Date: January 27, 2025

To: All Travel Agencies

Subject: Ethiopian Airlines GDS/CRS Booking and Ticketing Policy Update

Dear Travel Partners,

We would like to take this opportunity to reiterate the importance of Ethiopian Airlines' GDS/CRS Booking and Ticketing Policy, which has been in effect since February 1, 2017. This policy is designed to streamline booking practices, reduce unnecessary GDS violations, and mitigate operational inefficiencies, such as unremoved inactive segments and improper booking behaviors, which can negatively impact seat inventory.
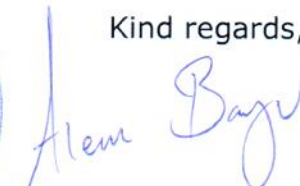
The enclosed policy, which includes minor amendments, serves as a key guideline for all bookings made through travel agencies (including OTAs/Online travel agents) or any entities accessing Ethiopian Airlines' inventory via GDS platforms. All agents must ensure that their teams, employees, and contractors are fully acquainted with and adhere to the terms outlined in this policy.

Please note that this policy may be updated periodically. Ethiopian Airlines will provide advance notice of such changes.

We appreciate your cooperation in upholding these standards and look forward to continuing our successful partnership.

Kind regards,

Alem Bayu (Mr.)

Director Distribution and Global Corporate Sales

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ETHIOPIAN AIRLINES Booking and Ticketing Policy

Preamble:

This booking and ticketing policy hereafter referred to as "Policy" is added to Manage bookings made by CRS/GDS subscribers, including travel agents, online travel agents and any entity (here after the "Agent") that is accessing Ethiopian airlines' (here after "ETHIOPIA") inventory via any of the GDSs for booking and/or ticketing air transportation on ETHIOPIAN flights on/after 9th day of January 2025.

The Agent has the responsibility to ensure that all of its employees and contractors, in all of its locations, are familiar with this Policy, including future amendments. The provisions of this Policy and its associated practices and procedures are subject to changes from time to time at any time upon notice from ETHIOPIAN.

The Agent in booking and and/or ticketing pursuant to this Policy, will comply with all applicable laws.

ETHIOPIAN GDS/CRS Booking/ Ticketing Policy Terms:

1.   Duplicate Booking

ETHIOPIAN definition of a duplicate booking is the use of the same passenger name for an additional flight for the same market/date/IATA number regardless of flight number, class of service, or status code. As duplicate bookings continue to drive unnecessary CRS costs.

2.   Fictitious Booking

Fictitious bookings are those with name field items that for example read as test/traveler/tourist/NTBA/passenger or a surname with fictitious initials, i.e. a/b/c/d/e since eliminating fictitious booking will free up seats while reducing unnecessary GDS cost for ETHIOPIAN.

3.   Inactive segments

When a reservation is affected by a schedule change, ticketing time limit action, flight cancellation or other extraordinary circumstance, ETHIOPIAN sends notification directly to the original booking agent's GDS queue so that the booking agent accepts the change and removes the inactive segments. Accordingly, the Agent must take timely follow-up action on reservations that have been cancelled by ETHIOPIAN by releasing inactive segments from the bookings.

Agents must ensure that all inactive segments such as HX, UC, US, NO, DL, UU, are removed from the active PNR to its history at least 24 hours prior to the scheduled departure.

4.   Churning of Space

ETHIOPIAN defines Churning as any cancel/rebook activity intended to circumvent ticketing time limits or hoard inventory. Agents must avoid repeated canceling and re-booking of the same or different flight, class, date or route (churning) to circumvent ticketing time limits or for any other reason whatsoever as this leads to unreasonably high booking / canceling volumes resulting in higher GDS cost for ETHIOPIAN.

Churning also includes repeated re-booking of segments cancelled by ETHIOPIAN, repeated booking and cancelling segments within the same PNR or across PNRs and within the same GDS or across GDS.

5. Passive segments

ETHIOPIAN defines passive segments as a segment entered in a GDS that does not result in a ticket being issued that is typically used by agents to generate itineraries or make notes. Industry standards require that passive segments be used "for the purpose of ticketing" only after a booking has been made in an airline's inventory system and must match with booking existing on the airlines reservation system.

6. Waitlist

Waitlists are roster names of those wishing passage on a full flight or other trip usually honored in order in case of cancellations. Agents must ensure all waitlisted booking are removed from the active PNR at least 24 hours before departure time.

7. No-Show

ETHIOPIAN defines a No-show as a confirmed booking segment kept in the system until after 24 hours to flight departure and for which a passenger has failed to show up at the time of the flight departure. Travel agencies are responsible to clean their booked PNRs and to cancel all segments not ticketed or if the passenger is not going to travel.

8. Group Bookings

The Agent must make all Bookings for travel on ETHIOPIAN directly through ETHIOPIAN Call center or at any ETHIOPIAN Ticket/Reservation Offices. booking may be passively accessed through the GDS for ticketing purposes only.

9. Dual CRS/GDS

An Agent that uses more than one CRS/GDS in its business must book and ticket a specific passenger itinerary within the same CRS/GDS. Creation of ticketed passives in another PNR and in another GDS results in high costs to the airline for the same set of passengers, and therefore unacceptable.

10. Contact Missing

Entry of contact data (IATA Reso 830d) IATA Reso 830d requires travel agents to actively ask the passenger whether they wish to have their contact details (mobile telephone number and/or email address) provided to airlines participating in the itinerary to be contacted in the event of a flight irregularity/disruption. Ethiopian Airlines require travel agents to enter the customer contact information in the PNR using the IATA standard "SSR CTC" format. In case the passenger refuses to provide the contact details to the airline, the respective PNR entry is mandatory as well. In case of a refusal enter SSR CTCR in the PNR. (R=refused) Ethiopian Airlines will not reimburse the customer for any costs incurred or pay compensation or accept any kind of liability as a result of the passenger's refusal to provide contact information. As per standard, the SSR CTC contact data is only used in short-term irregularity/disruption situations as per standard process, in case of planned long-term schedule changes: Segment status is changed (UN, WK, UN/TK, WK/SC) and travel agent is notified via queue message in the reservation system used. Within the framework of the travel agent's contract with the customer, the travel agency is obliged to inform the customer about important information (including schedule changes) received from the airlines. If the travel agent does not comply with this obligation and the customer incurs additional costs or asserts further claims due to the lack of information, Ethiopian Airlines will refuse to reimburse the customer for costs/compensation payments and refer the customer to the travel agency to assert such claims. The airline may also have the right to recourse against the travel agent.

11. ADM Fees and penalties:

A)   ETHIOPIAN strictly prohibits and will hold the Agent responsible for any losses due to action in violation of this Policy. Penalties of non-compliance to this Policy shall be:

Violations	Scope of Audit	Penalty
Reservation Booking Designator (RBD) violation	Validation on booked vs. ticketed data where there is a mismatch between ticketed and booked RBD	Fare variance between booked and ticketed RBD (if there is no fare for the booked RBD, then the next higher fare to the booked RBD) and penalty USD 100.
Excessive Churning	Verification on agency rebooking a segment or segments canceled either by the agency or airline four (4) or more times in one PNR or across different PNRs.	To be invoiced if the total misuse cost is equal to or exceeds $15 in any single audit month.
Duplicate segments	Verification on agency created duplicate segments	To be invoiced if the total misuse cost is equal to or exceeds $15 in any single audit month.
Other misuse	Verification on agency with other misuse involved, which includes fictitious bookings, invalid day of operation, reject overrides, invalid flight number, invalid city pair, invalid booking class, invalid open segment, invalid waitlist class, and fake names. Segments cancelled within 24 hours of departure if charged to airline will be recharged to agent.	To be invoiced if the total misuse cost is equal to or exceeds $15 in any single audit month.
Inactive bookings	Verification on agency bookings with segment status HX/UN/NO/UC/US etc. otherwise known as non-productive segments.	To be invoiced if the total misuse cost is equal to or exceeds $15 in any single audit month.
Minimum Connecting Time (MCT) violation with OAL	Verification on bookings that undercut required MCT	Fixed amount USD100 per passenger
Speculative bookings	Bookings made when no definite passengers exist, in anticipation of possible sale	Fixed amount USD100 per segment per passenger
	Bookings created in higher classes that are released close to departure to make seats available in lower classes	
	Excessive waitlists	
Use of robotic macros/scripts	Use of robotic macros/scripts to perform availability functions within GDSs	Fixed amount of USD5 per hit

Violations	Scope of Audit	Penalty
Origin & Destination (O&D), Married Segment and Journey data (JD) Violation	Verification on bookings that do not follow the O & D logic and other various practices used to manipulate the system to accept bookings made against the Married Segment and Journey data Logic.	To be Invoiced the fare difference with the highest fare/tax/commission of the Cabin i.e. For economy highest Y and Business highest C fare difference from Collected amount to be charged.
POC (Point Of Commencement) violation	Creation of segment (s) not in the right booking sequence as per the journey passenger intends to travel, with the intention to circumvent inventory to obtain seats in RBD (s) which may have not been available when the same was requested.	The fare difference between the travelled itinerary and ticketed.
Credit Card Charge back	In case Ethiopian Airlines is debited by the credit card acquirer for purchase rejection by passenger, credit card misuse or fraud case on a ticket issued by the agent, Ethiopian Airlines will charge the agent for the cost. The agent is always responsible for checking the validity of the credit card and to ensure that the card transaction is not fraud.	Agents to be debited for the chargeback amount received plus chargeback processing fee and any associated penalties by the card schemes or regulatory bodies resulting from credit card misuse or fraud.
Fare/sales violation	Validation for the compliance of fare and sales conditions on all purchased tickets (e.g. advance purchase, agency applicability, add-on fares, blackout period, booking class, under collection of fare, booking flight condition, Other Airlines (OAL) carrier condition, routing, sale date validity, travel date validity/seasonality violation, stop over surcharge, upsell charge for class upgrade, over-claim of commission, combination condition, min/max stay conditions, under collection of taxes and fees, weekend surcharge, child/infant discounts and all other special discounts, date of birth check, expiry of fare, Pricing Unit Concept (PUC), baggage allowance check, Carrier Identification Plate (CIP)/plating violation: abuse of CIP/plating conditions on ET /OAL plate where the fare rule/fare note does not allow to do so, regardless if the ticket is auto or manually priced.	Fare/tax/commission difference

Violations	Scope of Audit	Penalty
Fare violation for tickets issued with open/request status	Validation on purchased tickets with open/request status where confirmed reservation is required	Fare difference with the Y fare
Refund violation	Validation on documents claimed for refund, duplicate refund check.	Fare/tax/ commission difference
Reissue violation	Validation on reissued documents	Fare/tax/ commission difference
Inappropriate fare combination (class mix)	Fare combination contradicting to the stipulated fare rules	Fare difference to first higher fare where mix class is permitted
Combining negotiated space with free sale inventory	Combination of negotiated space with free sale inventory within one O&D without authorization	Fare difference between fare and RBD booked with free sale
Baggage allowance	Verification on baggage allowance printed on the ticket vs. the actual allowance approved for applicable fares/Point of Sales (POS)/deal code, etc	The difference between the actual EXB fee
Disputes	Rejection by agents for the charges raised	Rejection/approval
SOTO/SOTI Sales in Restricted Countries	Verification on agencies issuing tickets in areas with SOTO/SOTI sales restrictions.	To be invoiced with the highest fare of the cabin.

B) **Loss of Access/Termination:** Frequent violations of this Policy and/or failure to pay any outstanding fee may result in the loss of access to view, book and ticket ETHIOPIAN inventory.

c) **ADM Processing Fee:** For ADMs resulting from GDS abuse, an additional processing fee of 12% will be applied to each ADM amount in USD (or equivalent in local currency) to cover the cost of processing the ADMs.