

# Air New Zealand Booking Policy



## 紐西蘭航空訂位政策

公告編號: 1080811-42

1. 紐西蘭航空(以下簡稱“紐航”)訂位政策適用於任何旅行社或銷售紐航產品和服務之旅遊同業。
2. 此政策為確保客戶能夠公平地取得機位，並幫助紐航控制分銷成本。濫用其系統將影響現有庫存數量，並導致本公司成本上升。

### 政策條款

#### 3. 下列規定本政策所禁止的作法及違反規定之後果

3-1 投機性及虛構名稱訂位(包括因預期需求而持有訂位)，這些預期訂位被嚴格禁止。請使用乘客的正確全名。修改姓名只有在輕微拼寫錯誤或修改以符合紐航規定及客戶護照詳細信息的情況下，才允許更改姓名。任何其他名字的更改由紐航自行決定。

3-2 使用多個全球分銷系統(GDS)的代理，必須在同一個 GDS 中訂位和開票，以避免給紐航造成額外費用。

3-3 不允許於原紀錄內反覆訂位(取消和重新預訂相同行程)，以達到延長開票時間限制，機票開票時間限制採 PNR 原始創立日起算。如需重新預定行程，仍須遵守最原始開票時間規定，否則請創立新 PNR(必須要有新的紐航代號)並再次自動計價。違反此項規定將可能導致 ADM 產生或被紐航取消整個行程。

3-4 航段取消 - 在 GDS 中已顯示取消狀態的航班必須從訂位紀錄(PNR)中刪除。這包括具有 UN、UC、HX 和 NO 狀態的航段(非活動段)

3-5 不佔位航段 – 僅允許在紐航系統中有效之訂位行程。其他不佔位航段都是被禁止的。不佔位航段必須與在紐航空系統中的訂位完全符合，否則不佔位航段將被拒絕，並需解釋原因。

3-6 艙位庫存控管 - 紐西蘭航空使用出發地和目的地(O&D)的航班艙位管理系統。禁止以人為方式避開 O&D 規定而取得機位。紐航將可能開立 ADM 或是停止銷售紐航機位。

3-7 開票時間限制 - 必須遵守公布的票價開票規則。紐航將自動取消在規定時限內尚未開票的訂位。訂票代理需負責在航班起飛前，刪除仍未開票之機票預訂，否則紐航可向訂票代理商發出 ADM。

3-8 測試和培訓 - 任何測試或培訓預訂都必須在 GDS 培訓或測試環境中完成，這樣紐航的實際航班艙位將不受影響。

3-9 重複訂位 - 當發現重複訂位時，紐航將向 GDS PNR 發送 SSR 信息，以提醒可能出現重複訂位。票務代理商須在系統規定的時間內開票或取消訂位，否則紐航將取消(依航空公司認定)重複之訂位。

3-10 無效或詐欺性訂位 - 紐航可能會禁止使用無效或詐欺性訂位的票務代理。

3-11 乘客聯繫信息 - 為了保證紐航在航班取消時能聯繫到乘客，預訂代理必須按照國際航空運輸協會(IATA)第 830A 決議，在乘客預訂紀錄中使用 SSR 項，提供乘客聯繫訊息，如電話(CTCM)及電子信箱(CTCE)。

3-12 紐航會透過訂位紀錄來查核不符合規定及濫用訂位之情況

### 違反預訂規定之收費

4. 除上述情事，紐西蘭航空亦可出具 ADM，以向任何未遵守本政策的旅行社收取費用。
5. 此政策載於 IATA 850A 號決議(客運代理會議決議手冊)。客運代理機構制定之所有決議規定均適用。

6. 所有 ADM 帳單將會有 NZ\$50 的行政費用。ADM 帳單會顯示出總金額及各項明細。
7. 損失 - 紐西蘭航空可向相關旅行社或提供旅行服務之供應商收取因違反本政策而產生及相關的任何損失(包含運價損失或其他利潤損失)
8. 紐西蘭航空公司保留在任何情況下採取進一步行動之權利 (以上資料如有歧義，一律以下述英文版本為準)

# Air New Zealand Booking Policy



1. This booking policy (**Policy**) applies to any travel agency or travel service provider booking and/or ticketing Air New Zealand products and services.
2. This policy is intended to ensure customers can fairly access all available inventory and to help Air New Zealand control distribution costs. Abuse of its systems can limit the number of inventory available and result in higher costs throughout the industry.

## **Policy requirements**

3. This section sets out the practices that are prohibited under this Policy and the consequences for non-compliance.

- 3.1. **Speculative or Fictitious Name Bookings (including blocking or holding reservations due to expected demand)** – These bookings are fraudulent and are prohibited. The correct full name of the passenger is to be used at all times, including the time of booking creation. Air New Zealand will not allow name changes for speculative or fictitious bookings. A name correction is only permitted in the case of a minor spelling error or an amendment to match the customer passport details for Air New Zealand marketed and operated flights. Any other name change is at the discretion of Air New Zealand.
- 3.2. **Usage of multiple Global Distribution Systems (“GDSs”)** - Agencies that have access to more than one GDS must book and ticket in the same GDS to avoid additional costs to Air New Zealand.
- 3.3. **Itinerary churning** - Extending ticket time limits through repetitive and excessive churning (cancel and rebook of the same itinerary) is not permitted. Such actions may result in Air New Zealand cancelling the entire itinerary.
- 3.4. **Cancelled segments** – Flights that have been cancelled by Air New Zealand and show cancelled status in your GDS must be removed from the passenger name record (“**PNR**”). This includes [inactive] segments with a status of UN, UC, HX and NO.
- 3.5. **Passive segments** – These are only permitted for the purpose of issuing a ticket for a live booking held in the Air New Zealand system. All other passive segment bookings are prohibited. The passive segment must match exactly to the booking held in the Air New Zealand system or the passive segment will be rejected with an explanation of why it failed.
- 3.6. **Inventory Controls** – Air New Zealand uses an Origin & Destination (“**O&D**”) inventory management system and applies married segments where needed to prevent inventory abuse. Manipulation of bookings or availability to bypass these controls and/or to obtain inventory that is not offered on the customers final origin and destination is not permitted. Air New Zealand will take steps to prevent this behavior which may include issuing ADMs and/or blocking any further sales of Air New Zealand inventory.

- 3.7. **Ticket time limits** – These must be adhered to as per the published fare rule. Air New Zealand uses an automated process to cancel bookings that are not ticketed within the required ticket time limit. The booking agent is responsible for any flights that are not ticketed at time of flight departure and Air New Zealand may issue an agency debit memo (“ADM”) to the booking agent.
- 3.8. **Testing and Training** – Any testing or training bookings must be completed in the GDS training or test environment so that Air New Zealand live flight inventory is not impacted.
- 3.9. **Duplicate bookings** – When duplicate bookings are found, Air New Zealand will send a Special Service Request (“SSR”) message to the GDS PNR to alert of a possible duplicate. If action is not taken to cancel or ticket the booking within the time specified, Air New Zealand will cancel what it determines (in its discretion) are the duplicate flights.
- 3.10 **Invalid or fraudulent bookings** – Air New Zealand may inhibit booking access from agents that have used fraudulent booking or ticketing practices.
- 3.11 **Customer Contact details** – To enable Air New Zealand to communicate with passengers in the event of a flight disruption, booking agents must solicit and provide passenger contact details in PNRs using the applicable SSR codes for mobile (CTCM) and/or email address (CTCE) as per IATA resolution 830d.

Air New Zealand audits bookings to identify non-compliant booking practices or abuse of its booking systems in any way.

## **Charges for non-compliance**

In addition to the above noted consequences, Air New Zealand may issue an ADM or invoice to recover costs from any travel agency or travel service provider who has not adhered to this Policy.

The policy stands in accordance with IATA Resolution 850a (Passenger Agency Conference Resolutions Manual). All the provisions of the resolutions agreed by the Passenger Agency Conference will apply.

All debit memos/invoices will have a NZ\$50 administration process charge (“Administration Charge”) applied. The debit memo/invoice will specify in detail why a charge is being made and the total amount of the charges.

**Damages** - Air New Zealand may charge the relevant travel agency or travel service provider for any losses (including loss of fares or other revenue) incurred by Air New Zealand arising out of or in connection with any breach of this Policy.

Air New Zealand reserves the right to take further action in all cases.