

Maldivian GDS Booking Policy

Maldivian is dedicated to ensuring our partners have the essential equipment to allow the proper use of the Global Distribution Systems (GDS). The Maldivian GDS Booking Policy is brought according with the IATA Travel Agent`s Handbook and IATA Resolutions 830a, 824 and 723.

This policy is intended to help in lowering distribution expenses incurred by Maldivian because of improper GDS booking practices. However, this may additionally assist our partners by ensuring the maximum availability is offered by removing bookings that may not materialize.

Maldivian audits all bookings transactions to understand non-compliant booking practices and to query their compliance. In addition, Maldivian monitors GDS usage and any in instances of incorrect usage, cancel bookings held.

Maldivian additionally reserves the rights to issue with an Agent Debit Memo (ADM) or invoice to recover distribution expenses incurred because of breaches to this policy. Please refer to the below table for relevant ADM fees. Where appropriate, Maldivian may also limit or restricts an agency's access to Maldivian inventory.

Please refer to the below for an overview of booking practices that results in charges to Maldivian and that are not permitted:

Duplicate Bookings

- 1- Duplicate bookings refer to a customer holding multiple confirmed Maldivian segment/s for the same origin and destination, same customer named and reserved by the same PCC. Duplicate bookings are not allowed and reduced seat availability for other customers. Maldivian performs checks and will warn of a suspected duplicate booking via SSR or a Vendor Remark. Note: the booking may be cancelled if not corrected.

Please note that any ticketed duplicate reservation which is not cancelled prior to departure will constitute a "no show" and the fare paid will be forfeited.

Fake Name Bookings

MALDIVIAN GDS BOOKING POLICY

July 2024



- 1- Bookings held in fake passenger names are not allowed. Bookings are to be held in only genuine passenger names.
- 2- Maldivian performs automated checks and will warn of a suspected “fake name” booking via SSR or a Vendor Remark. Note: the booking may be cancelled without warning.
- 3- Please note that a training environment should be used for the training of staff or for testing purposes.
- 4- Examples of fake name bookings include:
 - TEST/PNR MR
 - HELLO/KITTY MR
 - TRAINER/AMY MS
 - QOUTE/A MISS

Passive Bookings

- 1- Passive segments are solely permitted for the purpose of tickets when it matches an existing booking held in our reservation system and are strictly not permitted for administrative reasons and/or for the purpose of completing your PNR itinerary.
- 2- Passive segments should never be used to prevent a booking from purging. Retention lines, or auxiliary segments, can be used to prevent a booking from purging. Please contact your GDS helpdesk for more information about using retention lines/auxiliary segments.
- 3- Please note that passive segments can negatively impact active segments in the PNR. For example, if a passive segment is booked and simultaneously an active segment in the PNR is cancelled. Maldivian may not receive the message to cancel/remove the active segment and convert to “no show” status at flight departure.

Speculative Bookings

- 1- Speculative bookings refer to segments booked without real demand and or/ which are not directly related to a request from a customer. Bookings which speculatively reserve inventory for potential future sale are not allowed.

Pseudo City Code (PCC) requirements

- 1- Your PCC must be recorded in the PNR, and you must only access, market, sell, ticket or distribute Maldivian airfares within your PCC’s country of domicile unless authorized by Maldivian.

Cancellation Ratio

- 1- Cancellation ratio describes the relation between the number of gross booked segments and the number of cancelled segments. A cancellation ratio above 75% must be avoided.
- 2- Whenever possible, cancellations should be done 24 hours before departure.

MALDIVIAN GDS BOOKING POLICY

July 2024

Dual GDS



- 1- A trade partner that uses more than one GDS must book, ticket, refund, re-issue and exchange a specific customer itinerary within the same GDS. Creation of ticketed passives in another PNR and in another GDS system results in high costs to the airline for the same customer and is therefore not permitted.

Inactive Segments

- 1- PNR segment/s that contain any status of HX/NO/UC/UN/US/WL/WN should be cancelled immediately.
- 2- Failure to cancel these segments immediately may result in ADMs being issued.

Redundant Segments

- 1- A redundant segment refers to instances where segments are held in a PNR that cannot be physically flown by the customer. An example of redundant segment is listed below:
 - MLE DAC 08 APR
 - GAN DAC 09 APR
 - DAC GAN 10 APR
- 2- Redundant segments are not permitted and limit seat availability for other customers.
- 3- Maldivian performs automated checks and will warn of a suspected “redundant segment” via SSR or a vendor Remark. Note: segments may be cancelled without warning.

Married Segments

- 1- Maldivian applies Married Segments Logic Controls, and the availability provided on married segments may as a result differ from the availability provided if the segments were sold separately.
- 2- Industry Partners must not separate married segments for any purpose nor attempt to manipulate the inventory to circumvent Maldivian Married Segment Control.

Waitlists

- 1- Please refer to fare rules to check whether waitlisting is permitted for the fare type.
- 2- Please ensure waitlist requests are kept to a minimum. Any unwanted waitlists must be cancelled immediately and no later than 24 hours prior to departure.
- 3- Please ensure that you check your queues regularly for updates to waitlisted segments.

Churning

- 1- Churning refers to repeatedly cancelling and rebooking the same segment/s to circumvent fare rules. Tickets are to be issued within fare guidelines and if this is not possible, segments must be cancelled.

MALDIVIAN GDS BOOKING POLICY

July 2024



- 2- Please use a Maldivian highest available fare if flexible fare rules and conditions are required by the customer.

ADM Fees

For breaches to the GDS Booking Policy, Maldivian applies the following fee structure.

The table below lists some, but not all, booking practices and their penalties.

Policy Violation	Charges (USD or corresponding amount in local currency)
Fake Name Bookings / Speculative Bookings / Duplicate Bookings / Redundant Segments / Incorrect Waitlisting / Dual GDS / Passive Bookings	USD 10.00 per passenger / per segment
Pseudo City Code (PCC) Requirements	USD 10.00 per passenger / per PNR
Married Segments	USD 250.00 per passenger / per segment
Inactive Segments	USD 10.00 per passenger / per segment
Churning	USD 10.00 per passenger / per booking segment with repeated cancelling and rebooking actions

Please note that the policy applies to booked segments that contain Maldivian's Q2 flight designator code, regardless of whether the itinerary is ultimately ticketed or not.

All ADMs issued by Maldivian for GDS Booking Policy violations are subject to an administration processing fee of USD 50.00 per ADM (or the corresponding amount in the local currency). Please refer to the Maldivian Agency Debit Memo and Agency Credit Memo Policy through our Revenue Accounting department for further details at nafia.m@iasl.aero.

Maldivian reserves the right to block any Travel Service Provider's access to view, book or ticket Maldivian inventory in case of non-compliance of the booking policy or any other violations to the Airline's inventory. If a Travel Service Provider has been blacklisted, Maldivian reserved the right to charge the applicable GDS cost / inventory wastage cost of such PNRs and the administrative overheads due to violation of policy prior to reinstatement of the access to the Airline's inventory.

Please ensure that you refer to Maldivian's Fare Rules and any applicable policies available on the Maldivian website.