

## **Alia – the Royal Jordanian Airlines (Royal Jordanian)'s Booking Policy**

### **Updated Version (2024)**

**Dear RJ partners and travel agents,**

Royal Jordanian Booking Systems are programmed to provide the best availability for its flights through different GDSs. As all booking activities for RJ flights take effect on these systems via RJ's inventory. Booking activities are monitored by an auditing program. This is to ensure the integrity of Royal Jordanian's inventory for the benefit of passengers, travel agents and Royal Jordanian itself.

Abiding by this Booking Policy and the consequences of violation apply for every entity accessing Royal Jordanian Inventory and Reservation System. These entities include IATA, Non-IATA, ARC, and Non -ARC accredited travel agents using any of the GDSs.

This document explains the rules that Royal Jordanian applies to ensure proper booking activities. Violations of these rules may lead to Agent Debit Memos (ADM) or invoices, and/or ultimately disconnection from accessing Royal Jordanian Inventory and Reservation System.

Thank you in advance for your support and cooperation.  
For any questions regarding the Booking Policy, kindly contact your local RJ Sales Team.

GUIDELINES	Fine payable to Royal Jordanian/USD												
<p><b>1- Churning:</b></p> <p>Means excessive book and cancel segments for the same passenger on the same flight, date, and route.</p> <p>This is usually used to:</p> <ul style="list-style-type: none"> <li>• Achieve the GDS productivity targets.</li> <li>• Extend time limit.</li> <li>• Reactivate the PNR after it was canceled without referring to the passenger.</li> </ul> <p>The above practices are strictly prohibited</p> <p>A. Segment(s) booked or canceled either by agency/airline max (2) under one PNR or across different PNRs for the Promotional RBDs (P, O, R, W), regardless of the ticket was issued or not.</p> <p>B. Segment(s) booked or canceled either by agency/airline max (4) under one PNR or across different PNRs for the other RBDs, regardless of the ticket was issued or not.</p> <p>*Churning segment count will be considered starting the 1<sup>st</sup> transaction.</p>	<p><b>6</b></p> <p><b>Per segment Per passenger</b></p>												
<p><b>2- Fictitious &amp; Speculative / Training &amp; Test Bookings / Uncommitted Bookings:</b></p> <p>It is prohibited to make:</p> <ul style="list-style-type: none"> <li>• Reservations which are created using fictitious names or speculative segments, with no intent of travel and not directly related to a request from a passenger to purchase a ticket.</li> <li>• Reservations created for training and testing purposes. As it is only permitted on the training module provided by the GDS and it must be used only for testing functionality or training personnel.</li> <li>• Uncommitted booking which means when the agent book segments and hold them without ending the reservation (without EOT) for longer than the usual time it takes to end a usual booking.</li> </ul> <p>RJ shall have the right to ask for any proof from the agent to investigate a suspected abuse case.</p>	<table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th colspan="2" data-bbox="1109 974 1321 1041">Flight Range Per segment / passenger</th> <th data-bbox="1321 974 1449 1041"></th> </tr> <tr> <th data-bbox="1109 1041 1249 1153">Within 72 Hours</th> <th data-bbox="1249 1041 1321 1153"></th> <th data-bbox="1321 1041 1449 1153">More than 72 Hours</th> </tr> </thead> <tbody> <tr> <td data-bbox="1109 1153 1249 1339"><b>Business</b></td> <td data-bbox="1249 1153 1321 1339"><b>300</b></td> <td data-bbox="1321 1153 1449 1339" rowspan="2"><b>20</b></td> </tr> <tr> <td data-bbox="1109 1339 1249 1527"><b>Economy</b></td> <td data-bbox="1249 1339 1321 1527"><b>50</b></td> </tr> </tbody> </table>		Flight Range Per segment / passenger			Within 72 Hours		More than 72 Hours	<b>Business</b>	<b>300</b>	<b>20</b>	<b>Economy</b>	<b>50</b>
Flight Range Per segment / passenger													
Within 72 Hours		More than 72 Hours											
<b>Business</b>	<b>300</b>	<b>20</b>											
<b>Economy</b>	<b>50</b>												
<p><b>3- Manipulation of Ticket Time Limit:</b></p> <p>It is prohibited to add unwanted segments to the booking to gain a longer ticket time limit.</p>	<p><b>150</b></p> <p><b>per passenger</b></p>												
<p><b>4- Inactive Segments:</b></p> <p>Royal Jordanian sends a notification directly to the original booking agent's GDS queue whenever a reservation is affected by a schedule change, ticket time limit action, flight cancellation or any other circumstances. Consequently, changes to itinerary segment status resulting inactive segments that require action at least 25 hours prior to the departure date.</p> <p>Travel agency is required to:</p> <p>a. Remove inactive segments HX, UN, UC, NO, WL or WN, etc....</p>	<p><b>10</b></p> <p><b>Per segment Per passenger</b></p>												

<p>b. Regularly check and clean your queue and ensure that all status codes are actioned.</p>		
<p><b>5- Passive Segments:</b>  A passive segment is only accepted for ticketing purposes only. It shall be:</p> <ul style="list-style-type: none"> <li>• Completely matching the booking in RJ inventory system.</li> <li>• Reflecting a confirmed booking.</li> </ul> <p>All canceled, rejected, wait listed or un-ticketed passive bookings; shall be cleared from RJ inventory system 25 hours prior to flight departure date.</p> <p>The agent will be responsible for any inconvenience the passenger may face at the airport due to holding a confirmed ticket which was issued using passive booking mismatching the original booking.</p> <p>For any abuse in passive booking, ADM will be calculated same as point 6</p>	<p><b>10</b></p> <p><b>Per segment Per passenger</b></p>	
<p><b>6- O&amp;D manipulation and breaking married segments:</b></p> <ul style="list-style-type: none"> <li>• RJ sets its availability rules based on: <ul style="list-style-type: none"> <li>- Different availability levels that may differ from country to another.</li> <li>- Segments were sold as married / single segments.</li> </ul> </li> <li>• Below actions shall be considered a manipulation with RJ inventory system whereas they are considered prohibited: <ol style="list-style-type: none"> <li>1. Breaking the married segments.</li> <li>2. Partial cancellation of segments.</li> <li>3. Sell O&amp;D segments as single segments.</li> <li>4. Using O&amp;D availability for countries not intend to be traveled.</li> <li>5. Availability abuse*</li> </ol> <p>* Availability abuse: Travel agent attempts to book a lower available fare for a specific route from one country while issuing the ticket from another country office. (Fares in the country of issuance is higher than the booking country).</p> </li> <li>• Any other reservation abuse cases will be treated the same, such as, without limitation, (passive booking abuse as mentioned in point 5 ...)</li> </ul>	<p><b>Per passenger Plus The fare difference between actual O&amp;D and ticketed O&amp;D</b></p>	
	<p><b>Business</b></p>	<p><b>500</b></p>
<p><b>7- Void / Refunded / Fake Tickets:</b>  Below actions will be considered a policy violation:</p> <ul style="list-style-type: none"> <li>• Holding confirmed booking with voided/refunded/flown ticket in RJ inventory is not permitted. However, a new valid ticket should be provided, otherwise the booking should be cancelled by the agent. Such PNR will be subject to automatic cancellation by RJ system. Not complying with this paragraph will be considered a policy violation.</li> <li>• Adding a fake ticket number to PNR is strictly prohibited, it is usually added as (FHM, FHA). A valid ticket number should be inserted to the PNR for the same passenger. Not complying with this paragraph will be considered a policy violation.</li> <li>• Excessive voiding/refunding the tickets repeatedly (More than 2) for the same passenger on the same flight on the same or different PNRs/ Classes.</li> <li>• No-show resulted because of voided/ refunded tickets without cancelling related PNR / segments.</li> <li>• Tickets voided/ refunded within the no-show period (fare rules applies)</li> </ul>	<p><b>50</b></p> <p><b>Per segment Per passenger</b></p>	

<p><b>8- Wait Listing:</b></p> <p>Wait listing (WL) of flight segments is a common practice by travel agents that enables the customer to be listed on flights at the preferred fare. It should be booked upon passenger needs and fare acceptance.</p> <p>Below action would be considered a policy violation:</p> <ul style="list-style-type: none"> <li>Excessive waiting list segments. (2 waiting list segments per departure date are the maximum allowed number either on the same PNR or different PNRs).</li> </ul> <p>It is the agent responsibility to remove unneeded waiting list segments whereas, this should be done at least 25 hours before flight departure date.</p>	<p style="text-align: center;"><b>20</b></p> <p style="text-align: center;"><b>Per segment Per passenger</b></p>
<p><b>9- EMD (Electronic Miscellaneous Document) issuance:</b></p> <p>Mismatching in code when issuing EMD will be considered a violation whereas travel agent must be accurate when issuing EMD by using the correct code which matches the requested service.</p>	<p style="text-align: center;"><b>3</b></p> <p style="text-align: center;"><b>Per wrong EMD, New EMD to be issued.</b></p>
<p><b>10- GDS Cancellation Fees:</b></p> <p>If an agency's <i>cancellation ratio</i>* exceeds 85%, a GDS cancellation fee shall be collected. Furthermore, the agent shall be subject to receive ADM.</p> <p>*Cancellation ratio (number of booked segments vs. number of cancelled segments).</p>	<p style="text-align: center;"><b>3</b></p> <p style="text-align: center;"><b>Per cancelled segment</b></p>
<p><b>11- Valid Contact Information:</b></p> <p>Valid contact information for (Passenger or the Travel agency) is a mandatory element under company rules as well as IATA resolutions (830d). It helps both the airline and the agent to provide an optimum service under irregularity of operation.</p> <ul style="list-style-type: none"> <li>Valid contact information (mobile, email, phone...) at all points of journey must be entered under SSR element according to applied GDS entries.</li> <li>Additional information considered optional.</li> <li>In the event the passenger declines to provide his / her contact details; it is mandatory that the agent mentions that on the same PNR to reduce any legal liability.</li> <li>If passenger's information was entered incorrectly by the agent or if the agent did not enter the passenger's information, then the agent shall bear the whole responsibility and RJ has the right to debit that agent for a processing fee (per claim) as mentioned herein, in addition to any losses that RJ has suffered, such as: no-show fees, changing reservation fees, difference in fare, rerouted tickets, and the compensation cost to the passenger and any related costs and expenses paid by the airline in this respect in addition to any administrative fees.</li> </ul>	<p style="text-align: center;"><b>200</b></p> <p style="text-align: center;"><b>Per Claim</b></p> <p style="text-align: center;"><b>Plus</b></p> <p style="text-align: center;"><b>ADM with full amount compensated to the passenger.</b></p>
<p><b>12-Unauthorized Transactions:</b></p> <p>It is prohibited to refund a non-refundable ticket.</p>	<p style="text-align: center;"><b>50</b></p> <p style="text-align: center;"><b>per ticket, in addition to non-refundable amounts</b></p>

<p><b>13- Duplicate bookings/ Segments:</b></p> <p>Creating duplicate PNRs with the same or similar travel itinerary for the same passenger more than once by the same travel agency is strictly prohibited.</p> <p>Booking will still be considered duplicate even if it has different flights, classes, or dates; if it is impossible for the same passenger to travel on both bookings / segments at the same time.</p>	<p><b>50</b> per passenger for each segment</p> <p><b>100</b> per passenger for each PNR</p>			
<p><b>14- Ancillary services:</b></p> <p>Under collection of announced ancillary service fees will be considered a violation to this policy as each ancillary service has its own fare rules. Whereas agent needs to make sure that the amount paid matches with the announced fees.</p>	<p><b>50</b> per service/ passenger. Plus, the difference between the collected charge and the applicable charge</p>			
<p><b>15- Fare Dilution:</b></p> <p>Agent should make sure that all booked segments are genuine and not booked to get lower fare, for such booking the agent will receive ADM.</p>	<p>The difference between the issued fare and the original fare</p>			
	<table border="1"> <tr> <td data-bbox="1118 831 1289 891">Business</td> <td data-bbox="1289 831 1450 891">300</td> </tr> <tr> <td data-bbox="1118 891 1289 949">Economy</td> <td data-bbox="1289 891 1450 949">100</td> </tr> </table>	Business	300	Economy
Business	300			
Economy	100			
<p><b>16- Name Change:</b></p> <p>Name change is not accepted in RJ. Therefore, it is the agent's responsibility to add passenger's name matching the spelling in the passport.</p>	<p><b>50</b> Per passenger</p>			
<p><b>17- Minimum connecting time:</b></p> <p>Minimum connecting time was set by the airline and should be respected by the agent. Therefore, in case of minimum connecting time abuse; the agent shall be responsible for any misconnection cost and expenses.</p>	<p><b>ADM will be raised on agent with all expenses</b></p>			
<p><b>18- Baggage Allowance:</b></p> <p>Baggage allowance is determined by RJ depending on several factors such as cabin, route, and competition. Thus, some agents might override this rule.</p>	<p><b>200</b> Plus, difference of the correct bag fees</p>			
<p><b>19- Ticket coupons:</b></p> <p>Ticket coupons shall be used in sequence. If not; the fare should be recalculated, then the ticket should be reissued.</p>	<p><b>200</b> Plus, the recalculation</p>			
<p><b>20-Tour code:</b></p> <p>Tour code is a sales tool which is designed to enhance RJ sales that includes several sales authorities which is issued upon approval from the authorized sales team.</p> <p>By using invalid, voided, or used tour code; the agent will receive ADM.</p>	<p><b>200</b> Per passenger plus the full amount that was waived by the tour code</p>			
<p><b>21-Flight full data / Travel document:</b></p> <p>It is the agent responsibility to inform the passenger about all flight data and information which the passenger should be informed about.</p> <p>Such information includes but not limited to:</p> <ul style="list-style-type: none"> <li>• Equipment, configuration, equipment owner in case of wet lease, stop overs, visa requirement, etc....</li> </ul>	<p><b>ADM will be raised on agent with all expenses for the passenger complaint</b></p>			

<p><b>22- Passenger Data (DOCS):</b></p> <p>a) Travel Document Information (DOCS) must be entered in the SSR DOCS exactly as written in the Passport/ Travel Document. Questions on formats should be directed to the applicable GDS. Mismatching between entered data and passport data shall be considered a violation to this policy.</p>	<p><b>150</b> Per passenger (For fake information)</p> <p><b>10</b> Per Passenger (If mistake is 1 –3 Digits/ Characters)</p> <p><b>300</b> Per Passenger (For repeated cases by same travel agency)</p>
<p>b) Agent will take all the full responsibility / penalties that RJ will pay to the authorities in return to a fake documentation that was handled by the agent, such document includes, without limitation, visa, and passport,</p>	
<p><b>23-Invalid fare booking:</b></p> <p>Agent shall price the booking before ending the record locator (EOT). For any booking without fare the agent will receive an ADM.</p>	<p><b>20</b> Per passenger Per segment</p>
<p><b>24-Group bookings:</b></p> <p>Group bookings (G-Class) must be created by RJ (Groups Section) only. The following functions are prohibited:</p> <ul style="list-style-type: none"> <li>• Long Sell Function.</li> <li>• Changing PNR responsibility.</li> </ul>	<p><b>15</b> Per passenger Per segment</p>

### RJ Guidelines:

- ❖ RJ policy is established based on RJ rules and policies in accordance with IATA resolutions of the passenger agency conference resolution manual.
- ❖ In case travel agency uses more than one GDS; then booking and ticket issuance should be done by the same GDS to avoid any extra cost on RJ.
- ❖ Ownership may be granted between agencies in a purpose of ticket issuance only.
- ❖ IATA /ARC agents shall be responsible for the abusive practices for the NON-IATA / NON-ARC agents when they are using their access.
- ❖ Blocked agents are prohibited from using RJ inventory system. Therefore, it is not acceptable for those agents to get any access through another agent. While if access have been given to blocked agent; RJ shall take strict actions against agent who own that access.
- ❖ RJ policy applies on any user who have access on RJ inventory system such as travel agents, OTAs, GSAs, Airlines...etc.
- ❖ All users using RJ inventory system shall keep themselves and their staff aware and well informed of RJ's policies, rules, and procedures whereas they shall adhere when using or accessing RJ inventory system and ticketing facilities.
- ❖ RJ policy maybe updated from time to time and will be published on RJ webpages and the BSP link. It is the agent responsibility to check for these updates through the announced channels.

- ❖ when an agent is creating a booking once he receives cancellation for the segment at the same minute after creation; the agent is requested to check for the reason with his GDS provider instead of keep trying to book while each time he receives a cancellation for that segment. Such practice shall be counted in agents churning and inactive reports.
- ❖ Agents are requested to register their names matching their commercial license, as that will be reflected to RJ through their GDS provider.
- ❖ In case of detecting any misleading name issue; RJ shall have the right to block any agent from accessing its inventory system.