



1. ADM 발행 기준 및 ADM FEE 안내

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

\*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 WAIVER 불가 사항

- 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 6개월 이내 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	<b>Reservation</b>	<b>Unsettled GDS Inactive Segments (HX, NO, UC etc.)</b>	<b>1,100 per 1PAX per 1SEG</b>
	<b>Ticketing</b>	Ticket Misissuance	11,000
		Fare and tax difference due to non-application of child AUTH.	2,200
		Non-compliance with Ticketing Rules	2,200
		Non-compliance with Reissue Rules	2,200
		<b>Missing or Incorrect Tour Code</b>	<b>2,200</b>
	<b>Refund</b>	Violation of Refund Rules	11,000
		<b>Unsettled Segments</b>	<b>2,200</b>
		<b>Violation of refund penalty provisions due to uncollected fees, misapplication, etc.</b>	<b>2,200</b>
	<b>Credit Card</b>	Chargeback	11,000
		Rebilling due to simple negligence	2,200
	<b>COMM</b>	Misapplication of Ticketing / Refund Commission	3,210
<b>Violation of Other Regulations</b>		<b>2,200</b>	
<b>ACM</b>	<b>ALL</b>	<b>1,100</b>	

\*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 > Comeplete the details > Send via E-Mail

2) Recipients: zerevenue@eastarjet.com

**5. Effective Date**

: February 2026 ~

<End>



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

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

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**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.

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<End>



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

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

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**2. ADM**

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**2) Cases Ineligible for Administration Fee Waiver**

- ADM issued for multiple reasons (two or more)

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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.

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: February 2026 ~

<End>



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

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

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**3. ACM**

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

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

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

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