

BSP ADM POLICY

- ✈ Further to IATA resolution 850m, Jet Airways will issue ADM for reasons mentioned below:
 - Non-compliance of fare rules/divergence from any principle
 - Incorrect booking class
 - Incorrect fare calculation
 - Incorrect commission claimed
 - Incorrect/commission of applicable taxes/surcharges/rebooking penalties/cancellation penalties
 - Incorrect refund calculation
 - Voiding of tickets is not permitted. These tickets would need to be refunded. ADM would be raised in case of Violations.
 - Plating Error. Please refer to the link for further details.
 - Credit card charge disputed by PAX resulting in chargeback from the card company
 - As per IATA Reso 100 for constructions and combinations of fares-Most restrictive Rule Applies.
 - In the event a ticket is re-issued to a higher fare, the refund rules of the Original fare still apply irrespective of the refund rule specified on the re-issued fare.
 - Improper CRS/GDS booking practices. Please refer Jet Airways GDS Booking Policy for further details - <https://www.9wagents.com/GDSBookingPolicy.aspx>

- ✈ ADMs will only be submitted for processing through the BSP to adjust sales if issued within 9 months of final travel, or when the final travel date cannot be established, the expiry date of the document. For any charge due beyond this period, Jet Airways will agree with the Agent bilaterally the best settlement method & only submit an ADM through the BSP process if agreed in writing by the Agent.

- ✈ Jet Airways complies with local BSP procedures in providing Agents with a minimum period of notice, in order to review any ADM & dispute it.

- ✈ Jet Airways will endeavor to provide as much information as possible on an ADM to ensure it is specific in its detail about the reason a charge is being made.

- ✈ If Jet Airways rejects the dispute an explanation for the rejection will be sent to the Agent.

- ✈ Jet Airways will levy admin charges to cover the cost of ADM issuance by Jet Airways. Enclosed please find Schedule Annexure1 detailing the same

Annexure 1

| Region | Countries | Codes | Amount | Remark |
|---|--|--|---|--|
| Africa | Botswana, Egypt, Kenya ,Mauritius, Malawi, Tanzania, Uganda, South Africa, Zambia , Zimbabwe & Mozambique | BW, EG, KE, MU, MW, TZ, UG, ZA, ZM , ZW & MZ | USD 17 (Equivalent in local currency at the time of issuance) | Effective for ADMs issued from 1st Sep'12 |
| Asia Pacific | Australia, Indonesia, Cambodia, Macau, Malaysia, New Zealand, Philippines, Singapore, Thailand & Vietnam | AU, ID, KH, MO, MY, NZ, PH, SG ,TH & VN | USD 20 (Equivalent in local currency at the time of issuance) | Effective for tickets sold from 1st Sep'12 |
| CHINA / JAPAN / TAIWAN / KOREA /HONG KONG | China, Japan, Taiwan, Korea & Hong Kong | CN, JP, TW, KR & HK | USD 32 (Equivalent in local currency at the time of issuance) | Effective for tickets sold from 1st Sep'12 |
| Europe | Austria, Belgium, Bulgaria, Switzerland, Cyprus, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, Greece, Hungary, Iceland, Italy, Latvia, Lithuania, Netherlands, Norway, Portugal, Romania, Sweden, Slovenia, Slovakia ,Turkey, Ukraine, Russia & Poland | AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GR, HU, IS, IT, LV, LT, NL, NO, PT, RO, SE, SI, SK, TR,UA ,RU&PL | 15% | Effective for ADMs issued from 1st Sep'12 |
| Middle East | UAE, Bahrain, Israel, Jordan, Kuwait, Lebanon, Oman, Qatar & Saudi Arabia | AE, BH, IL, JO, KW, LB, OM, QA & SA | 15% | Effective for ADMs issued from 1st Sep'12 |
| SAARC (Excluding India) | Bangladesh, Sri Lanka & Nepal | BD, LK & NP | 15% | Effective for ADMs issued from 1st Sep'12 |
| UK & Ireland | Great Britain & Ireland | GB & IE | 10% | Effective for ADMs issued from 1st Sep'12 |
| US & CA | USA & Canada | US & CA | 0% | No Admin fee |

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BSP ADM POLICY

- Further to IATA resolution 850m, Jetlite will issue ADM for reasons mentioned below:
- Non-compliance of fare rules/divergence from any principle
- Incorrect booking class
- Incorrect fare calculation
- Incorrect commission claimed
- Incorrect/omission of applicable taxes/surcharges/rebooking penalties/ cancellation penalties.
- Incorrect refund calculation
- Credit card charge disputed by PAX resulting in chargeback from the card company.
- Improper CRS/GDS booking practices. Please refer JetLite GDS Booking Policy for further details - <http://www.jetlite.com/in/GDSBookingPolicy.aspx>

- ADMs will only be submitted for processing through the BSP to final travel date cannot be established, the expiry date of the document. For any charge due beyond this period, Jetlite will agree with the Agent bilaterally the best settlement method & only submit an ADM through the BSP process if agreed in writing by the Agent.
- Jetlite will endeavour to provide as much information as possible on an ADM to ensure it is specific in its detail about the reason a charge is being made.
- If Jetlite rejects the dispute an explanation for the rejection will be sent to the Agent.
- Jetlite will not levy admin charges to cover the cost of ADM issuance by Jetlite. However if the volume and types of errors of that Agent's transactions are deemed to be above average or are recurrent, Jetlite will attempt to address these issues bilaterally with the Agent concerned.

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