

Sabre Fare Guarantee Policy



OVERVIEW

Sabre Travel Network ("Sabre") is committed to providing accurate and high-quality fare information to its customers via the Sabre® system. Accordingly, under its Fare Guarantee Policy (the "Policy") Sabre shall pay debit memos resulting from fare or tax under-collected tickets that meet all Policy criteria for reimbursement.

Important note: Sabre shall use its best commercially reasonable efforts to reimburse or facilitate reimbursement to its agency customers for any debit memo eligible for review under this Policy. However, in cases where Sabre has provided evidence that Sabre ticket issuance is in accordance with carrier-filed fare, tax and fee data and with industry standards, then Sabre does not consider that debit memo eligible for reimbursement if the ticketing air carrier refuses to withdraw such a debit memo.

Air carriers continually change fares and rules. Sabre operates a rigorous system that uses the latest industry and carrier-specified pricing applications to ensure that its travel agency customers have access to the most accurate and current information.

Please note that the Policy is comprised of the procedures, requirements, and exclusions regarding eligibility that are contained in the following pages. Please be sure that prior to submitting a debit memo for review for reimbursement, you have read and are familiar with the entire Policy (not just the highlights), and that the debit memo submitted is eligible for review. Information on how to submit debit memos eligible for review is set forth in the Agency Debit Memo Submission Procedures Document which can be found on Sabre's Agency eServices website (agencyeservices.sabre.com) in Tools>Debit Memos>Support and Information.

The Policy may include products that are not available in all areas. If you have any questions regarding the availability of certain products, please contact your Sabre account representative.

Note: The Sabre Fare Guarantee Policy is subject to change and/or cancellation at any time without notice. Sabre's fare guarantee is subject to the conditions and limitations described herein, and Sabre reserves the right to determine in its sole discretion whether a debit memo meets the criteria for reimbursement. This policy is governed by the laws of the State of Texas, U.S.A., without regard to the conflicts and choice of law provisions thereof.

ELIGIBILITY PERIOD

Ticketing Locations in North America only (the United States, Canada, Puerto Rico, St. Thomas, and St. Croix)

1. For tickets issued by travel agencies located in the United States, Canada, Puerto Rico, St. Thomas, and St. Croix, *for travel within or between* these destinations, the Policy will apply to debit memos received by Sabre within **six months** of the ticket issue date, **regardless of the debit memo issue date.**
2. For tickets issued by travel agencies located in the United States, Canada, Puerto Rico, St. Thomas, and St. Croix *for all other travel* the Policy will apply to debit memos received by Sabre within **twelve months** of the ticket issue date, **regardless of the debit memo issue date.**

Ticketing Locations outside of North America (outside of United States, Canada, Puerto Rico, St. Thomas, and St. Croix)

For tickets issued by travel agencies located outside the United States, Canada, Puerto Rico, St. Thomas, and St. Croix, *for all travel* the Policy will apply to debit memos received by Sabre within **twelve months** of the ticket issue date, **regardless of the debit memo issue date.**

WHAT IS ELIGIBLE FOR REVIEW

To be eligible for review, debit memos must comply with certain guidelines, including but not limited to, the following:

- Phase 3 ticket auto-priced AND auto-ticketed through the *Sabre* system as indicated by a (FCI/FI) code of 0, 2, or 6 on the ticket.
- Phase 3.75 ticket for which *Sabre* determines the discrepancy is a pricing discrepancy and pricing was not modified during ticketing or a result of a pricing discrepancy not associated with the 3.75 ticketing format.
- *Automated Exchanges* (Category 31) Reissues with an auto-priced FCI code. See “What is Not Eligible for Review” related to *Automated Exchanges* (Category 31) transactions.
- *Automated Refunds* (Category 33) ticket refunds. See “What is Not Eligible for Review” related to *Automated Refunds* (Category 33 transactions).

WHAT IS NOT ELIGIBLE FOR REVIEW

Tickets issued that, in *Sabre*’s sole discretion, are a clear and obvious undercharge of fares or taxes. This applies to all tickets, including those resulting from reservations made through automated means (such as web site booking tools) which do not require a travel agent’s intervention for ticketing;

Debit memos for tickets resulting from or associated with misuse of the *Sabre* system, intellectual property theft, fraud or any other noncompliance with the Sabre Subscriber Agreement are not eligible for review;

Debit memos resulting from errors in pricing caused by an airline or other non-*Sabre* party are not eligible for review.

Debit memos resulting from or associated with the types of fares and ticketing practices listed below are **not** eligible for review.

1. Tickets under Phase 3.5, 3.75, 4.0 issued with FCI 1, 3, 7 or 8
2. Service fees, administrative fees, processing fees and paper ticket fees assessed by an air carrier
3. Over-collection of fares, taxes or fees
4. Debit memos resulting from refund and/or exchange transactions, except in those eligible cases performed via *Automated Exchanges* (Category31), or *Automated Refunds* (Category33). See paragraphs 6 and 7 regarding eligibility requirements specific to *Automated Exchanges* (Category31) and *Automated Refunds* (Category33)
5. Debit memos resulting from exchanges using the *Schedule Change* tool (WFRX)
6. *Automated Exchanges* (Category 31) transactions associated with the following:
 - Debit memo issued as a consequence of a manual override on the original ticket being exchanged/reissued
 - *Plus-Up Pricing* value applied to the new ticket is less than the *Plus-Up Pricing* value applied to the original ticket, resulting in a debit memo
 - Debit memos resulting from under-collection associated with a previous non-*Automated Exchanges* (Category 31) ticket exchange
 - Debit memo issued for an exchange invoked using *Automated Exchanges* (Category 31, but completed using *Refunds and Exchanges* (non-Category 31) as a consequence of the *Auto-Redirect to Refunds and Exchanges* feature.
 - Ticket endorsements, Ticket designators and tour code discrepancies (including negotiated fares automated tour code)
 - Original ticket presented for an *Automated Exchanges* transaction contains non carrier filed data with no intervention by *Sabre* (Examples of, but not limited to: *Direct Fare Filing*, Third party vendors)

- The newly priced ticket in an *Automated Exchanges* transaction contains non carrier filed data with no intervention by *Sabre Travel Network* (Examples of, but not limited to: *Direct Fare Filing*, Third party vendors)
- Tax overrides
- Change fee override
- Name change
- Violation of airline policies regarding time permitted to reissue ticket following rebooking of itinerary

7. *Automated Refunds* (Category 33) transactions associated with the following:

- A debit memo issued as a consequence of a manual override on the refunded ticket
- A debit memo resulting from the application of a *Plus-Up Pricing* value to the refunded ticket,
- A ticket presented for refund that has been previously exchanged through a non-Automated Exchanges (Category 31) method
- Tour code discrepancies (including negotiated fares automated tour code)
- A ticket presented for refund that contains non-carrier filed data with no intervention by *Sabre* (Examples of, but not limited to: *Direct Fare Filing*, third party vendors)
- Cancel fee overrides
- Tax overrides

8. Misuse of unique fare basis code. (Q-Farebasis)

9. Endorsement violations

10. Tax exemptions – Travel agency is responsible for showing proof of tax exemption status to the carrier

11. Debit memos resulting from an agency's failure to adhere to carriers' validation policies

12. Carrier Validation Override

13. Debit memos associated with YQ/YR amounts as a consequence of an agency's override of a Validating Carrier

14. Canceled and Re-booked itineraries for the purpose of extending the ticketing limit as defined by the air carrier (commonly known as churning)

15. Back to back ticketing as defined by the applicable air carrier

16. Points beyond ticketing when passenger did not travel as ticketed, (for example but not limited to: no shows or open segment travel violations).

17. Use of Force Connection (X), or Force Stopover (O) to undercut a carrier's through-pricing policy

18. Use of optional pricing qualifiers such as Break in Fare (BF) and No Break in Fare (NB) to undercut Sabre auto-pricing in violation of airline booking practices.

19. Inactive Segment Violations, Passive Segment bookings, (e.g. HX / GK / BK / YK), failure to cancel HK segments and associated fees [If you have received a debit memo from an airline attempting to collect fees for what you believe is permissible passive segments use (per Sabre's Authorized Segment Policy), *Sabre* encourages you to work directly with the carrier to resolve the matter. Please make sure that you provide the details of the circumstances under which usage of passive segments was permissible.]

20. Booking practices to obtain sold out inventory, connections that contravene airline policy, or illegal connections.

21. Any un-ticketed pricing transactions including fare quotes, stored fares

22. Credit card charges imposed by an air carrier for incorrect credit card authorization codes, use of incorrect credit card, over-extending floor limits, or use of black-listed or stolen cards (commonly known as chargebacks)

23. Baggage Allowance
24. Debit Memos resulting from discrepancies in applicable rule restrictions filed by the carrier in a text-only format (often seen as a "NOTE" in the *Sabre* rule display)
25. Debit memos resulting from errors in third-party (non-carrier) filed data with no intervention by *Sabre* (Examples of, but not limited to: *Direct Fare Filing*, Third party fares)
26. Unused tickets, voided tickets, handwritten tickets, or pre-paid tickets
27. Airline schedule change messages and teletype messages not received by the applicable air carrier or agency
28. Ghost tickets, printer problems and outages
29. Failure to report a ticket during a sales reporting period or as a consequence of updates made directly in the Airlines Reporting Company Interactive Airline Reporting (ARC IAR) tool.
30. Transactions on airlines with "Guaranteed Ticketing" level of participation in the *Sabre* system
31. Chargebacks related to ineligible passenger qualifications (examples of but not limited to: government fares, resident fares, student fares)
32. Commissions, invalid discounts, incorrect use of tour codes, or ticket designators
33. Violations of airline policies (examples of, but not limited to: Ticketing agreements, mixed booking class policy, eligibility requirements, exchange policy, forms of payment)

The types of fares and ticketing practices not subject to reimbursement under the Policy are not limited to the examples listed above. *Sabre* may amend the foregoing list at any time without notice and in its sole discretion.