



TRAVELPORT GALILEO FARE GUARANTEE POLICY

Effective: 09 June 2011

Nature of Guarantee

This document describes the **Fare Guarantee Policy** (the "**Policy**") which Travelport Galileo applies to review claims for the reimbursement of debit memos issued by airlines ("ADM(s)" or "debit memo(s)"). Although under no obligation, Travelport Galileo will cover the cost of debit memos issued by airlines that meet the standards identified in this **Policy**. Travelport Galileo will review such claims on a case-by-case basis and will take the criteria outlined in this **Policy** into consideration as it determines whether to reimburse the cost of such debit memos. This **Policy** supersedes and replaces the Travelport Galileo **Fare Guarantee Policy**, dated May 1, 2006.

In no event should this **Policy** be construed to, or relied upon, to **guarantee** the lowest **fare**. Rather, this **Policy** represents a good-faith effort on the part of Travelport Galileo to promote **fare** accuracy at the time of ticketing.

This **Policy** is not intended to be legally binding or create any contractual relationships between Travelport Galileo and any third party. This **Policy** is a **policy** only and the word "**Guarantee**" is not to be construed under any law as having any legally binding effect. This **Policy** is a stand-alone document and does not form any amendment or addendum to any existing agreement between Travelport Galileo and any of its Subscriber travel agencies ("Subscribers"), sales and marketing offices ("SMOs"), national distribution companies ("NDCs") or their clients or customers.

This **Policy** may be amended from time to time or withdrawn by Travelport Galileo at its sole discretion and without prior notice by or any liability to Travelport Galileo.

Payment of Claims

All ADMs will be reviewed and considered according to the provisions of this **Policy** for validation. Approval by Travelport Galileo is required before payment will be released (assuming an ADM is approved). Provided that ADMs submitted to Travelport Galileo qualify for review under this **Policy**, Travelport Galileo will use its reasonable commercial efforts to process an ADM within 45





days of receiving documentation supporting the submission. If the SMO/NDC chooses to pay any ADMs before receiving approval from Travelport Galileo, the SMO/NDC accepts the risk of not being reimbursed if the ADM is subsequently not approved by Galileo. ADMs submitted without the specified supporting documentation or outside the scope of this **Policy** will not be considered for payment.

General Provisions - Eligibility and requirements for investigation and reimbursement

This **Policy** covers ticketed **fare** quotes that are automatically produced by the Travelport Galileo 360 **Fares**™ system on both the Travelport Galileo® (1G) and Apollo® (1V) reservation systems. The **Fare** Code Indicators (on Apollo) and **Fare** Status Indicators (on Travelport Galileo) used on tickets are the source of reference for determining if the ticketed **fare** might qualify under this **Policy**. A debit memo will be considered for reimbursement only if it meets all of the following guarantee criteria:

1. The ADM is issued against a ticket that was automatically priced and ticketed on the Travelport Galileo or Apollo reservations systems;
2. The ADM has been (i) submitted either by a Subscriber and logged by the SMO/NDC via the ADM GUI or directly to Travelport Galileo by an air carrier (through Travelport Galileo's *Direct Submission* program); and (ii) received by Travelport Galileo no later than one (1) year from the date of ticket issuance.
3. The following information must be submitted for a debit memo to receive consideration for reimbursement. The absence of any of the following may disqualify or delay resolution of a debit memo:
 - a. A copy of the original debit memo (or electronic equivalent), and backup sheets (stating the debit memo reason);
 - b. A copy of the Apollo/Travelport Galileo issued ticket;
 - c. The "ticketing" agency Apollo/Travelport Galileo Pseudo City Code;
 - d. The agency contact (Name/Address/ Pseudo City Code/email address for correspondence); and
 - e. Such other information as Travelport Galileo may reasonably require.





General Exclusions - What is not covered by this Policy:

Travelport Galileo will **not** consider reimbursement for any debit memos arising from, or related to, any of the following situations (including, but not limited to):

- 1. Errors in the data received from filing suppliers.**
- 2. Airline fare filing or other airline initiated fare errors**
- 3. Misuse by the carrier of surcharge fields**
- 4. Shopping results**
- 5. Any queries related to fare displays**
- 6. A result that is not the lowest available fare**
- 7. Future travel (i.e., travel that is not yet completed), itineraries that are not flown or that are cancelled**
- 8. Airline issued tickets (including those issued as a result of manual TODs, PTAs and Automated MCOs).**
- 9. Changes to the itinerary en route or exchanged tickets** (in such cases debit memos will only be covered if they are claimed against the new ticket).
- 10. Non fares charges & surcharges** (e.g. paper ticket charges, baggage charges, commissions, debit memo processing fees and other airline service fees.). YQ & YR service fees will not be considered unless filed through the ATPCO automated YQ/YR facility.
- 11. Debit memos caused by limitations in the Travelport Galileo or Apollo systems or disagreements on interpretation of fare rules**
- 12. Manually constructed fares:**

Manually created **fare** quotes - use of fill-in-formats, **Fare** Identification Codes (where the rules are overwritten), pricing modifiers (such as stopover, connections, break points, and discount modifiers) or any override or manipulation of the itinerary and pricing applications will not be covered.



13. Altered tickets:

Any ticket field or document altered or modified by erasure, handwriting, correction fluid, typing, or by the use of software or any other means will not be covered. Use of revalidation stickers is not considered a ticket alteration as long as the revalidation was done prior to the start of travel and in accordance with the rules applicable to the **fare**.

14. Eligibility of Passenger Types:

While certain **fares** obtained by the use of Passenger Identification Codes (PICs, PTCs or PDs) are covered by this **Policy**, the eligibility of the passenger for such a **fare** cannot be **guaranteed**.

15. Non validated rules or conditions

Rules or restrictions that cannot be validated during the **fare** quote are not covered, such as charges related to itinerary changes, refunds and penalties, minimum group size and tour payments.

16. Tariff, Rules, Text and Supplemental Displays

This **Policy** applies only to automatic **fare** quotes at the time of ticketing. Information on **fare** quote displays (including Tax and PFCs) are not covered.

17. Negotiated Fares

Ticketed **fare** quotes related to negotiated/private **fare** structures such as net, bulk, non-public, consolidator, contract/corporate or negotiated rates are not covered. Ticketed **fare** quotes related to negotiated **fare** structures used in net remit and net report (Bulk and Inclusive Tour) tickets are not covered.

18. Reservations made in bad faith

Where a Subscriber has intentionally made a reservation for **fares**, where reasonable inquiry by that Subscriber would show that such **fares** had been incorrectly quoted through the Travelport Galileo or Apollo systems, it is, in Travelport Galileo's opinion, a reservation made by the Subscriber in bad faith, including any abuse of the plating carrier function.





*The foregoing list of ineligible debit memo submissions is representative rather than an exhaustive explanation of grounds for denial of reimbursement under this **Policy**. Travelport Galileo reserves the right to amend this list at its sole discretion and without prior notice by or liability to Travelport Galileo.*

Any decision to honor a debit memo shall be entirely at the discretion of Travelport Galileo.

Please only send ADMs that are covered by this **Policy**, and forward all requested ADM documentation to: adm@travelport.com

