

ASL AIRLINES ADM POLICY

In accordance with IATA Resolution 850m, ASL Airlines (5O) hereby informs travel agencies of the ADM (Agent Debit Memo) issuance policy, effective from 01 November 2024.

The obligations of travel agencies are described in IATA Resolution 824, which states that the correct issuance of tickets is the responsibility of the travel agency.

This policy applies to all tickets issued on 5O 558 stock by accredited travel agents, including BSP and non-BSP agents.

PRINCIPLES OF ISSUANCE & PROCEDURES:

An ADM may be raised in the following situations:

- **Bookings:** Non-compliant booking practices, including speculative or duplicate bookings, failure to comply with ticketing time limits (TTL), failure to cancel unused bookings, or booking activity that blocks or wastes inventory.
- **Chargebacks:** ADMs may be issued for costs arising from credit card chargebacks, including fraudulent or disputed transactions, unauthorised form of payment use, or failure to comply with card acceptance rules.
- **Commissions:** Commission is incorrectly calculated, over-claimed, or applied to non-commissionable fares or contrary to fare rules or commercial agreements. No commission is payable on under-collected amounts recovered by ADM.
- **Exchanges:** Incorrect exchanges, including failure to collect applicable fare differences, penalties, or fees, or processing exchanges contrary to fare rules.
- **Fare:** Where fares are incorrectly applied, including use of incorrect booking class or fare basis, fare rule violations, or failure to apply required tour codes or ticket designators.
- **Fees:** Where applicable fees have not been correctly collected, including change, cancellation, or no-show fees, or where waivers are applied without valid authorisation.
- **Refunds:** Incorrect refunds, including incorrect refund amounts, unauthorised refunds, or refunds processed contrary to fare rules or conditions.
- **Taxes:** Where taxes, fees, or surcharges are under-collected, not collected, or incorrectly exempted.
- **Waivers:** Incorrect Waiver Code - ADMs may be cancelled or adjusted where the Agent provides documented evidence of an authorised waiver issued by ASL Airlines prior to or at the time of ticketing.
- This list is not exhaustive and ASL Airlines reserves the right to issue an ADM for any ticketing, refunding, exchange or reservation practice that is not compliant with IATA regulations, fare rules or ASL Airlines procedures.

Minimum Value for ADM Issuance

An ADM will not be issued for an amount less than 5EUR or equivalent on fare and 2EUR or equivalent on tax. However, in case of repeated under-collections (multiple occurrences of under payments less than 5EUR or equivalent on fare or 2EUR or equivalent on tax) by the same Agent, where individual underpayments are below these thresholds, ASL Airlines reserves the right to issue an ADM to recover the cumulative underpaid amounts.

ADM FEE:

In addition to the ADM amount, an administrative fee will be charged for the processing and issuance of the ADM to the travel agency.

- ADM fee of 15EUR or equivalent

ADM DISPUTE PROCESS:

ASL Airlines undertakes dispute processing in accordance with IATA Resolution 850m and post-billing dispute for ADMs as per IATA Resolution 818g and IATA Resolution 812. The Agent should only dispute ADMs with valid reason and supporting documentation.

An Agent shall have a maximum of 15 days in which to review and dispute an ADM prior to its submission to BSP for processing.

All disputes are to be settled by the Airline within 60 days of receipt.

POLICY UPDATES:

ASL Airlines(50) reserves the right to amend this policy at any time.

CONTACT DETAILS:

All ADM disputes/request for supporting/additional information should be addressed to:

teamasl@maureva.com