

SALES BULLETIN

038/21Sep/JKTSS/2019

EVA AIR RESERVATION POLICY

The aim of EVA Airways Reservation Policy is to provide enhanced reservation and ticketing services through its various travel agencies by improving the accuracy of availability and eliminating avoidable nonproductive distribution system costs.

All GDS subscribers are obliged to comply with these policy guidelines. An ADM (or Invoice/MCO etc.) might be issued to travel agencies to collect penalties and the fare difference between the highest published fare and the original ticketed fare.

1. Booking Policy

- 1.1. Abusive booking practices are strictly prohibited. It is prohibited to make speculative bookings not directly related to a request from a passenger.
- 1.2. The creation of duplicate bookings is prohibited. This includes itineraries for the same passenger that cannot be logically flown, identical itineraries or not, duplicate bookings in different GDSs , duplicate confirmed segments in the same PNR and several waitlist itinerary.
- 1.3. Do not use the live booking as training. For new staff, training should be done in GDS training mode. All PNRs created under training mode should be cancelled / removed once training is completed.
- 1.4. The full name, surname and given name, of passenger must be used in the PNR name element.
- 1.5. Passive bookings (eg. GK,PK) should only be used for ticketing purposes.
- 1.6. Those inactive segments with open, passive, waitlist, HX,UN,NO and UC status must be removed latest 24 hours before departure by agents.
- 1.7. Make sure the PNR information align between GDS and EVA reservation system and the booking class corresponded with a valid fare and fare rule for the complete itinerary.

- 1.8. Provide passengers' local contact information such as email or mobile numbers via SSR CTCE/CTCM in case of flight schedule change and cancellation.
 - 1.9. Married segments may be offered at a different level of availability than if the segments were sold separately. Married segments may not be separated by violating or manipulating GDS system in order to circumvent Married Segment control.
 - 1.10. Agents are responsible for managing to work their queue flow and take necessary action on time.
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2. Ticketing Policy
 - 2.1. Always use the same GDS system to book an itinerary, issue ticket, and report ticket number.
 - 2.2. Making an amendment to a booking that has previously been issued as an e-ticket without either revalidating or reissuing, as applicable, is prohibited. The ticket shall reflect the new itinerary. All PNRs with fictitious or previously used tickets will be cancelled and agents should be responsible for any resulting claims by passengers.
 - 2.3. It is prohibited to issue and immediately void a ticket to circumvent the ticketing requirement. If a ticket is voided and a new ticket is not issued immediately all related segments must be cancelled in the PNR.
 - 2.4. Verify the PNR before ticketing if PNRs are not created by the ticketing travel agency

We thank for your attention and support to EVA Air.

For any further queries, please contact EVA Air Sales Department.

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