



Payment Card Acceptance Policy

Effective globally as of 1st March 2018 and applicable for all Finnair appointed Travel Agencies

Dear Travel Industry Partner,

Finnair would like to announce the following relating to the latest adoption of IATA Resolution 890 as communicated by IATA to all appointed Travel Agents.

The amended Resolution 890 will become effective worldwide as of 1 March, 2018 for any market under Resolution 800, 812 and 818g. Kindly refer to relevant extract of amended Resolution 890:

“3.4 This Resolution gives authority to accept only a Customer Card when using the card acceptance merchant agreement of the Member/Airline to collect payment for the sale of passenger air transportation and Ancillary Services. The Agent may not accept any other card or payment method that uses the Member/Airline’ card acceptance merchant agreement, including any card issued in the name of the Agent or any Person permitted to act on behalf of the Agent, **unless specifically authorised by such Member/Airline**. A failure to comply with the present paragraph 3.4 will be undertaken under the sole responsibility and liability of the Agent toward the Member/Airline concerned.”

This means that an Agent that wishes to use its own Card to issue tickets using an Airline’s Merchant Agreement must obtain the Airline’s explicit consent prior to using its Card.

Following Finnair Booking & Ticketing Policy the Agent is responsible for checking the validity of the credit card and that purchase is authorized by card holder as well as ensuring that the credit card is accepted for payment by Finnair. Finnair reserves the right to issue an ADM when abusive usage of a credit card in name of the Agent and in conjunction with an air transportation sale for any customer of the agent is detected.

For more information please refer to Finnair Booking & Ticketing Policy.
(https://www.finnair.com/go/2017.10-79/documents/B_and_T_Policy_Final.pdf).