

ANA Booking Policy

General Description

The following ANA Booking Policy ("Policy") has been established to set clear expectations for subscribers concerning the use of a GDS/CRS as well as any selling system connected via **NDC and Travel agencies that have signed the "Distributorship Agreement", for** reserving, booking and ticketing air transportation on ANA (all NH flights). Enforcing these rules benefits customers as this allows us to offer passengers a greater number of seats while reserving last seat availability for business customers. GDS/CRS and selling system connected via NDC practices that are considered a violation of ANA's policies will be addressed appropriately by issuing of ADM/invoice, cancellation and/or restriction of reservation, and so on. The ADM will be raised irrespective of the ticket stock used. Please review the following that encompasses booking rules, abusive type ticketing practices and fees associated with each.

~~ANA's Business Partner who issue tickets for its other Business Partners should inform all of its partners to comply with this policy.~~

***ANA's Business Partner which acts as a ticketing agent are obligated to manage and supervise the booking agency to ensure that they comply with our booking policy, and if the booking agency acts in violation of this policy, the ticketing agency will be held responsible.**

Please note that ANA may issue an ADM/invoice and charge a penalty against the Business Partner on behalf of the booking agency.

***As mentioned in IATA resolution or "Distributorship Agreement" above, ANA can provide Business Partners with this policy.**

IATA Resolution 824, 3.3.1

The Agent is authorized to sell air passenger transportation on the services of the Carrier and on the services of other air carriers as authorized by the Carrier. The sale of air passenger transportation means all activities necessary to provide a passenger with a valid contract of carriage including but not limited to the issuance of a valid Traffic Document and the collection of monies therefore. The Agent is also authorized to sell such ancillary and other services as the Carrier may authorize;

IATA Resolution 824, 3.3.2

All services sold pursuant to this Agreement 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 Agent. The Agent shall not in any way vary or modify the terms and conditions set forth in any Traffic Document used for services provided by the Carrier, and the Agent shall complete these documents in the manner prescribed by the Carrier;

IATA Resolution 830a, 1

All Agents be reminded that practices such as those listed herein, in other applicable Resolutions, or in Carriers' written instructions, but not limited thereto, violate the governing conditions referred to above. They harm Members' legitimate interests and can accordingly result in action being taken under the provisions of the Sales Agency Rules and Passenger Sales Agency Agreement.

For any questions, please contact as follows.

TC1: ANA Travel Agency Desk

+1-800-262-2250(US, Canada, Mexico)

or

ANA Customer Service Contact Center

+1-310-782-3011

United Kingdom: +44(0)20-8762-8800,

France: 0805-542-467

Belgium: +32(0)2-639-0384

Germany: 0800-724-3798

China: cnbspsupport@ana.co.jp

Hong Kong: +852-2848-4168

Korea: +82(0)2-752-1160

Taiwan: +886(0)2-2521-1989

Thailand: +66(0)2-238-5121

Singapore: +65-6228-3298

Vietnam: +84(24)3926-2808(Hanoi),

+84(28) -3821-9612(Ho Chi Minh City)

Indonesia: +62(0)21-5797-4382

Philippines: +63(0)2-8553-8000

Malaysia: +60(0)3-2032-1331

Myanmar: +95(0)1-9255-108/122

India: +91(0)22-6147-0787/0737(Mumbai),

+91-124-440-6400(Delhi), +91-124-440-6411(Delhi),

+91-44-4688-2000(Chennai),

Cambodia: +855-(0)23963617/18

Australia: 1300-107-762

New Zealand: +64-9-977-2233

Japan: ANA Support International

+81(0)3-6743-3892

Definitions

1. Agency Debit Memo (ADM)

An invoice issued to an IATA Travel Agent to collect additional monies owed to ANA for ticketing outside the Fare Rules or any violation of ANA ADM/Booking Policy.

2. GDS/CRS/**NDC**

Global Distribution System/Computer Reservation System/**New Distribution Capability**

3. Fare Rules

Applicable requirements or restrictions associated with a particular fare, including, but not limited to, non-refund ability, Ticket Time Limits, class of service requirements, minimum/maximum stay requirements, or advance purchase ticketing requirements.

4. IATA

International Air Transport Association.

5. PNR

Passenger Name Record.

6. Ticket

The record of agreement, including electronic tickets for the carrier(s) to provide transportation and related services under certain terms and conditions to the passenger named on the Ticket in accordance with applicable governing tariffs and regulations.

7. Business Partners

Any travel agency, Accredited Subscriber, Non-Accredited Subscriber, Corporate Travel Department, GDS/CRS user, selling partners connected via NDC, **Travel agencies that have signed the "Distributorship Agreement"** and any other person or entity accessing ANA's internal reservation system via the Internet or any other means.

Policy

1. Passenger Name

Customers' full first and last names are required in all bookings. Business Partners should ensure that the customer's name in the reservation matches customer's name as it appears on customer's passport. Title should be also registered.

Business Partners must not make any speculative bookings using fraudulent or fictitious names. Examples of such bookings are a valid surname followed by initials and fictitious or famous names (e.g., JOHNSON/A/B/C, TEST/PNR). When ANA detects speculative bookings using fraudulent or fictitious names, the reservation may be cancelled.

Name change is not permitted after the reservation is made. If another person shall travel, a new PNR must be created which will be based on the current availability.

2. Contact Information

Business Partners must provide its telephone number, the name of inquiry person and the telephone number of passenger available in the daytime in the PNR. If possible the passenger's local phone contact, mobile phone number and e-mail address should also be registered.

For privacy reasons, please do not reserve the same PNR for customers who cannot share this information.

3. Secure Flight Passenger Data (SFPD)

To comply with the Transportation Security Administration (TSA) U.S. security programs, the SFPD information must be registered into the PNR 72 hours prior to the departure. PNRs created within 72 hours prior to departure must include SFPD when the PNR is booked.

Failure to provide the data may result in the inability to transport or enter the boarding area.

1) Applicable Flights

- Flights departing to/from/within the U.S. (including OAL flights and code-share flights)
- All flights overflying the U.S. as determined by the TSA. * Including U.S domestic flights.
- Codeshare flights operating by all American carriers.

2) Secure Flight Passenger Data (SFPD)

Full Name / Gender / Date of Birth / Redress Number

4. Advanced Passenger Information(API)

API (ADVANCE PASSENGER INFORMATION) is required by governments. Please make sure to include the following information in the reservation for the flights listed below to comply with the regulations and avoid any fines.

Please check here.

URL: <https://www.ana.co.jp/en/jp/guide/prepare/information/api-index/>

5. Fictitious Booking

It is prohibited to make fictitious bookings or itineraries not directly related to a request from a passenger. Bookings for the quotation, training or to gain GDS/CRS incentives are not permitted under any circumstances.

Travel Agent may create a test or training PNR only in the training mode of a GDS/CRS provider. provided by the system.

It is prohibited to create a reservation that differs from the passenger's desired itinerary, such as by adding a fictitious itinerary in order to apply a lower fare.

Booking or issuing a round trip ticket for a one-way itinerary, or making any changes to the itinerary without the customer's request is not allowed.

ANA will assess the full value of a Ticket, which shall be the difference between the Fare paid and the applicable fare to the passenger's actual itinerary.

6. Booking Class

Booking and ticketing must be made in the appropriate booking class and must correspond with a valid fare and fare rule for the complete itinerary.

7. Booking in Sequence

~~Business Partner must make reservations in sequence according to the passenger's real itinerary. It is prohibited to make speculative/fictitious segment or booking out of sequence because ANA cannot provide a correct level of availability.~~

Manipulating the itinerary point of commencement (POC) information by making reservations in a different order than the actual itinerary (for example, booking the return flight before booking the outbound flight) or reserving flights that the passenger will not actually use is strictly prohibited.

In the case there is a change in the reservation, please use the original PNR and change the itinerary. It is not possible to create a new PNR and transfer the ticket number from the original PNR to the new PNR.

8. Married Segment Control

Married Segments are defined as a travel itinerary that contains at least one connection but which is sold as a single origin/destination.

~~ANA may provide a level of availability on Married Segments that differs from the level of availability provided by ANA if the segments were sold separately.~~

Availability query and Booking must be made **requested** from origin to destination.

Business Partner must not separate Married Segments for any purposes nor manipulate

the GDS/CRS system to circumvent ANA's Married Segment Control logic. When making changes, Business partners must cancel the entire origin/destination including connection and rebook the new origin/destination containing the connection.

9. Duplicate Booking

~~Duplicate Booking is defined as booking more than one reservation for the same passenger traveling on or about the same date to one or more of the different classes or non-flyable flights (such as, LAXNRT and SFONRT) or overlapping time flights, creating another PNR for a passenger when one already exists in ANA's internal reservation system or in a different GDS/CRS.~~

Duplicate Booking is defined as multiple reservations for the same passenger in which it is not physically possible to board all flights, such as

- (1) Same travel dates and flight sectors
- (2) Same flight sectors and close travel dates
- (3) Same travel dates but different flight sectors
- (4) Any other itinerary in which boarding all flights is not possible/feasible.

Whether or not the reservations are made through the same or different GDS/CRS and/or different Office ID, it will be detected as a Duplicate Booking if applicable.

Business partners must not create a Duplicate Booking for any reason, or duplicate any reservation booked by another Business Partner or that exists in another GDS/CRS or ANA's internal reservation system. Business partners are responsible to determine if the customer already made a reservation.

ANA may ask Business Partner to fix any Duplicate Booking. Reservations will automatically be cancelled if Duplicate Bookings are not rectified within the set time limit. Ticketed PNRs and reservations with one or more departed flights are also applicable.

~~Reservation(s) made through NDC channels that are considered as duplicate booking by ANA will automatically be cancelled without prior notification.~~

*Duplicated bookings made from NDC will be cancelled automatically without prior notice

*Please note that entering the passengers' ANA Mileage Club number or passport details at the time of reservation can help minimize Duplicate Bookings

10. Uncommitted Bookings

Uncommitted Bookings are bookings that are not completed with EOT(End of Transaction) but held by the Business Partner.

Business Partner must not hold bookings longer than the average time required for completing reservation. ANA assumes 30 minutes to be the average time for completing reservation.

ANA may terminate sessions of uncommitted bookings exceeding the average time.

11. Cancellation

Business Partner must immediately cancel the reservation and release ANA's inventory if a customer cancels his or her reservation with Business Partner. Business Partner must not re use the canceled inventory or reservation for another customer, even if the other customer desires the identical itinerary; a new PNR must be created.

12. No Show

No Show is a passenger who fails to cancel the booking by the departure time.

Business Partner is responsible for cancelling any ticketed or un-ticketed bookings prior to departure when the passenger will not be traveling.

When ANA detects a No Show, the remaining booking and down-line space may be cancelled.

13. Inactive Segments

Inactive Segments are flight segments within the GDS/CRS PNR as well as the PNR created by NDC with status codes HX, UN, UC and NO.

Changes to itinerary segment status resulting in Inactive Segments requires Business Partner to take action and must be removed from the GDS/CRS PNR and PNR created by NDC at least 24 hours prior to flight departure. This includes cancelling ticketed or un ticketed segments with a status code of HX, UN, UC and NO.

14. Churning

Churning is an excessive or constant book/cancel activity.

Business Partner must not engage in Churning to circumvent ticketing time limits of the Fare Rules.

15. Ticket Time Limit

Ticket Time Limit is date or time deadline required for ticket issuance as set forth in the applicable Fare Rule and/or Flight Firming Policies.

Business Partner is responsible for issuing a valid ticket within the Ticket Time Limit. Due to automated ticketing deadline control, differences could exist between the fare rule ticketing date and the system generated ticketing deadline message. In these and similar cases, the more restrictive ticketing deadline date applies. Failure to issue ticket by Ticket Time Limit, the reservations will automatically be cancelled.

16. Fictitious Ticketing/Ticket Number

It is prohibited to manually insert a fictitious or previously used ticket number that does not match with the passenger and existing itinerary in the PNR. All PNRs with fictitious or previously used ticket numbers will be cancelled.

17. Passive Segment

Passive Segments are flight segments with different status codes (such as PK, GK) according to GDS/CRS. They are mainly created for issuing tickets for the PNR booked by another GDS/CRS.

Business Partners are prohibited from issuing tickets using passive segments except in certain group bookings.

When Business Partners issue tickets on behalf of their partners selling traffic documents, the original live PNR booked by their partners shall be used within the same GDS/CRS.

18. Group Booking

~~Bookings of 10 or more passengers on the same flight must be made through ANA and handled as a group PNR. Creating individual PNRs to disguise the size or presence of a group is not permitted.~~

~~Please contact ANA if you do not know about group PNR.~~

Bookings of 10 or more passengers on the same flight must be made through ANA and handled as a group PNR. Using Individual type PNRs for groups is not permitted. Please also follow any specific rules mandated by ANA for group handling. Please contact your ANA sales representatives if you have any questions about group handling.

19. Minimum Connecting Time (MCT)

Minimum connecting times vary between airports. It is required that all connecting flights meet each MCT rule.

20. Queues

Business Partner is responsible for promptly working all queues.

Business Partner is expected to inform passengers of any schedule change, flight cancellation or other exceptional circumstance informed by ANA.

If there are scattered uncontacted customers due to omissions in processing queue messages, we may take action to suspend reservations.

21. Advanced Seat Reservation (ASR)

Since ASR rules differ depending on Frequent Flyer status and/or fare rules, please follow the below procedures when assigning seats.

1. Create the reservation
2. Issue the ticket after fare calculation
3. Assign the preferred seat

22. Others

ANA reserves the right to expand the above Booking Policy at any time with or without advance notice.