

APPROVED BY:

Director of the Sales Department
of PJSC “Aeroflot”
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ADM Policy of PJSC “Aeroflot” for Agents under Direct Agency Agreements, BSP Agents of All Countries (excluding Russia, CIS*, Georgia, China) and ARC Agents

Item No.	List of Violations of the Booking Rules, Ticketing Requirements and Reporting Procedures	List of penalties
1	Unreported sales – Traffic documents issued and not reported in the corresponding reporting period (including documents issued in exchange)	Full amount of applicable fare and fees (taxes) and a penalty of USD 100.00 (one hundred U.S dollars) for each ticket or USD 30.00 (thirty U.S. dollars) for each miscellaneous charges order (MCO), each excess baggage ticket (EBT), and each electronic multi-purpose document (EMD), at the discretion of the Carrier
2	Incorrect agency commission amount reported	Compensation for the incurred loss and a penalty of USD 30.00 (thirty U.S. dollars) for each report, at the discretion of the Carrier
3	Not filled-out / incorrectly filled-out fields of traffic documents (according to the rules of the Carrier and the IATA Ticketing Handbook), absent or incorrect (incomplete) information in the report as compared to the information of traffic documents. Failure to comply with the requirements of the Carrier when generating reports.	Compensation for the incurred loss and a penalty of USD 30.00 (thirty U.S. dollars) for each report or document, at the discretion of the Carrier
4	Incorrect fare level, violation of the applicable fare rules (including applicable fare discount child, infant... etc.)	Compensation for incurred loss and a penalty of USD 100.00 (one hundred U.S. dollars) for each ticket or USD 30.00 (thirty U.S. dollars) for each EMD / MCO / EBT, at the discretion of the Carrier

5	Incorrect level of Fees (Taxes)	Compensation for the incurred loss and a penalty of USD 30.00 (thirty U.S. dollars) for each traffic document, at the discretion of the Carrier
6	Incorrectly processed refund / changes of ticket (including refund / changes fee not being charged or miscalculated)	Compensation for the incurred loss and a penalty of USD 30.00 (thirty U.S. dollars) for each ticket, at the discretion of the Carrier
7	Change of surname and / or given name to another passenger in individual PNR	A penalty of USD 100.00 (one hundred U.S. dollars) for each PNR
8	Creating false or test bookings using active GDS booking mode (outside of the test mode) including entering fake names in the PNR	A penalty of USD 100.00 (one hundred U.S. dollars) for each PNR
9	Creation of duplicate or multiple bookings per passenger within one point of sale, booking of alternative segments in the same PNR (alternative segments should be immediately removed when the final booking has been created)	A penalty of USD 30.00 (thirty U.S. dollars) for each duplicate / alternative PNR or for each duplicate / alternative segment in one PNR
10	Entering false ticket numbers in the PNR	A penalty of USD 100.00 (one hundred U.S. dollars) for each PNR
11	Ticketing without actually confirmed seats in the PNR or ticketing with the SA / RQ status except as permitted by the Carrier	Compensation for the incurred loss and a penalty of USD 100.00 (one hundred U.S. dollars) for each traffic document
12	Inconsistency of the booking class in the PNR and / or in the ticket with the fare in the ticket	Compensation for the incurred loss and a penalty of USD 100.00 (one hundred U.S. dollars) for each traffic document, at the discretion of the Carrier
13	Incorrect fare basis / booking class used to issue tickets on segments operated by another carrier, under the Interline agreement	Compensation for the incurred loss and a penalty of USD 100.00 (one hundred U.S. dollars) for each traffic document, at the discretion of the Carrier
14	Absence of passenger's passport data in the PNR and / or ticket when such requirement is established by the Government laws, or input of deliberately false passport data	A penalty of USD 30.00 (thirty U.S. dollars) for each violation, at the discretion of the Carrier
15	Ticketing (including individual bookings) in violation of the minimum connection time specified in the booking system	Compensation for the incurred loss and a penalty of USD 100.00 (one hundred U.S. dollars) for each violation
16	Failure to cancel seats in the event of cancelation of the air transportation by the passenger (in the event of voiding, refund, or reissuance of the ticket)	Compensation for the incurred loss and a penalty of USD 100.00 (one hundred U.S. dollars) for each violation

17	Changes of flight segments by agent in the PNR with the issued ticket without reissuing the ticket within the established fare rules terms	Compensation for the incurred loss and a penalty of USD 100.00 (one hundred U.S. dollars) for each PNR, at the discretion of the Carrier
18	Failure to provide an itinerary / receipt of the electronic passenger ticket in Russian (when tickets issued on territory of the Russian Federation)	Compensation for the incurred loss and a penalty of USD 100.00 (one hundred U.S. dollars) for each violation
19	Failure to comply with the technology of creation / modification of booking entries (PNR) in respect of the contact information of the passenger if the Agent has failed on its own to inform the passenger about the reason behind the timetable changes / cancellation and has thus caused the Carrier loss and / or filing of claims by the passenger and / or authorized authorities in respect to the Carrier	Compensation for the incurred loss and a penalty of USD 30.00 (thirty U.S. dollars) for each PNR
20	Issuing of tickets (BSP, ARC) validated on a carrier who is not involved in the carriage or issuing tickets validated on Aeroflot ticketing stock under the Interline agreement without SU segments if it is prohibited by the rules of the Carrier	A penalty of USD 30.00 (thirty U.S. dollars) for each traffic document
21	Violation of the rules for ticketing of certain categories of passengers (children, infant, sailors, military servicemen, and subsidized carriage), group carriages, and carriages with requests of special services (EXST / CBBG / STCR / UMNK) established by the Carrier	Compensation for the incurred loss and a penalty of USD 100.00 (one hundred U.S. dollars) for each PNR, at the discretion of the Carrier
22	Booking of a flight without issuing a ticket and without return of seats to the system within one hour after the creation of the booking less than 24 hours before the time of departure	A penalty of USD 30.00 (thirty U.S. dollars) for each PNR
23	Booking and issuance of the ticket with a fictitious point of origin or destination in order to reduce the level of the applicable fare (“cross border selling”)	Compensation for the incurred loss and a penalty of USD 100.00 (one hundred U.S. dollars) for each traffic document
24	Cancellation of flight segments in ticketed PNR and / or cancellation / refund of the ticket processed without receiving request from passenger or authorized person	Compensation for the incurred loss and a penalty of USD 120.00 (one hundred and twenty U.S. dollars) for each PNR

25	Loss of blank ticket stock (for direct agency agreements)	Compensation for the incurred loss and a penalty of USD 100.00 (one hundred U.S. dollars) for each ticket or USD 30.00 (thirty U.S. dollars) for each miscellaneous charges order (MCO) and each excess baggage ticket (EBT), at the discretion of the Carrier
26	Failure to cancel inactive segments with the HX / UC / UN / HL / NO status	Compensation for the incurred loss
27	Booking of married segments for subsequent cancellation of one of them and saving the other for the purposes of confirmation of seats in the booking class that are not available for the flight in case of a request of this leg only	Compensation for the incurred loss and a penalty of USD 100.00 (one hundred U.S. dollars) for each PNR, at the discretion of the Carrier
28	Simultaneously holding seats on the screen in the different classes with periodic updates without creating bookings for the purpose of blocked space (“freezing” seats)	A penalty of USD 50.00 (fifty U.S. dollars) for each seat, at the discretion of the Carrier
29	Cancellation (Voiding) of tickets more than one hour after issuing, when tickets issued on the day of departure or one day before the travel (in such cases refund must be processed according to the fare rules)	Compensation for the incurred loss and a penalty of USD 100.00 (one hundred U.S. dollars) for each ticket, at the discretion of the Carrier
30	Loss of Carrier’s revenue due to incorrect calculation of fares, taxes / fees, or incorrect ticketing through the fault of GDS	Compensation for the incurred loss
31	Failure to comply with the requirements of the Carrier in respect to the use of validator numbers in the course of ticketing (for direct agency agreements)	A penalty of USD 100.00 (one hundred U.S. dollars) for each identified case, at the discretion of the Carrier
32	Failure to comply with the deadlines for settlement of claims (for direct agency agreements)	A penalty of USD 100.00 (one hundred U.S. dollars) for each identified case, at the discretion of the Carrier
33	Failure to comply with the deadline for provision of reports on revenue from the sale of air carriage in accordance with the Reporting Date Calendar and the agency agreement (for direct agency agreements)	A penalty of USD 30.00 (thirty U.S. dollars) for each identified case, at the discretion of the Carrier
34	Failure to comply with the deadline for provision of an XML report on the sales of air carriage (for direct agency agreements)	A penalty of USD 30.00 (thirty U.S. dollars) for each identified case, at the discretion of the Carrier
35	Using the function “dispute post billing” by agent for a legitimate exposed ADM (for BSP / ARC agents)	Issuing a new ADM and penalty of USD 100.00 (one hundred U.S. dollars) for each identified case, at the discretion of the Carrier

Notes.

1. If the currency of the penalty does not coincide with the reporting currency of the Agent, the equivalent amount must be calculated using the exchange rate published in the booking system as of the date of issuance of the ADM.

2. The ADM can be issued within one year from the date of ticketing with the exception of the following:

- for air carriage with other airlines, the ADM can be issued if and when new invoices are issued by other airlines within one year from the date of the issuance of an invoice by such other airlines;
- on the traffic documents which were refunded, the ADM may be issued within one year from the date of refund;
- for unregistered bookings, the ADM may be issued within one year from the date of the first flight segment.

For BSP and ARC agents, the deadlines for the issuance of ADM are specified in the applicable provisions of IATA and ARC manuals.

3. The ADM is issued to the Agent for the following violations:

- violation of the fare application rules and other regulations, technologies, and regulations of the Carrier published on the website of PJSC “Aeroflot” (www.aeroflot.ru) and booking systems or sent to the Agent by the Carrier by means of email communication, as well as those contained in the contracts by and between the Carrier and the Agent;
- failure to comply with the rules for the agents as set out in the applicable provisions of IATA and ARC manuals.

4. The ADM for the violations performed by the Agent that are caused by the failure of the booking system (GDS) are also payable in full by the Agent.

5. In respect to BSP and ARC agents, the Carrier may apply an administration fee of USD 15.00 (fifteen U.S. dollars) to cover the administrative costs of the Carrier for the issuance of ADM / ACM in the following cases:

- issuance of an ADM in the amount of the incurred loss without a penalty for violation of the booking rules and the requirements for ticketing and reporting;
- issuance of an ACM to correct the errors of the Agent.

6. The ADM can be disputed by the Agents BSP and ARC at once and only with option ADM Dispute functionality in BSPlink (ARC Memo Manager) within the established term of IATA and ARC. The Carrier will consider and settle (approve or reject) all ADM’s disputes within the established term of IATA and ARC provided that all relevant supporting documentation and/or information have been submitted at the disputing time.

*CIS countries - Armenia, Azerbaijan, Belarus, Kazakhstan, Kyrgyzstan, Moldova, Russia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan