

SUPPORTING DOCUMENT TO FINNAIR PLC BOOKING AND TICKETING POLICY, version 8.0

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Author: Finnair Revenue Protection

Fraudulent, fictitious, and abusive booking practices violate Finnair's Booking and Ticketing policy and are strictly prohibited. The following list provides examples of different, non-compliant booking practices which are subject to penalty as per Finnair's Booking and Ticketing policy. The list is non-comprehensive and is not limited to the following:

| Fictitious bookings (incl. fake name bookings) | |
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| | Speculative and fictitious bookings: It is prohibited to make speculative and fictitious bookings not directly related to a request from a passenger. Bookings made solely to satisfy Global Distribution System (GDS) productivity requirements and gain GDS incentives are not permitted under any circumstances. |
| | Training and test bookings: It is prohibited to create active training and test segments for the purpose of e.g. pricing only. Other pricing options are available in GDSs and agencies are responsible for providing training for their personnel. |
| Passenger name element requirements | |
| | The full name, surname and given name, of passenger must be used in the Passenger Name Record (PNR) name element and they have to be inserted exactly in the same format as in the legal travel document (passport). Name changes are not permitted, exceptions may apply. Exceptions may include corrections to reflect legal documents (passport) or changes allowed against a fee on certain fare types. Please refer to the fare rules (penalties category) and contact carrier for further details. Even if name changes are allowed by fare rule, test bookings or fake names will not be accepted and will be cancelled by automated PNR control and are subject to Agency Debit Memo (ADM). |
| Duplicate bookings | |
| | The creation of duplicate bookings by the same GDS subscriber is prohibited. This includes itineraries for the same passenger that cannot be logically flown, identical itineraries or not, and duplicate bookings in different GDSs. It is not allowed to create such travelling itineraries that passenger has concurrent flight(s) on the same time period and which cannot be flown simultaneously. |
| Duplication of space within the same PNR | |
| | Creating duplicate confirmed segments within the same PNR is prohibited. In case of confirmed waitlisted segment, the booking office is responsible for cancelling immediately or within 24 hours whichever of the segments is not required by the passenger. |
| Churning | |
| | Repeatedly cancelling and rebooking within the same or different booking class, within the same or different PNR and whether unticketed or ticketed to clearly circumvent ticket time limit or to hold inventory is strictly prohibited and if identified, will be invoiced on a per passenger per segment basis. The threshold allowed is 3 or less transactions. The 4th transaction onwards is considered subject to penalty. |
| No-show | |
| | Unticketed no-show Agents are responsible for cancelling any unticketed bookings prior to departure according to the applicable ticket time limit. Unwanted bookings are due to cancel before departure if no ticket time limit is provided. |

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| | <p>Ticketed no-show</p> <p>If the passenger is a no show on the first outbound sector, the remaining sectors will be cancelled. In the event of no show refundability of the ticket is determined by the fare rules.</p> |
| Inactive segments | |
| | All inactive segments with status HX, UN, NO, US, PK, TL, WK, WN, DL and UC must be removed latest 24 hours before departure by agencies. Agencies are responsible for managing to work their queue flow. |
| Waitlisted segments | |
| | Waitlisted segments that remain unconfirmed must be removed latest 24 hours before departure by agencies. |
| Incorrect/Invalid booking class | |
| | The booking class must correspond with a valid fare and fare rule for the complete itinerary. |
| Married segment control manipulation | |
| | 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/CRS system in order to circumvent Married Segment control. |
| Multiple GDS | |
| | All Finnair bookings shall be booked and ticketed within the same GDS. Except claimed PNRs by other GDS's than Amadeus. |
| Passive bookings and ghost bookings | |
| | Passive and ghost bookings should only be used for ticketing purposes. A confirmed booking must exist in order to make a passive booking. Use claim process instead of passive segments (GK, PK) whenever possible. All passive segments must be removed after ticketing and latest 24 hours before departure by agencies. |
| Misrepresentation of AY fares and product attributes | |
| | This violation includes and is not limited to: return fare misuse ie. usage of flight coupons from two overlapping round trips to circumvent applicable tariff rules (e.g. minimum stay) in order to get lower fare and selling returns as oneways. Product attribute related violations include but are not limited to: selling checked bag fare as no-bag fare, and re-branding of Finnair fare brands and offering uncomplete/wrongful information to customers. |
| Responsibility of informing passengers | |
| | <p>During the booking flow prior to ticket issuance it's agent's responsibility to inform the passenger about the contents of the fare rules (e.g. restrictions, ticketing time limit, baggage allowance and relevant benefits) and ancillary charges.</p> <p>Agents are also responsible for informing passengers of any schedule change, flight cancellation or other exceptional circumstance informed by Finnair (e.g. critical flight) that is queued via GDS to agent.</p> <p>It's mandatory that agents provide accurate passenger contact information in PNR's contact element in order for Finnair to contact the passenger regarding booking details and/or irregularity situations.</p> |
| Group bookings | |
| | Group is considered when 10 or more passengers are travelling together to same destination on the same flight and are booked on the same PNR in G or A booking class. Individual bookings (9 or less passengers) in G booking class are not allowed. Groups booked in a manner designed to circumvent group booking procedures are subject to penalties and/or cancellation by Finnair. This includes creation of hidden groups by making multiple individual bookings on any booking class which are intended as a group. For more information on group booking procedures please refer to a separate Groups section at Finnair Easy. |

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| Usage of flight coupons | |
| | Ticket is valid only for the transportation as shown on the Ticket, from the place of departure via any Agreed Stopping Places to Stopover, if any, and the final destination. The fare is based upon Finnair Tariff and is for the transportation as shown on the Ticket. The Ticket will not be honored and will lose its validity if all the Coupons are not used in the sequence provided in the Ticket. |
| POC (Point Of Commencement) / POS (Point of Sale) violation | |
| | Creation of segment(s) not in the right booking sequence as per the journey passenger intends to travel or using various points of sale, with the intention to circumvent Finnair inventory to obtain seats in booking classes which may have not been available when the same was requested. |
| Other misuse | |
| | Other misuse includes but is not limited to: Invalid day of operation, Reject overrides, Invalid flight number, Invalid city pair, and Invalid open segment. Segments cancelled within 24 hours of departure if charged to airline will be recharged to agent. |