

Penalty Standards of Sichuan Airlines for Agents Illegally Selling Tickets for International and Regional Routes (Edition for Outside Mainland China)		
Item	Details	Penalty
Fictitious Name and Other Speculative Bookings	Use the fictitious passenger information to reserve.	USD10/per segment
Duplicate Bookings	<ul style="list-style-type: none"> Create duplicate bookings for a passenger in different PNRs Create multiple itineraries thus blocking several flights when such itinerary is impossible to fly 	
Churning (from the 4th time)	Repeat cancellation and rebooking in excess of 3 times for the same segment will be considered as such.	USD5/per segment
Failure to release inactive segments	Failure to remove the inactive segment with HX, UN, UC, NO, SC, HL, TL, TN, UU, US, PN, WL, WN, DL, DS, IX, MM, RM or GL status codes segments in 24 hours prior to departure.	USD10/per segment
Passive segments	Passive segments should be issued or cancelled at least 24 hours before departure, if not it should be penalized.	
High Cancellation Ratio	Cancellation ratio higher than 85% and the number of canceled segments less than 200.	USD5/per segment
	Cancellation ratio higher than 85% and the number of canceled segments more than 200.	USD10/per segment
Undercharge or omit to charge the fares or taxes/fees/charges	-	Make up the difference. More than 50 tickets' but less than 100 tickets' (inclusive) chargebacks or the amount of

		<p>difference which is more than USD1000 but less than USD2000 (inclusive) will lead to an additional ADM of USD100 per month. More than 100 tickets' chargebacks or the amount of difference which is higher than USD2000 will lead to an additional ADM of USD200 per month.</p>
Incorrect commission rate	-	<p>Recover the excessive commission deducted.</p> <p>More than 50 tickets' but less than 100 tickets' (inclusive) chargebacks or the amount of excessive commission which is more than USD1000 and less than USD2000 (inclusive) will lead to an additional ADM of USD100 per month. More than 100 tickets' chargebacks or the amount of excessive commission which is higher than USD2000 will lead to an additional ADM of USD200 per month.</p>
Sell throwaway tickets or hidden-city tickets	<p>Sell the ticket(s) which are more distant point(s) than the passenger's actual trip and the ticket(s) will be abandoned partially that purpose is produce a lower fare.</p>	<p>Pay a penalty of USD200/per ticket</p>
Reissue without collecting the correct fares or taxes/fees/charges	-	<p>Make up the difference.</p> <p>More than 50 tickets' but less than 100 tickets' (inclusive) chargebacks or the amount of difference which is more than USD1000 and less than USD2000 (inclusive) will lead to an additional ADM of USD100 per month. More than 100 tickets' chargebacks or the amount of difference which is higher than USD2000</p>

		will lead to an additional ADM of USD200 per month.
Incorrect refund	<ul style="list-style-type: none"> - Incorrect refund fee - Incorrect refund of fares or taxes/fees/charges - Refunds for non-refundable tickets - Duplicate refunds - Refunds the already used ticket(s) - Submit a voluntary refund as an involuntary refund - Other incorrect refunds 	<p>Make up the difference between the correct refund and the reported refund.</p> <p>More than 50 tickets' but less than 100 tickets' (inclusive) chargebacks or the amount of difference which is more than USD1000 and less than USD2000 (inclusive) will lead to an additional ADM of USD100 per month. More than 100 tickets' chargebacks or the amount of difference which is higher than USD2000 will lead to an additional ADM of USD200 per month.</p>
Refund less commission to Sichuan Airlines.	-	<p>Make up the difference.</p> <p>More than 50 tickets' but less than 100 tickets' (inclusive) chargebacks or the amount of difference which is more than USD1000 and less than USD2000 (inclusive) will lead to an additional ADM of USD100 per month. More than 100 tickets' chargebacks or the amount of difference which is higher than USD2000 will lead to an additional ADM of USD200 per month.</p>
Fail to notify passengers timely of irregular flight information, resulting in complaints from passengers.	-	Pay a penalty of USD50/per ticket, and bear all the economic losses of passengers.
Other abusive or improper practices	-	Bear the legal liabilities, make up the amount of the losses, and then pay a penalty equivalent to the amount of losses.

If any agent has over three times of violations, the agent's access to 3U flight will be blocked. Actual ADM amount of 3U for booking abuse in respective BSP will be converted to LCF based on IATA FDR.