

# SKY express Booking & Ticketing Policy



## 1. INTRODUCTION

The purpose of this document is to inform our Travel Agent partners about the current SKY express Booking Rules and the main SKY express Ticketing Rules (hereinafter jointly referred to as “Sky express Booking & Ticketing Policy”).

The Travel Agent is authorized to issue tickets on SKY express flights only under the rules described in this document. SKY express (the Carrier) may recall or modify the Booking & Ticketing Policy at any time and the Travel Agent acknowledges and agrees that such modifications will be immediately binding for the Travel Agent upon being uploaded on the website of SKY express or communicated to the Travel Agent by any other means.

The rules included in the “Sky express Booking & Ticketing Policy” are related to bookings of Sky express flights and sales, issuance, exchange/reissue, refund of SKY express Traffic documents, and other related topics. We count on the cooperation of our business partners in adhering to these Policies.

SKY express Booking and Ticketing Policy has taken into consideration relevant IATA resolutions and IATA Resolutions 824 830a, 850m, 852, 890 & 049x, which are incorporated by reference in the Booking & Ticketing Policy. The Travel Agent’s responsibility commences as soon as it accesses the reservation availability of SKY express and any person conducting reservations and ticketing activities on SKY express flights should perform such reservations and ticketing activities strictly in accordance with the applicable IATA General Rules as well as the fees, announcements, procedures and regulations published by SKY express. Compliance with SKY express Booking & Ticketing Policy is obligatory for both IATA and non-IATA Travel Agencies.

As mentioned in paragraph 3.2 of IATA Resolution 824, all services sold by the Travel Agent shall be sold on behalf of the Carrier and in compliance with Carrier’s tariffs, conditions of carriage and the written instructions of the Carrier as provided to the Travel Agent. The Travel Agent shall not in any way vary or modify the terms and conditions set forth in any Traffic Document used for the services provided by the Carrier, and the Travel Agent shall complete these documents in the manner prescribed by the Carrier.

Non-compliance with SKY express Booking & Ticketing Policy may result in various charges, including but not limited to charging the correct applicable fares, flat penalty fees, taxes, surcharges and/or GDS fees associated with the PNR(s), and GDS segments created by the respective Travel Agent. These charges will be raised by ADM for IATA Travel Agents.

ADMs may also be raised to the ticketing IATA agencies for booking policy violations generated by non-IATA agents on whose behalf the tickets were issued. Moreover, an agency credit memo (ACM) may also be applied in cases of erroneous fare calculation, erroneous fare re-calculation when customer is eligible for a refund, errors in the fare collection etc. Also, the recall of any permission to the Travel Agent to conduct reservations and/or ticketing actions in relation to SKY express flights.

The Travel Agent who proceeds with reservation and/or ticketing activities on SKY express flights acknowledges and accepts that SKY express is entitled to audit, at its sole discretion, any transactions to identify non-compliance.

## 2. BOOKING RULES

### 2.1 Fictitious/speculative/test bookings

Fictitious/speculative/test bookings are prohibited. These are defined as reservations where a booking is created through a GDS, using fictional/speculative names and/or flight segments, with no intent for travel and/or which are not directly related to a request from a passenger to purchase a ticket. Also, PNRs should not be created for training and testing reasons.

Examples of such bookings include reservations with names in PNRs such as: TEST/A/B/C, MOUSE/MICKEY, SMITH/A/B/C, and AAAAAA/MR/MRS

The training mode provided by the GDSs must be used when testing functionality or training personnel.

It is prohibited to create segments and/or PNRs for:

- holding or blocking seats in view of expecting demands
- circumventing fare rules
- request and/or sell airline space not at the specific request of a customer, e.g. add additional flight segments to the PNR and remove them later.

SKY express will cancel fictitious bookings. A charge of **5 EUR for each cancelled segment per passenger** will be applied.

### 2.2 Duplicate bookings for the same passenger

SKY express does not allow duplicate bookings for the same passenger, same date, same route. In addition, the creation of bookings across one or more PNRs and/or different GDSs, where it is logically impossible to travel, is not permitted.

SKY express has an automated application in place focused on detection and cancellation of duplicate bookings which sends out a cancellation message with the status code 'HX'. Duplicate bookings negatively affect the availability of new bookings and flight options offered to customers.

HX and other inactive segments must be removed immediately.

Note: By inserting the correct full First and Last Name of a passenger at the time of the booking you ensure that Dupe check is minimized. If you receive an SSR message for Dupe checks, it is important to contact SKY express to avoid unexpected cancellations.

SKY express will charge **5 EUR per passenger per cancelled segment** in case a duplicate reservation is made by the same Travel Agent.

### **2.3 Inactive Segments (Status codes HX/NO/UC/UN/US)**

As per industry standards SKY express may respond with status codes like HX, NO, UC and UN due to host processes or automated applications (like Dupe, Cancellation due to time limit), for non-compliance with SKY express booking policy, for unavailability of confirming sales on SKY Express flights or for schedule changes.

Regularly check your queues and ensure that all inactive status codes like **HX/NO/UC/UN/US are removed earlier than 24 hours before flight departure** by using the cancel entry.

In case an inactive segment is not canceled, or even if it is removed within 24 hours of departure, SKY Express will charge  
-the respective Travel Agent **5.00 EUR for each passenger/segment.**

This charge also applies for inactive segments included in new GDS bookings created within 24 hours from departure, and even if these inactive segments are removed from the Travel agents.

### **2.4 Cancellation /No Show Ratio**

The cancellation/no show ratio (number of booked segments vs. number of cancelled segments) differs between Travel Agencies/PCCs. The cancellation ratio (=the relation between booked and cancelled segments) **above 60% must be avoided.**

Cancellations should, whenever possible, be made earlier than 24 hours before departure.

SKY express monitors booking activity, and if this limit has been exceeded, will charge the respective Travel Agent **5 EUR for each cancelled passenger/segment** above the **60 %**-maximum ratio-on a flown month basis.

### **2.5 Churning**

All GDS bookings must be either ticketed as per tariff rules or cancelled immediately when not required and prior to departure.

Cancelling and rebooking of the same segment/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 SKY express, 3 Cancellations and Rebookings per passenger/segment allowed. For each exceeding passenger/segment, i.e. book-cancel-book-cancel etc. a charge of **5 EUR per passenger and cancelled segment** applies.

## 2.6 Passive bookings

Passive (informational) bookings (e.g. PK, PL, AK, MK, DS where no seat is held) should only be used for ticketing reservations on SKY Express tickets and must be identical to the active PNR. Travel Agents must use the “PNR bridging” functionality for ticketing of reservations which were done by a Travel Agent and issuance by another Travel Agent or by a different GDS/PCC of the same Travel Agent.

Any Passive booking outside of this circumstance will be identified as rejected. SKY express will charge **5 EUR for each rejected passive segment per passenger.**

## 2.7 Name Changes/Name Corrections for individual PNRs

The full name (according to travel document, e.g., passport) and title of each passenger must be entered at the time of booking. As per the fares policy, tickets are not transferable, and changes of family name or first passenger name are not permitted. If there is a change of passenger, the original PNR must be cancelled and a new PNR must be created. The original ticket must be refunded according to fare rules, and a new ticket must be issued as per the applicable fare of the new booking.

- Regarding name corrections, Travel Agents must contact their local SKY express representative or SKY express Trade Support for further guidelines.

A charge of **10.00 EUR per passenger will be applied.**

- Changes allowed, only in the following cases, provided the corrected name is reflected in the official travel document/s presented by passengers during departure.
  - Name is mistyped in Latin characters, i.e., ELENA instead of ELENI.
  - The passenger has a double name but only one inserted in the booking.
  - Reverse insertion of family name/first name, i.e., JOHN/PAPPAS instead of PAPPAS/JOHN.
  - Existence of mistyping errors for up to maximum three (3) characters, in First or Family name.
  - The booking includes the diminutive and not the full first name (e.g. Beth instead of Elizabeth, Alex instead of Alexander, etc.).
  - The middle name is not included in the booking.
  - Legal name correction (marriage, divorce)

## 2.8 Ticket Deadline Control

A date and time deadline for ticket issuance is set for each booking.

Each fare has its own ticketing time limit (TTL), which is reflected in CAT5 (AP) of the respective fare note chapter. However, in case of discrepancy between the time limit set in the system and the content coded in CAT5 (AP), the most restrictive ticketing time limit will apply.

The ticketing time limit message format is:

```
SSR OTHS YY GQ PLZ PAY BY 08AUG26 1154 GMT TO AVOID CANCELLATION
```

SKY express may cancel segment(s) when ticketing has not occurred by applicable time limit. Cancellation of such segment(s) is sent with a status code 'HX', which must be removed immediately by the Travel Agent. Voided or refunded tickets will be checked and will result in the cancellation of active segments. A fake ticket number is considered as an intention to bypass the TTL and is not acceptable by SKY express system.

## 2.9 Hidden Groups

According to SKY Express Policy, (ten) 10 or more passengers travelling together in the outbound and or inbound sector of a trip constitute a group booking.

Group requests should be channeled to SKY express Groups department. SKY Express reserves the right to cancel multiple reservations through GDSs via HX message in the PNRs, if concern (ten)10 or more passengers in total, travelling together in either portion of a trip.

Such HX segments need to be removed immediately by the Travel Agent, otherwise **penalty fees of 5.00 EUR for each passenger/segment** shall apply.

SKY express will charge **5.00 EUR** for any hidden group GDS segment per passenger, that has been cancelled by the airline via HX message in the PNR, if this GDS segment was originally created within **24 hours prior to departure**, and even if the segments are removed by Travel Agent's side.

## 2.10 No-show

No shows occur when Travel Agent fails to cancel a booking that is not required by the customer which leads to inventory spoilage. If the reservation is not cancelled, a No-show rebooking/refund restriction will apply after ticketing.

Un-ticketed segments which result in No-Show shall be subject to **penalty fees of 50 EUR per passenger per segment.**

## 2.11 Contacts

IATA Resolution 830d requires Travel Agents to actively ask the passenger whether they wish to have their contact details (mobile telephone number and/or email address) provided to the airlines participating in the itinerary, for the passengers to be contacted in the event of a flight irregularity/disruption.

In case of failure to comply with the above obligation, SKY express reserves the right to claim from the Travel Agent any passenger compensation costs related to lack of information. Any passengers having SSR CTCR in their PNRs will not be able to get informed by the airline and will need to be updated from their Travel Agent.

## 2.12 PNRs with Children/Infants

Child and infant information of Date of Birth (DOB) and CHD/INF indicator must be displayed on the ticket next to the Name Element or in the Endorsement Box.

For tickets issued with a child or infant discount that do not contain the correct child/infant information as described above (DOB, SSR CHLD/INFT), SKY express will charge the issuing Travel Agent with the fare difference between the applied discount and the adult fare.

Depending on the technical settings of the reservation system used, the DOB may be entered in the name element, the name remarks field or similar. The **SSR Element is always mandatory** and either generated automatically or must be entered manually.

Please refer to information with this entry in Amadeus: HE NM: Create Name Element

Examples 1A: NM1JOHNSON/PETER(INF/MICHAEL/31DEC25)

NM1STONES/MARY(CHD/31DEC20)

Based on this entry, a service element (INF + CHD) is automatically created in Amadeus, e.g.:

1A: SSR INFT GQ HK1 JOHNSON/PETER 31DEC25/P1 (passenger related)

1A: SSR GQ CHLD HK1 31DEC20/P1 (passenger related)

For Galileo: INF (not CHD) element is created automatically. Example:

N.I/SMITH/EVA\*24DEC25



If the reservation system used does not automatically create the DOB element, an additional manual entry is mandatory.

Examples CHD:

1G: SI.P2 (passenger related)/CHLD\* DDMMYY

1P: 3SAN1.3 (passenger related)CHLD/DDMMYY

1S: 3CHLD/ DDMMYY-2.1(passenger related)

### **2.13 Void/Same day cancellation policy**

SKY express accepts only same-day cancellation tickets. Void is not permitted for same-day issuance in case of no-show. Void is not permitted within 3 hours prior to departure for domestic flights and within 6 hours for international flights.

Once a ticket has been voided, the Travel Agent must cancel the segment/ PNR.

Grace period of 24 hours is not applicable for reservations regarding SKY express flights.

### **2.14 Incomplete Usage of a Through Ticket**

It is not permitted to make reservations different from the passenger's real itinerary including fictitious segments with the aim to undercut the applicable fare. This includes booking and issuing roundtrips for the purpose of one-way use, or partial travel only as well as amending itineraries without passenger requests.

### **2.15 Fare Guarantee**

Transportation shall be subject to the fares and fare structure filing in effect on the date of ticket issuance for travel on the specific dates and ticketed itinerary. A fare and tariff are only guaranteed by the respective GDS when the fare is auto priced by the system and the ticket is issued on the same day, based on confirmed flights, and reported in BSP/ARC.

**Auto-quoted fares stored but not ticketed are subject to any price change.**



### 3. TICKETING RULES

For information regarding entries, please contact your GDS Help Desk or visit your GDS Help/Info Pages.

#### 3.1 Ticket Validity

Unless otherwise specifically provided in the fare note, the validity for totally unused tickets is one year starting from the issue date of the original ticket and for the partly used tickets it is 1(one) year from the first date of travel. Tickets can be used depending on the fare validity (maximum stay) once travel starts.

Unless otherwise stated in the applicable fare notes, for the unused ticket, the validity, in the event of re-issuing a new ticket, is 1 year starting from the first flight day.

##### Example 1

Totally unused ticket issued on 17JUL25  
presented for reissue on 15JUL26 for a travel commencing on 16JUL26  
Such ticket will have a validity till 16JUL27

##### Example 2

Totally unused ticket issued on 17JUL25  
presented for reissue on 17JUL26 for a travel commencing on 19SEP26  
Such ticket will be valid till 19SEP27

#### 3.2 Tickets with wrong baggage allowance

In case the Travel Agent overrides the baggage allowance of the ticket, a respective **ADM will be issued**, at the amount equal to the respective airport charges per passenger/segment for excess weight/extra baggage plus **ADM administrative fee**.

#### 3.3 Reissue/Revalidation Policy

For any kind of voluntary changes, the ticket will always have to be reissued and NOT revalidated. The appropriate SKY express code must be used at the time of ticket reissuance in the tax area:

**DU** (for rebooking/cancellation fees)

## **4. REFUND RULES**

### **4.1 General**

The refund validity of the ticket is 12 months from date of issue for fully unused ticket and 12 months from the first travel date for a partially used ticket.

Before that period the Travel Agent may refund the ticket according to the specific applicable fare rules.

After that period, only airport taxes are refundable and such requests should be addressed directly to SKY express.

Refunds for tickets within the fare rules of the ticket can be processed via BSP link and ARC for US travel agencies.

Refunds can only be made by the issuing agent, as per IATA Resolution 824r.

Refunds must be made to the original Forms of Payment and in the same currency used to pay for the ticket. In cases of multiple or split Forms of Payment, the refund should correspond to the amounts originally collected for each Form of Payment.

### **4.2 Voluntary Refund**

A refund of an unused ticket or portion other than an involuntary refund. A voluntary refund of a ticket sold on behalf of SKY express shall be applied by the Travel Agent according to SKY express refund rules. For cancellation /refund, the conditions applied shall be according to the applicable fare note at the date of issue.

### **4.3 Involuntary Refund**

Involuntary (INVOL) refunds are restricted to the SKY express decision whether to treat the refund in question on an involuntary basis. SKY express may authorize or request support from a Travel Agent to involuntary refund or reissue the respective ticket according to specifically advised conditions.

## 5. SCHEDULE CHANGE RULES

### 5.1 Involuntary rebooking/rerouting in cases of

- Major Schedule Change (UN/TK more than 2 hours)
- Flight Cancellation with no alternative (UN)
- Misconnection caused by UN/TK, no authorization required for same RBD.
  
- **Terms and conditions:**
- It is the responsibility of the Travel Agent making the booking to acknowledge the schedule change, notify the customer, offer an alternative flight
- and reissue the ticket subject to the following conditions:
  - Original ticket is on GQ stock
  - Original and new routing include GQ flights only.
  - Reissuance of a ticket can only be made by the issuing agent
  
- Rebooking without additional charges must be made, only once, on an alternative flight within seven (7) days from the original flight, on the same RBD or next available RBD in the same cabin on which the passenger was originally booked.
  
- Impacted SKY express tickets must be involuntarily reissued with the following remark in the endorsement box indicating the reason:  
INVOL - GQ123/12JUL26FLT CANCELLATION  
SKCHG - GQ123/12JUL26SKD CHANGE
  
- Involuntary reissues should be processed within seven (7) days after the date the schedule change notifications sent to the Travel Agents GDS, and at the latest by forty-eight hours (48h) prior to the departure of the new flight that the customer is rebooked.
  
- In cases where the flights' disruption notifications are sent to Travel Agents GDS within forty-eight hours (48h) prior to the originally booked flight, involuntary reissues should be processed at the latest by six hours (6h) prior to the departure of the new flight that the customer is rebooked.
  
- For return tickets, if schedule change occurs on outbound flight, involuntary reissue permitted for the inbound flight, at the same compartment and RBD, and change at same period, as the outbound flight that the passenger is rebooked.  
Example: ATH-HER-ATH round trip ticket:  
If there is a schedule change on the outbound flight 3 hours later,  
Customer can be rebooked on an Inbound flight up to 3hours later.

- Alternate options can be offered to passengers on SKY express operated flights only and may include multi-leg connections.
- All re-bookings or re-accommodation are subject to seat availability.
- Passengers can be either booked to the same destination or the closest airport within the same country/region on the GQ-operated network. When the passenger accepts a rerouting to an alternate airport, the passenger will need to make their own travel arrangements. No hotel accommodation, air transfer or surface transportation will be provided in between the alternate airport and the passenger's destination.

For example: passenger with originally booked flight ATH -CHQ that is cancelled, accepts to be rebooked to ATH – HER and must make its own arrangements for transportation between alternate destination offered from SKY express and originally ticketed point of arrival.

- Any reissuance fees associated with the date change or rerouting shall be waived for the first instance only. For any subsequent changes, the originally ticketed fare rules apply.

However, the waiver policy may be applied for any additional changes which may occur due to non-recommence of operations at the affected airport.

- If Travel Agent/ticketing offices use the "schedule change" option for non-schedule change cases, applicable fees and charges will be charged to Travel Agent through ADM plus **ADM administrative fee**.

## 5.2 Involuntary refund in case of

- Major Schedule Change (UN/TK more than 2 hours)
- Flight Cancellation with no alternative (UN)
- Misconnection caused by UN/TK

### Terms and conditions:

- A refund for the affected SKY express tickets must be submitted via BSP link or via ARC for US market, with the following remark indicating the reason:

INVOL - GQ123/12JUL26 FLT CANCELLATION

SKCHG - GQ123/12JUL26 SKD CHANGE

- A refund can be offered whether the ticket has been partially used, or completely unused.

- For completely unused tickets: refund the entire amount including all taxes fees and surcharges. A refund is permitted free of charge if there are travel segments which fall within the impacted period.
- For partially used tickets (return fare): refund the unused portion of the ticket with no penalty or administration fee along with the unused taxes.
- For partially used tickets (through fare): if the passenger has utilized only one leg of the journey, refund the unused portion of the ticket calculated on a pro-rate basis plus the unused taxes.
- Unused/unfulfilled ancillary EMDs can be refunded.
- Passengers must contact their booking office through which the original ticket was purchased to process the refund.

## **6. ADM RULES**

### **6.1 Introduction**

SKY express may raise Agency Debit Memo (ADM) for policy violation on Traffic documents issued/reissued by the Travel Agents, as per IATA resolution 850m

ADM applies to all accredited BSP/ARC travel service suppliers.

ADMs will be processed through BSP/ARC within nine (9) months of the final travel date or, when the final travel date cannot be established, until the expiry date of the travel document, or in the case of Refunds within nine (9) months of the BSP/ARC remittance date.

Any debit action initiated beyond this period will be handled directly between the BSP/ARC Airline and the Travel Agent i.e., by issuing a respective invoice.

### **6.2 Policy**

- SKY express will issue ADM to collect amounts or adjust Travel Agent transactions related to the issuance, refund and use of GQ tickets, regardless of which airlines are included in the itinerary of the GQ ticket.
- Other reasons for ADM issue concern SKY express Booking Rules violation, as described in section 2. of this document.
- An ADM will represent a single charge or multiple charges if the reason for the charge is the same. Different types of charges will not be included in the same ADM.
- SKY express will include details and, where appropriate, supporting documentation to make clear the reason why a charge is being made in an ADM.
- SKY express will provide the respective contact details of GQ relevant department, so that the Travel Agent can raise a query for the ADM, or the contact details of a SKY express representative.

### **6.3 Refunds**

To adjust wrong refunds, an ADM will only be issued within nine (9) months of the BSP/ARC remittance date on which the document was settled. Any charge due beyond this period will be handled directly between the BSP/ARC Airline and the Travel Agent i.e., by issuing the respective invoice.

#### **6.4 Disputes**

According to IATA Resolution 850m (4.5-4.6) Travel Agents will have a maximum of 15 days to review and dispute an ADM. Disputes of ADMs should be handled via BSP Link or ARC Debit memo manager including detailed justification. All disputes are to be settled by the Airline within 60 days of receipt. Any dispute concerning an ADM already settled, must be communicated in writing to SKY express within 50 days of ADM issue date.

#### **6.5 Travel Agent Best Practices**

The Travel Agent should:

- Not dispute an ADM where the reason is valid and evidence to the contrary is not available.
- Raise all disputes within the BSP/ARC dispute period and in accordance with Resolution 850m.
- Ensure that when an ADM is disputed the claims are well justified, including detailed documentation.
- Ensure that the contact details (phone numbers, fax numbers and email addresses) for the Travel Agent are up to date on BSP Link/ARC

#### **7. Form of payment**

On issuance of the Traffic Documents, the Agent must use the dedicated form of payment code of applicable payment method, according to IATA instructions.

In case SKY express is debited by the credit card acquirer for a fraud case, a purchase rejection by the passenger or a credit card misuse on a ticket issued by the agent, the cost will be charged to the agent through ADM. The travel agent is responsible for checking the validity of the credit card, to ensure the cardholder's signature is provided and to ensure that the credit card is accepted for payment by SKY express.

## ADM Policy overview

ADM Charges	ADM Subject	Charge Amount, EUR (equivalent in local currency)
<b>1. Administrative fee</b>	An administrative fee for processing <b>each ADM document</b> . If ADM is canceled by SKY express for commercial reasons, an administrative fee will be paid in any case by the Travel Agent.	20eur
<b>2. Minimum ADM amount</b>	Minimum amount of one ADM document of any type, excluding administrative fee.	15eur
<b>3. Terms of fares use</b>	In case of issuance of a Ticket: Improper use of fare with fare rules violation, e.g. RBD, period of validity, season, number for permitted stopovers, rules of fares combination	The difference between the fare that corresponds to the terms of routing and the applied fare.
<b>4. Airport taxes</b>	Improper use of airport taxes and other fees.	The difference between the amount of taxes/fees that meet the criteria of carriage, and the amount of taxes/fees that were applied.
<b>5. Same day cancellation policy (VOID ticketing)</b>	Same-day cancellations accepted, except for Void for same-day issuance in case of no-show. Void is also not allowed within 3 hours prior departure for domestic flights and within 6 hours for international flights. Any violation of this rule results in ADM.	The charge equals the whole fare. Once a ticket has been voided, the Travel Agent must cancel the segment/ PNR
<b>6. Ticket refund</b>	SKY express accepts refunds through BSP link and ARC. No other refund channel is permitted unless prior SKY express approval. In the case of a refund for unused or partially used tickets, if the calculated amount does not correspond to the rules of the ticketed fare.	The charge applied will be the difference between the refund amount as per ticketed fare rules and the amount calculated of the refund claimed.
<b>7. Re-issuance</b>	Re-issuance of the Ticket without applying the correct change fees, wrong fare calculation of the new fare.	The charge applied will be based on corresponding ticketed fare rules.

<b>8. Discounts</b>	<p>Improper use of a special fare (fare with discounts, including age restriction, corporate, private, marine, tour operator special discounts, etc.), as follows:  Any lack of approval of the applied discount on the ticket;  Incorrect amount of discounts or absence of appropriate discount suffix in the fare basis;  Absence of appropriate information in the name field of the ticket (INF, CH, ZZ, CD, DOB), or lack of any other discount information in the ticket respective fields that can be required by SKY express rules.</p>	<p>The charge applied will be the difference between the ticketed discounted fare and the corresponding non-discounted-published fare in the same booking class.</p>
<b>9. Commission</b>	<p>Mistaken commission recalculation from the Travel Agent could be requested within 15 days from the receipt date of the commission report, or according to the terms and conditions of any active agreement between SKY express and the Travel Agent.</p>	<p>Administrative fee of 20eur is also applied to any difference of commission approved, by SKY express and credited to agent.</p>
<b>10. Dupes</b>	<p>Double or multiple bookings for the same passenger who logically cannot take a trip on the booked route.</p>	<p>5 EUR per passenger/segment</p>
<b>11. Fictitious/Test bookings</b>	<p>Creating test bookings with fictitious names for fare calculation, services verification with the purpose of education and so on. The test bookings could be done only after SKY express approval.</p>	<p>5 EUR per passenger/segment</p>
<b>12. Inactive segments</b>	<p>All inactive segments with status codes HX/NO/UC/UN/US that are not removed earlier than 24 hours before flight departure by using the cancel entry.</p>	<p>5 EUR per passenger/segment</p>
<b>13. Cancellation No Show Ratio</b>	<p>The cancellation ratio (=the relation between booked and cancelled/No show segments) above 60% must be avoided.</p>	<p>5 EUR for each cancelled passenger/segment above the 60% maximum ratio on a flown month basis.</p>
<b>14. Passive Bookings</b>	<p>The use of passive segments (e.g., PK, PL, AK, MK, DS) or segments with any status except HK for other reasons except of Ticket issuance</p>	<p>5 EUR per passenger/segment</p>

<b>15. Churning</b>	Maximum 3 (three) Cancellations and Rebookings per passenger/segment allowed	5 EUR for each cancellation per passenger/segment exceeding the allowed limit of 3 (three) Cancellations and Rebookings (i.e. book-cancel -book etc.)
<b>16. No-show</b>	Un-ticketed segments which result in No-Show shall be subject to penalty fees	50.00 EUR per passenger per segment
<b>17. Contacts</b>	PNR doesn't contain direct passenger contact information or contact information of authorized person available 24/7 for carrier flight irregularity direct communication. Sufficient contact information is a mobile telephone number and e-mail. SKY express sends notifications to PNR's issued by Travel Agents and Travel Agents should respond as soon as possible and inform the passengers.	The charge equals the total refunded amount to the passenger.
<b>18. Form of Payment</b>	SKY express reserves the right to charge any additional costs incurred. due to unaccepted credit card payments, such as: <ul style="list-style-type: none"> <li>· Issuance of a ticket using a payment card without approval code from the issuing bank (card issuer).</li> <li>· Transaction without approval from the cardholder.</li> <li>· Refund to a method of payment other than the original method of payment. For example, card transaction payment refunded in cash.</li> <li>· Disputed transaction (including chargeback) rejected by card company</li> </ul>	The charge equals the full amount of the transaction and all charges and fees incurred

### **Fraud and Fraudulent Transactions**

Any proven fraudulent transaction by any business partners / Travel Agents will raise a "FRAUD PENALTY" up to (ten) 10 times the amount of the discrepancy plus any direct/indirect damages suffered by SKY express.

**SKY express reserves the right to change this Booking and Ticketing Policy at any time if considered necessary.**