number 996 that are 100% interline. In this regard, at least one Air Europa flight segment must be included in the ticket itinerary issued with the number 996.

If a ticket is issued with the number 996 without including at least one UX flight, the difference between the Y full fare published by the airline for the route(s) in question or the IATA fare and the fare issued, plus administration fees, will be applied.

- Reissuance of tickets

Any voluntary changes made by the passenger must be reissued in accordance with the fare rules established and published by Air Europa in the GDS.

Failure to comply will result in an ADM for the difference in fare not received and a change penalty in accordance with the fare rules, where indicated, plus administration fees.

Name changes on issued tickets are not permitted. Failure to comply will result in an ADM for the difference between the fare paid and the higher fare on Y or J class based on the cabin booked, plus administration fees.

If the incorrect reissuance field cannot be quantified with a specific value, such as: endorsement field, fare calculation, fare base, fare amount, incorrectly applied discounts, fees, booking class, commission, routing, validity, baggage, and/or other missing or erroneous values.

In such cases, an ADM of 50 EUR for each incorrect reissuance field, plus handling fees, will be applied.

If the ticket has not been reissued with the correct YQ tax, an ADM of the difference between the amount of the YQ tax issued and the amount charged, plus a 50 EUR penalty and administration fees, will be charged.

- Issuance/reissuance of EMDs

An EMD is an electronic document for miscellaneous charges that can be used to book and track the use of charges such as excess baggage fees, penalty fees, residual values, lounge access fees, miscellaneous charges, etc.

Any EMD issuances made by any agent must comply with Air Europa's established and published fare rules.

If an EMD issued does not comply with only one of the paragraphs of the fare rule, an ADM will be issued for the difference not collected plus administration fees.

If it is not possible to quantify the incorrect issuance field, such as fare amount, fee amount, commission, routing, and/or other missing or incorrect values, an ADM of 50 EUR will be applied for each incorrect field of the ticket, plus an administration fee.

- Refunds

All refunds must be processed with the same payment method used for the original ticket regardless of the channel through which it is processed.

In the event of non-compliance, an ADM of 50 EUR plus administration fees will be applied.

All refunded fares/fees must match the fare/fees issued and comply with the fare/fees rules.

In the event of non-compliance, an ADM for the difference between the amount refunded and the correct amount shall be applied in accordance with the fare rules or rate regulations.

In markets with an established Refund Fee, failure to apply or incorrect application of the Refund Fee will result in the issuance of an ADM for 50 EUR plus administration fees.

- Schedule Change Policy

Any changes made by the airline are considered schedule changes provided that they are made more than 24 hours prior to the departure of the affected flight and provided that the change exceeds 30 minutes (there is no minimum for schedule changes that result in missed connections).

The reissuance must be completed more than 24 hours prior to the departure of the affected flight.

The reissuance must be made for the same original routing and class.

All outstanding ticket coupons must be reissued.



If the customer does not accept the airline's flight date/time, changes will be permitted up to 7 days prior to or after the original flight departure.

The Schedule Change must be reissued with the following information in the appropriate field:

**PAYMENT METHOD:** it must always contain the code of the original payment method used for the ticket to be reissued, e.g., O/CCVI

**FARE CALCULATION:** The FC field must start with S- followed by the flight itinerary.

**ENDORSEMENTS:** In the endorsements field, the first 5 digits must be SKCHG.

Failure to meet any of the above conditions will result in the issuance of an ADM of 50 EUR for each incorrect item listed above.

- Involuntary changes

Involuntary changes are defined as any changes made by the airline within 24 hours prior to the departure of the affected flight.

The airline will be solely responsible for reissuing tickets in such cases.

The agency may never reissue in such cases. If it does, the agency will receive an ADM of 50 EUR plus any additional costs incurred, where applicable.

- CHARGEBACK

For all payments that have been backdated, an ADM will be charged as outlined below:

Issuance in USA ADM for the value of the ticket + 20 USD administration fee.

Emissions in other countries will incur an ADM for the value of the ticket + administration fee.

Agencies that perform this action repeatedly will be charged an ADM for 500 EUR/USD plus administration fees.

- OBFEE

Pursuant to European payment regulations, an OBFEE will be applied from March 1, 2024, for credit card payments made via any of the GDSs, according to the following table:

CARD	%
DINERS/DISCOVERY	2.0%
AMERICAN EXPRESS	2.0%
VISA CORPORATE	2.0%
MASTERCARD CORPORATE	2.0%
UATP	1.5%
ANY OTHER CARD	0%

In the event of non-compliance, an ADM of 2% of the total amount paid by credit card + administration fees will be charged.

- Administration fees

Air Europa will apply a 17% charge on the total value of the ADM, with a minimum of 5 EUR, as an administration fee.

- ADM process in BSP

An ADM can be sent by the company within 9 months of the end date of the trip. The document expiry date will be used where it is not possible to establish the final date of the trip.

### **Currency**

All the aforementioned charges in EUR/USD currency will be converted to the corresponding currency of each market according to the applicable exchange rate.