

Dear partners,

APG AIRLINES ADM policy applies worldwide.

Reasons for issuance of ADM:

- Unreported sales
- Incorrect commission levels
- Tickets issued with credit cards not accepted as form of payment by the airline
- Tickets issued with a prepaid credit cards according to AMLD 5 (5th Anti Money Laundering Directive)
- TIP: tickets issued with agent own card are not accepted, a penalty of 50,00 EUR will be applied per ticket
- Under collected taxes / Under collected YQ or YR taxes
- Under collected fares or incorrect fares (Sales Restricts rubric in the fare rules have to be checked before issuance of a 275 ticket.)
- IT / negotiated fares / private fares /corporate fares when GP is not the operating airline
- Double refunds (via BSP Link and manual)
- Over refunded tickets
- Credit card chargebacks / Fraudulent use of the credit card
- Re-issuance without endorsements of other airline tickets
- Incorrect booking class used
- Cancellation fees, exchange fees or administration fees indicated in fare rules not deducted or collected on refunds and exchanged (Involuntary refunds must only be processed through BSP Link)
- Interline e-tickets issued when no interline agreement exists
- Ticket issued with an OPEN segment status whereas the fare basis does not permit OPEN segments
- Ticket issued with a NON CONFIRMED segment whereas the fare basis demands all segments to be confirmed.
- Non respect of IATA Resolution 852.
- BSP Tanzania: ticket issued in TZS currency will be invoiced in USD through ADM.
- Churning: For repeatedly cancelling/booking same itinerary in the same or different classes on one or more PNRs without ticketing by ticketing time limits.
- Discarding Unused Segments: For failure to remove non-ticketed unused segments (HX, UN, UC, NO, SC, TK, US, PN, HL, or WK...) more than 24 hours prior to flight departure.

For all BSPs and TCH, **APG AIRLINES** will apply an ADM fee of 10.00EUR per ADM or equivalent in local currency and another additional 30EUR fee per ticket, or its equivalent in local currency, will be added in case of ADM issued for chargeback/credit card fraud churning, discarding unused segments or non respect of IATA resolution 852.. For involuntary refund processed through GDS instead of BSP Link a penalty of 15EUR will be applied.

For ARC, **APG AIRLINES** will apply an ADM issue fee of USD15.00 per ADM and another additional equivalent of 30EUR fee per ticket will be added in case of ADM issued for chargeback/credit card fraud or non respect of IATA resolution 852.. For involuntary refund processed through GDS without a waiver code provided by APG Airlines a penalty of 15EUR will be applied.



| airlines

GP-275 ADM POLICY

10.00EUR/USD15.00 ADM administration fees are non refundable.

APG AIRLINES confirms that all ADMs can be disputed in BSP Link. Before the acceptance or the rejection of the related dispute in BSP Link, the airline or its representative will establish a correspondence with the agents.

APG AIRLINES reserves the right to change any of these requirements with 15 days advance notification.