



#### 1. ADM 발행 기준 및 ADM FEE 안내

구분	사유	ADM FEE (KRW)		
ADM	예약	GDS Inactive Segment (HX, NO, UC 등) 미정리 항공권 오발권 소아 AUTH 미적용으로 인한 운임차액 및 TAX 차액 발권 규정 미준수 재발행 규정 미준수 TOUR CODE 미입력 또는 오입력	1PAX 1SEG 당 1만원 10만원 2만원 2만원 2만원 2만원	
	발권	환불 규정 위반 세그 미정리 수수료 미징수, 오적용등 환불 패널티 규정 위반	10만원 2만원 2만원	
	환불	차지백등 부도 발생 단순 부주의에 의한 CC 재청구	10만원 2만원	
	신용카드	COMM	발권/환불 커미션 오적용 기타 규정 위반	3만원 2만원
		ALL	1만원	
ACM				

\*ADM/ ACM은 BSP LINK를 통해 발행

#### 2. ADM

##### 1) ADM FEE 감면 대상

- 발권/환불 일 기준 10일 이내에 자진신고 할 경우, ADM Administration FEE WAIVER
- 2) Administration FEE WAIVER불가사항
- 중복(2가지)이상의 사유로 발행 된 ADM.
- 기 발행된 ADM
- 3) ADM FEE는 TKT 당 부과
- 4) 재심사 : ADM 발행일로부터 15일 이내에 재심사 요청 가능하며, 재심사를 통해 ADM 회수 가능

#### 3. ACM

- 1) 발권 : 항공권의 탑승 월이 초과되지 않는 선에서 ACM 신청 가능. 예) 8월 탑승 건은 8월 내에 신청 가능하며, 9월 이후는 신청 불가(편도 기준)
- 2) 환불 : 환불일로부터 6개월이내 ACM 신청 가능
- 3) ACM FEE는 TKT 당, 부과

#### 4. ADM/ACM의 신청방법(자진신고)

- 1) <http://info.topasweb.com/ze> 로 접속>신청양식 다운>내용 입력>E-MAIL 발송
- 2) 보내는곳 : MAIL : [zerevenue@eastarjet.com](mailto:zerevenue@eastarjet.com)

#### 5. 시행일

: 2026년 2월~

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#### 1. ADM Issuance Criteria and ADM FEE Guidelines

Category	Reason	ADM FEE (JPY)
ADM	Reservation <b>Unsettled GDS Inactive Segments (HX, NO, UC etc.)</b>	1,100 per 1PAX per 1SEG
	Ticket Misissuance	11,000
	Fare and tax difference due to non-application of child AUTH.	2,200
	Ticketing <b>Non-compliance with Ticketing Rules</b>	2,200
	<b>Non-compliance with Reissue Rules</b>	2,200
	<b>Missing or Incorrect Tour Code</b>	2,200
	Refund <b>Violation of Refund Rules</b>	11,000
	<b>Unsettled Segments</b>	2,200
	<b>Violation of refund penalty provisions due to uncollected fees, misapplication, etc.</b>	2,200
	Credit Card <b>Chargeback</b>	11,000
COMM	<b>Rebilling due to simple negligence</b>	2,200
	<b>Misapplication of Ticketing / Refund Commission</b>	3,210
<b>Violation of Other Regulations</b>		2,200
ACM	ALL	1,100

\*ADM/ ACM are issued through BSP LINK

\*The DEBIT amount may vary depending on the exchange rate. Advance notice will be given before any changes occur.

#### 2. ADM

##### 1) Eligibility for ADM FEE Reduction

- ADM Administration Fee Waiver applies to voluntary reports submitted within 10 days from the date of ticket issuance or refund.
- 2) Cases Ineligible for Administration Fee Waiver
  - ADM issued for multiple reasons (two or more)
  - Pre - issued ADM
  - 3) ADM fees are charged per ticket.
  - 4) Reassessment: A reassessment can be requested within 15 days from the date of ADM issuance, and ADM restoration is possible through reassessment.

#### 3. ACM

- 1) Issuance: ACM is applicable as long as the ticket's boarding month is not exceeded. For example, for travel in August, an ACM is applicable for within August; applications beyond September are unacceptable (one-way basis).
- 2) Refund: ACM is applicable within 6 months from the date of refund.
- 3) ACM fees are charged per ticket.

#### 4. Application Method for ADM/ACM (Voluntary Declaration)

- 1) Visit <http://info.topasweb.com/ze> > Download the application form > Complete the details > Send via E-Mail
- 2) Recipients: [zerevenue@eastarjet.com](mailto:zerevenue@eastarjet.com)

#### 5. Effective Date

: February 2026 ~

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#### 1. ADM Issuance Criteria and ADM FEE Guidelines

Category	Reason	ADM FEE (TWD)
ADM	Reservation <b>Unsettled GDS Inactive Segments (HX, NO, UC etc.)</b>	220 per 1PAX per 1SEG
	Ticket Misissuance	2,200
	Fare and tax difference due to non-application of child AUTH.	440
	Ticketing <b>Non-compliance with Ticketing Rules</b>	440
	<b>Non-compliance with Reissue Rules</b>	440
	<b>Missing or Incorrect Tour Code</b>	440
	Refund <b>Violation of Refund Rules</b>	2,200
	<b>Unsettled Segments</b>	440
	<b>Violation of refund penalty provisions due to uncollected fees, misapplication, etc.</b>	440
	Credit Card <b>Chargeback</b>	2,200
COMM	<b>Rebilling due to simple negligence</b>	440
	<b>Misapplication of Ticketing / Refund Commission</b>	660
	<b>Violation of Other Regulations</b>	440
ACM	ALL	220

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#### 3. ACM

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#### 1. ADM Issuance Criteria and ADM FEE Guidelines

Category	Reason	ADM FEE (THB)
ADM	Reservation <b>Unsettled GDS Inactive Segments (HX, NO, UC etc.)</b>	220 per 1PAX per 1SEG
	Ticket Misissuance	2,200
	Fare and tax difference due to non-application of child AUTH.	440
	Ticketing <b>Non-compliance with Ticketing Rules</b>	440
	<b>Non-compliance with Reissue Rules</b>	440
	<b>Missing or Incorrect Tour Code</b>	440
	Refund <b>Violation of Refund Rules</b>	2,200
	<b>Unsettled Segments</b>	440
	<b>Violation of refund penalty provisions due to uncollected fees, misapplication, etc.</b>	440
	Credit Card <b>Chargeback</b>	2,200
COMM	<b>Rebilling due to simple negligence</b>	440
	<b>Misapplication of Ticketing / Refund Commission</b>	650
	<b>Violation of Other Regulations</b>	440
ACM	ALL	220

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#### 1. ADM Issuance Criteria and ADM FEE Guidelines

Category	Reason	ADM FEE (VND)
ADM	Reservation <b>Unsettled GDS Inactive Segments (HX, NO, UC etc.)</b>	<b>180,500 per 1PAX per 1SEG</b>
	Ticket Misissuance	1,805,000
	Fare and tax difference due to non-application of child AUTH.	361,000
	Ticketing <b>Non-compliance with Ticketing Rules</b>	<b>361,000</b>
	Non-compliance with Reissue Rules	361,000
	<b>Missing or Incorrect Tour Code</b>	<b>361,000</b>
	Refund <b>Violation of Refund Rules</b>	<b>1,805,000</b>
	<b>Unsettled Segments</b>	<b>361,000</b>
	<b>Violation of refund penalty provisions due to uncollected fees, misapplication, etc.</b>	<b>361,000</b>
	Credit Card <b>Chargeback</b>	<b>1,805,000</b>
COMM	<b>Rebilling due to simple negligence</b>	<b>361,000</b>
	<b>Misapplication of Ticketing / Refund Commission</b>	<b>541,500</b>
<b>Violation of Other Regulations</b>		<b>361,000</b>
ACM	ALL	180,500

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  - ADM issued for multiple reasons (two or more)
  - Pre - issued ADM
  - 3) ADM fees are charged per ticket.
  - 4) Reassessment: A reassessment can be requested within 15 days from the date of ADM issuance, and ADM restoration is possible through reassessment.

#### 3. ACM

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- 2) Refund: ACM is applicable within 6 months from the date of refund.
- 3) ACM fees are charged per ticket.

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#### 1. ADM Issuance Criteria and ADM FEE Guidelines

Category	Reason	ADM FEE (KZT)
ADM	Reservation <b>Unsettled GDS Inactive Segments (HX, NO, UC etc.)</b>	3,500 per 1PAX per 1SEG
	Ticket Misissuance	35,000
	Fare and tax difference due to non-application of child AUTH.	7,000
	Ticketing <b>Non-compliance with Ticketing Rules</b>	7,000
	<b>Non-compliance with Reissue Rules</b>	7,000
	<b>Missing or Incorrect Tour Code</b>	7,000
	Refund <b>Violation of Refund Rules</b>	35,000
	<b>Unsettled Segments</b>	7,000
	<b>Violation of refund penalty provisions due to uncollected fees, misapplication, etc.</b>	7,000
	Credit Card <b>Chargeback</b>	35,000
COMM	<b>Rebilling due to simple negligence</b>	7,000
	<b>Misapplication of Ticketing / Refund Commission</b>	10,500
	<b>Violation of Other Regulations</b>	7,000
ACM	ALL	3,500

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Category	Reason	ADM FEE (HKD)
ADM	Reservation <b>Unsettled GDS Inactive Segments (HX, NO, UC etc.)</b>	<b>55 per 1PAX per 1SEG</b>
	Ticket Misissuance	550
	Fare and tax difference due to non-application of child AUTH.	110
	Ticketing <b>Non-compliance with Ticketing Rules</b>	110
	<b>Non-compliance with Reissue Rules</b>	110
	<b>Missing or Incorrect Tour Code</b>	110
	Refund <b>Violation of Refund Rules</b>	550
	<b>Unsettled Segments</b>	110
	<b>Violation of refund penalty provisions due to uncollected fees, misapplication, etc.</b>	110
	Credit Card <b>Chargeback</b>	550
COMM	<b>Rebilling due to simple negligence</b>	110
	<b>Misapplication of Ticketing / Refund Commission</b>	165
	<b>Violation of Other Regulations</b>	110
ACM	ALL	55

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