

17 May 2004

# Travel Agents Rebate 2004/05

## Self Ticketing Procedures

### 1. INTRODUCTION

This instruction contains a full guide to Travel Agents booking and accounting procedures when applying for discounted travel rebates on 100% British Airways itineraries and a combination of BA and Qantas flights. (This does not include any BA or QF codeshare flights which are operated by carriers other than BA or QF) Travel Agents are permitted to book travel via their CRS and self ticket.

This instruction includes the Travel Agents Rebate Authorisation Vouchers:

- 2 AD75 vouchers for use by employees of the Travel Agency (2 separate journeys)
  - 1 AD50 voucher for use by employees of the Travel Agency/ Travel Agency employee's spouse.
- \*\*Where spouse travels at AD50, both passengers must travel outbound together but can return on different dates.

Agents are allocated an AD voucher number. This voucher number is unique to the Agent and must be declared on all bookings and tickets issued for rebated travel on British Airways.

The vouchers are only applicable to those locations trading with an IATA Licence longer than 12 months.

- **Where British Airways is the originating carrier** and other airlines (excluding Qantas) are included in the itinerary, BA requires agents to obtain and submit the written concurrence of all other carriers participating in the itinerary. The Agent must obtain this themselves, BA cannot do so for them. The Agent should forward a copy of the other carriers 'approved' application together with a copy of the agent pnr showing the correct AD booking class. British Airways will then quote the AD fare plus taxes. The Agent will be required to forward their cheque payment to British Airways for ticket issue. A Service Fee of \$75.00 will apply and is in addition to the ticketed AD fare.
- **Where another airline is the originating carrier** but the itinerary involves BA, the Agent must submit and obtain written concurrence from British Airways. The Agent must then forward a copy of the 'approved' application to the originating airline for ticket issuance. (Check with the other airline for their ticketing instructions)

#### Independent franchise services

The procedures contained in this briefing may be used in connection with British Airways franchise services operating from the UK.

**Codeshare services** (where BA is not the operating carrier) cannot be used in conjunction with British Airways AD travel vouchers and applications should be made separately direct to the operating carrier.

### 2. ELIGIBILITY

#### Travel Consultant

- According to Resolution 880.
- Applicant must have a Travel Agent card.

#### Spouse/Defacto Travel

Spouse/defacto (as defined in the Defacto Relationship Act, 1984, NSW) of the Travel Consultant may also qualify for AD50 agent rebate travel in accordance with Resolution 880. The following minimum conditions apply.

- For recreational purposes only.
- Must check-in and be accompanied by the Travel Agent on all flights or in the case of return travel, both passengers must travel outbound together but can return on different dates.
- Must possess photo ID eg. Driver's licence or passport, for identification at check-in.
- Defacto couples must have been cohabiting for a minimum of 12 months and 3 forms of evidence to this effect is required at time of application. (e.g. Electoral role notice, statements in joint name eg. Bank, rates, electricity etc.)
- Where married spouse has a different surname to the travel consultant, a copy of the marriage certificate is required at time of application.

**Please note that Parents and Children/Infants of Travel Agents are not eligible for AD rebated travel.**

### 3. BOOKINGS

Bookings on British Airways may be made no earlier than 3 months prior to departure.

**Waitlists are not permitted.**

**NOTE:** Bookings should only contain 1 passenger. If you are travelling with someone else who is either travelling on a published fare or an AD travel request, a TCP reference should be entered into each pnr.

Where BA and QF codeshare on each others services, the flight number of the operating carrier must be booked. E.g.: QF301 is operated by BA therefore must be booked as BA10.

Via your CRS, book the following classes by Direct Segment Entry only.

BRITISH AIRWAYS		QANTAS	
	<b>AD75</b>		<b>AD75</b>
*First Class	A Class		
*Club World/Europe (business class)	I Class	Business	I Class
World Traveller Plus	T Class		
World Traveller/Euro Traveller	V Class	Economy	E Class
	<b>AD50</b>		<b>AD50</b>
*First Class	A Class		
*Club World/Europe (business class)	I Class	Business	D Class
World Traveller Plus	T Class		
World Traveller/Euro Traveller	M Class	Economy	M Class

**\*Note:** First and Business Class AD75/50 travel on BA must be requested in writing by IATA Resolution 880 via the State Sales Manager. Self ticketing is permitted using the voucher number provided by British Airways Inside Sales.

**Mandatory Entry:** An OS item must be added to **every** AD pnr together with the voucher authority number.

Galileo - SI.BA\*AD75 ASLI/-----/00 (enter your voucher number at -----)  
 Sabre - 3OSI BA AD75 ASLI/-----/00  
 Amadeus - OSBA AD75 ASLI/-----/00  
 Abacus - 3OSI BA AD75/ ASLI/-----/00

If you are booking a Qantas international segment in your itinerary, it is essential that you also enter the following information:-

Galileo - SI.QF\*AD75 45T/Y4099  
 Sabre - 3OSI QF AD75 45Y/Y4099  
 Amadeus - OSQF AD75 45Y/Y4099  
 Abacus - 3OSI QF AD75 45Y/Y4099

**Failure to add these entries into the reservation may result in being billed for the full fare.**

**NOTE:** ♦ Pre-reserved seating is not available. Seat allocation will be granted at check-in.  
 ♦ Frequent Flyer points are not accruable on rebated tickets.

#### **4. TICKETING AND ACCOUNTING**

Failure to follow these guidelines may result in disappointment at check-in, and/or the issuance of an Agency Debit Memo (ADM).

##### **Validity:**

Tickets may have a maximum validity of 3 months i.e. all travel must be completed within 3 months of outbound travel.

##### **Fare Basis:**

In the fare basis box on the ticket the applicable AD discount level should be shown e.g. M\*EQB1Y AD75. This is essential if the ticket is to be accepted as valid for AD travel.

##### **Endorsements:**

Endorse the ticket with the voucher approval number. Attach a photocopy of the voucher to the "Agent" ticket coupon and retain on office file.

- ◆ The endorsements box should read as per following:  
AGENTS REBATE ADxx AUTHY VCHR NBRxxx

All vouchers are accountable and will not be replaced if lost.

**Ticket on departure and PTAs are not possible on rebated travel.**

AD75 and AD50 fares are **non-commissionable**.

If the AD50 is being used for an accompanying spouse, both passengers must travel outbound together but can return on different dates.

#### **TICKETING TIME LIMIT**

Ticket's must be issued in accordance to the Ticketing Time Limit as per the applicable fare rule. You will need to enter valid ticket numbers via your CRS system prior to the TTL.

#### **FLIGHT FIRING**

British Airways has a Flight Firming process for ALL bookings on BA operated flights to and from Australia on the JSA route. Flight Firming applies to ALL classes including the Premium cabins. A message will be generated at either 21 or 7 days prior to departure, depending on class of travel, requesting ticket numbers. If this message is ignored your booking will be cancelled at either 14 or 3 days before departure, depending on class of travel. Should a PNR be cancelled, an HX message will be transmitted to your CRS, which needs to be updated to XK in the system to avoid incurring additional CRS charges.

## 5. FARES

Please refer to the Agents Discount paragraph 25 or AD under the IATA Fare Rule to determine whether rebated travel is permitted.

It is the Agent's responsibility to calculate the correct fare for the planned itinerary and apply the AD75/50 discount to those fares which indicate such discount is permissible under the fare rules.

Incorrect fare calculation will result in the issuance of an Agency Debit Memo (ADM).

As a guideline only these fares currently permit AD travel on longhaul Australia-UK journeys.

EG:	Class of Travel	Fare Type
	<b><u>UK/EUROPE</u></b>	
	BA or BA/QF World Traveller	H*EEQB1Y (seasonal fare)
	BA World Traveller PLUS	W2AU*
	BA Club World	JRT
	1/2 World Traveller / 1/2 WTPlus	H*EEQB1Y/W2AU* (seasonal fare)
	1/2 World Traveller / 1/2 Club World	H*OX3 / JRT
	1/2 WTPlus / 1/2 Club World	WRT / JRT
	BA European Sectors ie LON/ROM	JFLOW (oneway) JFLRT (return)
	<b><u>BANGKOK/SINGAPORE</u></b>	
	BA or BA/QF World Traveller	YRT, B*EE1Y3
	BA World Traveller PLUS	W3C
	1/2 WTPlus / 1/2 Club World	WRT / JRT
	BA Club World	JRT

**Ticket on departure (TOD's) and PTAs are not possible on rebated travel.**

## 6. TAXES

It is the Agent's responsibility to pay the appropriate ticket/departure taxes for the itinerary and to indicate on the ticket that these have been paid.

CRS Tax entries eg:

<u>AMADEUS</u>	<u>GALILEO</u>	<u>SABRE/ABACUS</u>
TTI/XAUD3.40QK	FBUTAX1/3.40QK	W#I#YAUD___/3.40QK
TTI/XAUD3.40QK	FBUTAX1/3.40QK	Total fare excluding taxes

## 7. FORM OF PAYMENT

Cash or company cheque only - credit card payment is not acceptable.

## 8. REFUNDS

If travel does not take place and the ticket has already been issued, evidence of a refund must be produced before another AD voucher can be issued.

## 9. WHEN YOU CHECK-IN FOR YOUR FLIGHT

Proof of identity will be required at Check-in. Agents must ensure that when travelling on a rebated ticket you always carry your IATA Travel Agent Card with you or, if you are a spouse, that you carry a letter of authorisation from the agency signed by the Branch Manager.

British Airways is pleased to welcome Travel Agents as passengers. However, rebated travel is a privilege and we trust that Travel Agents appreciate our commercial passengers will always take priority.

Please note that the fare paid determines class of travel. AD75/50 passengers are not entitled to upgrades. In the unlikely event that you are asked to disembark, please do so quickly. Every effort will be made to help in making alternative travel arrangements, and your co-operation and understanding will be appreciated.

British Airways will endeavour to notify agents in advance of the possibility of offload, thereby providing the opportunity either to secure their seat by paying the full fare, as any other commercial passenger would, or by advising agents to book a less popular date.

## 10. DRESS CODE

Please note that British Airways requires that all passengers travelling on discounted tickets dress appropriately. This means wearing office attire which is suitable for the office or smart casual wear and excludes, T-shirts, sweat shirts, shorts and tracksuits.

## 11. OTHER INFORMATION

If AD vouchers, tickets or reservations procedures are incorrectly used, British Airways will debit the Agent for the appropriate full fares and may withdraw future discount and/or ticketing facilities.

**For eligibility queries please contact your State Sales Manager.  
For any other queries please contact Fares Desk.**