



## EL AL Agent Debit Memo (ADM) Booking & Ticketing Policy

### Booking Policy

#### INTRODUCTION

All bookings on EL AL Israel Airlines travel documents must comply with EL AL's Conditions of Carriage, and with all applicable fare rules.

EL AL Israel Airlines Booking Policy provides clear expectations for subscribers concerning the use of reserving, booking EL AL Israel Airlines transportation.

The agency's responsibility commences as soon as it accesses EL AL's Computer Reservation System.

Reservation operations must be performed in accordance with announcements, procedures and regulations published by EL AL Israel Airlines.

EL AL continuously monitors the booking and cancellation behavior of travel agencies.

Agencies are expected to cancel unused segments promptly and to avoid speculative bookings that distort inventory availability.

We will continue to provide information to our Agency Partners to ensure that all GDS users take a consistent approach when using GDS services. GDS practices that are considered a violation of EL AL's policies will be addressed appropriately.

To prevent such violations, please review the below links that encompasses booking rules and abusive type booking practices. failure to settle outstanding invoices/ADMs may lead to the withdrawal of reservation and/or ticketing access to the EL AL Airlines inventory/ticketing system.

EL AL will issue an ADM for any detected amount, irrespective of the minimum value.

For the following Booking Violations:

- CHURNING
- DUPLICATE BOOKING
- FICTITIOUS NAMES
- INACTIVE SEGMENTS
- WAITLIST SEGMENTS

EL AL will collect an administration fee of 10 USD or equivalent in local currency, for each ADM issuance. For all other Booking Violations, EL AL will collect an administration fee of 20 USD or equivalent in local currency, for each ADM issuance, this fee is meant to cover the cost of the audit process

**EL AL Israel Airlines reserves the right to modify, adapt, or partially remove the ADM policy at any time. We strive to provide sufficient notice to ensure manageable implementation by the travel agencies.**



## Definitions

[Ticket Time Limit extensions \(TTL\) Policy](#)

[Churning Policy](#)

[Duplicate Bookings Policy](#)

[Fictitious/Speculative Bookings Policy](#)

[Name Element / Name Correction / Name Change](#)

[Passive Segments Policy](#)

[Inactive/Unproductive Segments Policy](#)

[Waitlist Segments Policy](#)

[No-Show Bookings Policy](#)

[Group Reservations/ Hidden Groups](#)

[Corporate Companies Policy](#)

[Chargeable Services Policy](#)

[Passenger Contact Details](#)

[TSA Secure Flight Passenger Data](#)

[Additional Inventory Circumvent Actions Policy](#)

[Booking Policy Violations Fees](#)

## Ticket Time Limit extensions (TTL) Policy

An automatic Ticketing Time Limit (TTL) is set on every PNR with date and time deadline required for ticket issuance on the respective PNR.

Once the applicable TTL is passed, the segments will be canceled automatically.

Each Cabin/Class has its own ticketing time limit (TTL), which is reflected in category 5 (CAT5 AP) of the respective fare note chapter. In case of PNRs with multiple names and ticket numbers not being issued for all names, the PNR will be split, and the non-ticketed names will be cancelled. A valid ticket number related to the passengers and itinerary must be issued and reported.

However, in case of discrepancy between the time limit set by the system and the content coded in CAT5 (AP), the most restrictive ticketing time limit will apply.

- Booking new segments in "old" ticketed reservations or using fake ticket number in order to secure an extended TTL is prohibited.
- Voided or refunded tickets will be checked and will result in the cancellation of active segments.

## Churning Policy

Churning refers to cancelling and rebooking of the same itinerary in the same or different classes of service across one or more PNRs or GDS/CRSs and is strictly prohibited under any circumstances. regardless of the PNR, all booking and cancellation transactions created for the same passenger, same flight/s, same flight date/s for more than 5 times will be called Churned Booking Transaction and will be subjected to ADM.

**\* As an exception, and in consideration of the current challenges, up to 10 cancellations will be permitted until December 31, 2025.**

**El Al reserves the right to modify or adjust the number of allowable cancellations as deemed necessary.**



## Duplicate Bookings Policy

EL AL Israel Airlines do not allow duplicate segments and/or PNRs including:

- The creation of bookings across one or more PNRs and/or Computer Reservation Systems where it is logically impossible to travel .
- It is the responsibility of the Agent to verify logical/illogical flight routes.
- Multiple itineraries for any number of passengers with the same passenger's name, whether identical itineraries or not.
- Reserving one or more seats on the same or different flights for the same time frame, regardless of the class of service or format used to make the reservations.
- A reservation must be booked and ticketed within the same CRS/GDS, in case your agency uses more than 1 CRS/GDS.

EL AL Israel Airlines use automated tools to detect and warn or cancel duplicate bookings. If an SSR warning 'CHECK DUPE' has been recorded in the PNR, possible duplicate booking must be checked.

## Fictitious/Speculative Bookings Policy

Fraudulent, fictitious, or speculative bookings are strictly forbidden. These are defined as reservations where a booking is made into a GDS, using fictional or fabricated names or FFP number, with no intent for travel and is not directly related to a request from a passenger to purchase a ticket.

Examples of fictitious bookings include reservations with names in PNRs such as MOUSE/MICKEY, SMITH/AAA, and ELAL/TEST.

- The agent must issue and report a valid ticket number for customer and itinerary as reflected in the PNR.
- All bookings must be ticketed as per tariff rules or immediately cancelled, by the agent, prior to departure.

Furthermore, PNRs may not be created for training and/or testing reasons.

It is prohibited to create segments and/or PNRs for:

- Holding or blocking seats in view of expected demands.
- Circumventing fare rules.
- Requesting and/or selling airline space not at the specific request of a customer or to meet GDS/CRS productivity agreements.

Creating such PNRs to hold or block reservations due to expected demand, customer indecision, or for any reason including, without limitation, to circumvent any of EL AL Israel Airline's fare rules or policies is not permitted.

## Name Element / Name Correction / Name Change

The full name, title & gender (if applicable), must be entered at the time of booking according to a government issued travel document (Passport)

- Name changes are not permitted - The full name and title of each passenger must be entered at the time of booking.
- Name corrections (up to 3 letters) are permitted if the customer's name has been misspelled.
- Name corrections based on legal documents (e.g., marriage or divorce) are permitted, subject to EL AL's approval.

## Passive Segments Policy

An acceptable Passive segment is a segment entered into a booking for the purpose of valid pricing and ticketing only and according to EL AL's policy. When passive segments are required to be created through the GDS, the passive segments must be identical to the active PNR. Passive segments are to be canceled by the agent after ticketing.

## Inactive/Unproductive Segments Policy

All inactive/unproductive segments due to schedule changes, ticketing time limit action, irregular operations, flight cancellations or any other circumstances that are queued to your CRS/GDS must be removed from the GDS PNR at least 24 hours before departure.

- Limit the number of inactive/unproductive segments to the minimum level.
- Inactive/Unproductive segments include those with the status codes of: CX, HX, IX, NO, OX, PX, UC, UN, XL, XX, AG, CN, CQ, FF, FG, FR, GI, IN, NA, NN, NZ, PN, RG, SG, ST, TN, UM, XR.
- Inactive segments that are not cancelled 24 hours prior to departure are subject to Cost Recovery Fee charges from EL AL.

In specific cases, EL AL airlines cancel inactive/unproductive segments and insert an SSR notice into the booking for your information.



## Waitlist Segments Policy

Travel Agents are asked to comply with the following rules:

### Waitlist Segments booked up to 24 hours prior to departure:

- Waitlisted segments include those with the status codes of: AW, CL, CU, CW, DW, HL, IW, LF, LG, LL, PA,PB, PC, PD, PE, PG, TL, US, UU.
- Cancel and remove not needed waitlist segments at least 24 hours prior to flight departure.
- Waitlist segments that are not cancelled 24 hours prior to departure are subject to Cost Recovery Fee charges from EL AL.

### Waitlist Segments booked within 24 hours prior to departure:

- Waitlisted segments include those with the status codes of: AW, CL, CU, CW, DW, HL, IW, LF, LG, LL, PA,PB, PC, PD, PE, PG, TL, US, UU.
- Cancel and remove not needed waitlist segments at least 4 hours prior to flight departure.
- Waitlist segments that are not cancelled 4 hours prior to departure are subject to Cost Recovery Fee charges from EL AL.

In specific cases, EL AL Israel airlines cancel waitlist segments and insert an SSR notification in the booking for your information.

## No-Show Bookings Policy

A No-Show occurs when a passenger does not show up for the flight in due time, or when a Travel Agent fails to cancel an un-ticketed confirmed booking, which has not been requested by the customer or which is not needed anymore. EL AL considers failure to cancel a confirmed booking within 6 hours prior to departure as a No-Show.

In case of ticketed reservation with No- Show, recalculation and collection of fare/taxes, fees and/or charges' difference/No Show penalty may apply.



## Group Reservations/ Hidden Groups

### **Group Definition:**

Booking 20 or more passengers travelling inbound/outbound together in Economy and/or in Premium and/or in Business Class should be created in the same PNR as a Group Booking.

### **Un-Authorized action:**

- For NON-US routes - Unfulfilled booking of 20 individuals or more on same inbound/outbound flights, is considered as "Hidden Group" and is not permitted. Agents that create hidden group bookings are subject to cancellation/ADM fee.
- For US routes - It will be permitted, however, EL AL will ensure appropriate conduct. Agents engaging in inappropriate actions are subject to cancellation/ADM fees.

## Corporate Companies Policy

It is prohibited to misuse the association numbers of business companies (COMM) for passengers who are not entitled to the benefit and are not employed by the company to which they were associated.

For example:

- Confirming a seat on a flight within the time period defined in advance according to the commitment procedure that changes from time to time.
- Providing a COR discount according to the status of the business company.

Any benefit granted under the Corporate Companies Policy will be valid only when the ticket is issued on LY 114 ticket stock.

Use of this practice other than according to the published procedure may lead to sanctions from EL AL in the form of an ADM and even blocking access to the company's inventory system.





## Chargeable Services Policy

If a chargeable Service is reserved in the PNR, it is the agent's responsibility to issue an Electronic Miscellaneous Document. The service time limit set by the system does not necessarily match the ticket time limit. It is mandatory to observe the warning message displayed in the Computer Reservation System.

Voided EMD/MCO will be monitored, and the service time limit applies.

A fake EMD/MCO number is considered as an intention to bypass the SDC/AIL.

In case of PNRs with multiple names where EMD/MCO are not issued for all names, the non-ticketed services will be cancelled automatically.

## Passenger Contact Details

All bookings need to contain customer contact details so that the airline can notify the passenger of any irregular flight operations.

In the event the customer refuse to provide contact details, you are required to indicate to the customer that he will not receive information related to flight changes.

The DOCS SSR records advance passport information in PNRs and is a mandatory SSR element for segments to the following destinations:

TO/FROM	TO
Canada, China, Cyprus, Finland, Hong Kong, Japan, Russia, South Africa, United Kingdom, USA, Thailand, France, Croatia	Czech Republic, Bulgaria, Holland, India, Italy, Lithuania, Portugal, Romania, Spain, Switzerland, Ukraine

## TSA Secure Flight Passenger Data

The TSA Secure Flight Program mandates that Travel Agents input the passenger's legal name, date of birth, and gender. Additionally, they need to include a redress number to check against government watch lists for both domestic and international flights. If Passenger Name Records (PNRs) lack complete Secure Flight Passenger information, they may face cancellation, ticketing restrictions, and potential booking violation fees.

For more information, see the TSA Secure Flight website [www.tsa.gov](http://www.tsa.gov)

## Additional Inventory Circumvent Actions Policy

Any other Inventory circumvention in EL AL's reservation system that is not specified above, and will be identified as such, are subject to cancellation/ADM fee and may lead to the withdrawal of reservation and/or ticketing access to the EL AL Airlines inventory/ticketing system.

- Repeated rules violations.
- Manipulation of reservations and/or tickets.
- It is not allowed to book multiple flight routes and issue tickets under a single booking for the same passenger.
- Misuse of association of FFP Tiers indicators.
- Bypass the waiting list by manipulating the reservation system.
- Using the SB command for a class that is not available in the booking system when taking the relevant flight segment.

## Booking Policy Violations Fees

Booking Policy Violations	Fees in USD or equivalent in local currency
Administrative Fee	10 USD or 20USD <b>as specified in Introduction</b>
Churning	5 USD per passenger, per segment + ADM Administrative Fee
Duplicate Bookings	10 USD per passenger, per segment + ADM Administrative Fee
Fictitious/Speculative Bookings	10 USD per passenger, per segment + ADM Administrative Fee
Name Correction / Name Change	Full Fare Cost + ADM Administrative Fee
Passive Segments	5 USD per passenger, per segment + ADM Administrative Fee
Inactive/Unproductive Segments	5 USD per passenger, per segment + ADM Administrative Fee
Waitlist Segments	5 USD per passenger, per segment + ADM Administrative Fee
No-Show Bookings	Europe Destinations - Economy – 200 USD; Premium – 300 USD; Business – 400 USD NA & FE Destinations - Economy – 400 USD; Premium – 800 USD; Business – 1000 USD + Administrative Fee
Group Reservations/ Hidden Groups	10 USD per passenger, per segment + ADM Administrative Fee
Corporate Companies	Fare difference between COR fare to PUBLISHED fare + UP TO 500 USD per passenger + ADM Administrative Fee
Passenger Contact Details	20 USD per passenger, per segment + ADM Administrative Fee
Additional Inventory Circumvent Actions	500 USD per passenger or 30% of Full Fare Cost (whichever is greater) + ADM Administrative Fee



## Ticketing Policy

### INTRODUCTION

In effort to eliminate unnecessary cost and effort for you as an agent and to offer our customers the best possible service, EL AL carefully reviews all reservation activity and avoidable GDS costs.

This document provides you with a transparent overview of the circumstances under which an ADM will be issued and explains the guidelines that EL AL applies to ensure the proper issuance of tickets, in compliance with tariffs, rules, general conditions of carriage and other instructions provided by EL AL, IATA and the GDSs.

Infractions made and/or not corrected will result in an Agency Debit Memo (ADM), as per IATA Resolution 850m.

### **General Information regarding ADM policy**

EL AL audits any ticket validated on 114 LY ticket stock.

ADMs are issued for ticket, PNR and/or booking related transactions.

If EL AL raises an ADM for non-compliance with fare rules, the general principle applied is to raise the fare to the next applicable fare.

EL AL provides ADMs via BSPLINK & ARC Memo Manager no later than nine months from the date of the last flight as reflected on the travel documents (Accountable Documents).

Only one ticket is reflected on an ADM.

In case the date of last flight was unspecified, the date will be determined by the expiration date of the document.

ADMs issued beyond the nine months period, will be handled directly between the airline and the agent (not through BSP or AMM).

EL AL will do the utmost to provide as much information as possible on an ADM as to the reason why a debit has been raised.

A department or contact person with email-address will be stated on the ADM.

EL AL will issue an ADM for any detected amount, irrespective of the minimum value.

EL AL will collect a dynamic administration fee as listed in the table below:

ADM Value	ADM administration fee
0-5\$	5\$ administration fee
5\$-10\$	10\$ administration fee
10\$ -20\$	15\$ administration fee
More than 20\$	20\$ administration fee

or equivalent in local currency, for each ADM issuance (e.g. booking, fare, and commission); this fee is meant to cover the cost of the audit process.



## Definitions

[Fare violations](#)

[Commission violations](#)

[Discounts](#)

[Taxes, Fees, Charges \(TFC\) & carrier-imposed Surcharges](#)

[Refund violations](#)

[Exchange/Reissue violations](#)

[Uncollected change fees](#)

[Missing waiver codes](#)

[Prohibited Ticketing Practices](#)

[Ticket Validity](#)

[Ticketing Policy Violations Fees](#)

## ADM types issued by EL AL

ADMs are used by EL AL to adjust the amount collected on agency transactions, on EL AL travel documents, to the correct amount of said transaction. An ADM may also be used to collect amounts where a traffic document has not been issued, if agreed with the agent, e.g. for deposits for group sales.

**EL AL issues various types of ADMs, including but not limited to:**

## Fare Violations

- Incorrect fare application and combinability (e.g. routing or sales restrictions)
- Incorrect fare value (under-collection)
- Minimum / Maximum Stay
- Advance Purchase rules
- Seasonality, Flight applications
- Codeshare flights not allowed
- Stopovers, transfers and carrier imposed surcharges
- Incorrect RBD (reservation booking designator), on EL AL and on other Airlines
- Incorrect Fare Basis
- Open or waitlisted sectors (where reservation is required)
- For IL Market only - Flights to/from Eilat – In accordance with Israeli law, the sale of domestic flight tickets must be conducted exclusively in Israeli Shekels.

Therefore, ticketing for EL AL flights to/from Eilat must be processed through the Agents Support Center. Any tickets issued independently will incur a penalty of \$50, in addition to applicable handling fees.

A fare and tariff are only guaranteed when the fare was auto priced by the system and the ticket was in fact issued.

Auto-priced and stored but not (yet) ticketed fares are subject to any price change. A ticketed fare remains guaranteed up to a voluntary first flight and/or itinerary change.

The corresponding fare rule must be observed, this also applies to taxes, fees and charges and must be reassessed in case of reissue/rerouting before departure.



## Commission Violations

- a) Incorrect application
- b) Over-collection of commission (standard & supplementary)
- c) No Commission or Mark-Up will be paid for UATP vouchers from series 111459XXXXXXXXXX.

## Discounts Violations

- a) Commercial company tickets:
  - Missing company number in Form of Payment
  - Wrong COR entitlement
  - Missing Tour Code
- b) Age:
  - Discount entitlement according to date of birth (D.O.B.)

## Taxes, Fees, Charges (TFC) & carrier imposed Surcharges Violations

- a) Incorrect collection of taxes, fees, charges and carrier-imposed surcharges
- b) Missing taxes, fees, charges and carrier-imposed surcharges
- c) Wrongly altered taxes, fees, charges and carrier-imposed surcharges
- d) Already used taxes, fees, charges and carrier-imposed surcharges refunded by mistake

## Refund Violations

- a) Incorrect calculation of refund amount, taxes , fees, charges (TFC) and carrier-imposed surcharges
- b) Incorrect application of cancellation penalty (e.g. in case of no-show)
- c) Incorrect calculation of refunds commission amount
- d) Incorrect form of payment on refunds (versus sale)

## Exchange/Reissue Violations

- a) Missing rebooking fee (calculated per transaction)
- b) Missing difference in fare if rebooked in higher RBD, or rerouting or any other change which results in difference of fare
- c) Taxes, Fees, Charges (TFC) and carrier-imposed Surcharges
  - Please make sure that non-refundable amounts on the ticket are not used towards payment of any TFC or difference in fare.
  - By changing a flight in a passenger booking record, the corresponding e-ticket shall be fare and flight adjusted within that change transaction. That guarantees effective customer service with smooth check-in before flight departure and at the same time prevents the flight bookings from being cancelled due to ticketing deadline control.
  - Failure to collect additional monies for reasons such as change of reservation fee, additional fare or tax / fee / charge will result in the raising of an ADM.

## Missing Waiver Codes Violations

It is extremely important that you give your EL AL service team the correct ticket number after receiving a waiver.

**Important:** If the ticket number is not in the audit waiver system the ticket is automatically treated as if no waiver was given and the applicable fare rules will be applied.

Please ensure that all information is correctly and completely provided to EL AL and ensure waiver code is updated in PNR in order to avoid unnecessary ADMs.





## Prohibited Ticketing Practices Violations

Our fares are applicable solely to the specific itineraries for which they are quoted. The restrictions associated with our fares constitute an integral part of our contractual agreement with you. These restrictions are essential for us to offer these rates.

While not exclusive list, the following ticketing practices are prohibited:

- Hidden City / Point Beyond Ticketing  
Booking an itinerary with no intent to complete the full journey – either by disembarking at a connecting city (Hidden City) or booking a fare beyond the desired destination (Point Beyond) – is prohibited.  
Examples:
  - Booking TLV-FRA-BER but intending to travel only to FRA.
  - Booking TLV-YYZ-JFK but disembarking at YYZ.
- Throwaway Ticketing  
Using only one leg of a round-trip ticket, typically the outbound segment, to take advantage of lower fares is not permitted.
- Back-to-Back Ticketing  
Issuing overlapping round-trip tickets to bypass fare rules such as minimum stay or advance purchase requirements is considered an abuse of fare conditions.
- Married Segment  
Breaking married segments to access restricted inventory is strictly prohibited This includes canceling, removing, or reordering segments post-ticketing to bypass booking restrictions. Violations will trigger ADM issuance and may result in flight cancellations.

Failure to comply with applicable fare restrictions, circumventing those restrictions, or misrepresenting your intended itinerary are all violations of our Contract of Carriage .

Violation of this contract reserves us the right to:

- ADM issuance
- Suspension of ticketing authority or access to EL AL's inventory systems.
- Cancel the remainder of the itinerary and confiscate any unused flight coupons.



## Ticket Validity

The period of validity for tickets issued at one way, round or circle trip fares shall be 24 months from the date of commencement of travel, or, if the first flight coupon is open-dated, and/or unused, from the date of issue thereof.

Where one or more portions of a ticket involve a special fare, having a shorter period of ticket validity than indicated above, such shorter period of validity shall apply only in respect to such special fare transportation.

For tickets submitted for reissue, the period of validity of any new ticket issued will be limited to the expiry date that would have been applicable had the new ticket been issued on the date of sale of the original ticket.

For tickets submitted for exchange, the period of validity for the new ticket issued in exchange will be one year from the new date of commencement or if open-dated and/or no portion used, one year from the date of the new issued ticket.

EL AL Israel Airlines reserves the right to modify, adapt, or partially remove the ADM policy at any time.

We strive to provide sufficient notice to ensure manageable implementation by the travel agencies.

## Ticketing Policy Violations Fees

Ticketing Policy Violations		Fees in USD or equivalent in local currency	
Administrative Fee	ADM Value	ADM administration fee	
	0-5\$	5\$ administration fee	
	5\$-10\$	10\$ administration fee	
	10\$ -20\$	15\$ administration fee	
	More than 20\$	20\$ administration fee	
Fare violations	Difference to correct value + Administrative Fee For IL Market only - Flights to/from Eilat – 50 USD + Administrative Fee		
Commission violations			
Discounts			
Taxes, Fees, Charges (TFC) & carrier-imposed Surcharges			
Refund violations			
Exchange/Reissue violations			
Uncollected change fees			
Missing waiver codes			
Prohibited Ticketing Practices	Per Passenger: Europe Destinations - Economy – 150 USD; Premium – 250 USD; Business – 350 USD or fare/tax difference, whichever is higher NA & FE Destinations - Economy – 200 USD; Premium – 400 USD; Business – 600 USD or fare/tax difference, whichever is higher + Administrative Fee		
Ticket Validity	300 USD per passenger + ADM Administrative Fee		

This policy applies, with an immediate effect, to all CRS/GDS subscribers and travel Agents that access EL AL's reservations system via any electronic means. The Agent

has a responsibility to ensure that all its employees and contractors, in all its locations, are familiar with this policy, including future amendments.

EL AL reserves the right to amend and/or to adapt and/or to delete rules and fees described in this document.

Updated: 04SEP25

### Dispute procedure overview:

1. An agent can ONLY dispute an ADM issued by EL AL via BSPLINK & ARC Memo Manager, within 15 days after issuance in accordance with IATA Resolution 850m .
  - Ensure that when an ADM is disputed, the response is specific in detail and the relevant supporting information including contact details are provided.
  - Do not dispute an ADM where the ADM reason is valid and evidence to the contrary is not available.
2. EL AL will handle rejected or disputed ADMs in a timely manner. The dispute will be reviewed within 60 days of receiving it. The status will always be reflected in BSP Memo Manager & ARC Memo Manager.

If EL AL rejects the dispute, an explanation for the rejection will be sent to the agent via BSP Memo Manager & ARC Memo Manager, to agent email provided in the dispute.
3. Undisputed ADMs shall not be waived if not disputed within BSP/AMM dispute period (15 days from receiving ADM).



**IATA resolutions supporting the EL AL policies stated in this document:**

Please note that all defined terms in the following IATA Resolutions shall have the meaning as mentioned/defined in the respective IATA Resolution.

In reference to the IATA Resolution 824, §3.1 the agent is authorized to sell air passenger transportation on the services of the carrier and on the service of other carriers as authorized by the carrier. The sale of air passenger transportation means all activities necessary to provide the passenger with a valid contract of carriage etc.

IATA Resolution 824, §3.2: All services sold pursuant to this agreement shall be sold on behalf of the carrier and in compliance with carrier's tariffs, conditions of carriage and the written instruction of the carrier as provided to the agent. The agent shall not vary or modify the terms and conditions set forth in any Traffic Document used for services provided by the carrier, and the agent shall complete these documents in the manner prescribed by the carrier.

IATA Resolution 852: Selection of validation carrier, for the issuance of documents on behalf of the carrier and in compliance with the carrier's validation principle; the agent shall comply with the instructions issued by the BSP and the ticketing carrier in relation to the issuance and reporting of electronic tickets.

IATA Resolution 890, §1- 4: The agents shall comply with the resolution and instructions issued by the BSP Manual and the ticketing carrier in relation to acceptance of cards.

IATA Resolution 049x, Fare Changes, resolved that,

1. Transportation shall be subject to the fares and charges in effect on the date, on which full payment is made, for travel on the specific dates and journey shown on the ticket.
2. Provided no voluntary change is made to the originating flight, no increase in fare effected through a change in fare level, a change in conditions governing the fare, or cancellation of the fare itself, shall apply.
3. In the event of a voluntary change to the originating flight, the fares and charges for the passenger's journey shall be recalculated in accordance with the fares and charges in effect on the date on which the change is made and is reflected on the ticket.
4. In the event payment is made prior to confirmation of reservations for the originating flight, the fares and charges for the passenger's journey shall be recalculated in accordance with the fares and charges in effect on the date on which the confirmation is made.

IATA Resolution 830a, §1: Practices such as listed herein, in other applicable Resolutions, or in carriers written instructions, but not limited thereto, violate the governing conditions referred to above. They can result in action being taken, e.g. charging the agent with the difference between the fare applied and the fare applicable to the service in accordance with Member's tariff.

IATA Resolution 838: change of traffic documents by agents is only allowed when authorization of the airline has been given.

IATA Recommended Practice 1770 –Code of Reservations Ethics: To guarantee smooth handling of reservations and to avoid inconvenience to customers, travel agents, airlines and other providers must keep accurate and complete records covering all reservations transaction. All dealings should be conducted in a businesslike manner, always keeping in mind the need for correct and efficient handling of each transaction.