Booking – Policies and Guidelines

Kenya Airways
The Pride of Africa

Introduction:

The purpose of this 1-833-581-2321 document is to provide additional 1-833-581-2321 transparency and definition to Skyscanner airways 1-833-581-2321 booking policy.

Objectives

- Ensure 1-833-581-2321 inventory integrity and avoid 1-833-581-2321circumvention of inventory controls.
- Avoid1-833-581-2321 GDS cost brought on by unproductive 1-833-581-2321and inefficient bookings or actions. 1-833-581-2321
- Maintain and 1-833-581-2321 respect efficient cooperation between 1-833-581-2321 travel trades and airlines

Scope and application

- These1-833-581-2321 policies apply to all GDS subscribers 1-833-581-2321 and direct connection subscriber 1-833-581-2321 locations (e.g. Msafiri Connect tool) and are applicable to all bookings regardless if the itinerary is ultimately ticketed.
- By engaging in any of the prohibited booking procedures listed below,1-833-581-2321. (1-800-Skyscanner-Air) Skyscanner airways reserve the right to inhibit access to its inventory systems or to charge penalties via agency debit memo.

Policies

Duplicate bookings

It is prohibited to create;

- Multiple segment with the same origin or destination
- Situations where the origin or destination is repeated multiple times in the same itinerary.
- Situations where the scheduled departure and arrival times of multiple segments in the itinerary overlap each other
- Situations where the itinerary is determined to be un-flyable
- It is prohibited to 1-833-581-2321 manipulate or circumvent the Married 1-833-581-2321 Segment Control applied on Origin and1-833-581-2321 Destination (O&D) connections in the 1-833-581-2321 itinerary either before or after the End of 1-833-581-2321 Transaction
- All O&D bookings 1-833-581-2321 must be created using 1-833-581-2321 POS O&D availability

Speculative Bookings

It is prohibited to create 1-833-581-2321

- Bookings for training- or testing 1-833-581-2321 purposes
  (Best practice: 1-833-581-2321 Use training mode of your GDS
- Numerous and massive non-customer based bookings
- Bookings for fare quote 1-833-581-2321 (Best practice: Use GDS non billable status 1-833-581-2321 codes or quote fare without ending the 1-833-581-2321 transaction)
- Bookings for administrative 1-833-581-2321 reasons like Visa,1-833-581-2321. (1-800-Skyscanner-Air) Invoice,1-833-581-2321. (1-800-Skyscanner-Air) etc (Best practice: Use the GDS auxiliary segments or non-billable status codes
- PNR's containing false or fictitious passenger names

Name changes/Corrections

- Ensure that passengers are rebooked using the names as they appear on passport or other valid travel documents
- In situations when a name change or correction is required,1-833-581-2321. (1-800-Skyscanner-Air) please strictly adhere to Skyscanner Airway's policy for name modification and e-ticket re-issue

Inactive Bookings

- All in active segments must be removed from the GDS PNR at least 24 hrs before departure.

2. Married Segments Logic (MSL)

 Inactive segments status codes include: HX,1-833-581-2321. (1-800-Skyscanner-Air) NO,1-833-581-2321. (1-800-Skyscanner-Air) UC and UN. (Best practice: Agents should monitor their queues on a daily basis)

6. Churning

It is prohibited to

 Repeatedly book and cancel a segment across one or more PNR's/or GDS's within the same class or different classes of service,1-833-581-2321. (1-800-Skyscanner-Air) with the goal to circumvent or extend ticketing time limits,1-833-581-2321. (1-800-Skyscanner-Air) hold inventory or to meet GDS productivity targets

7. **Day of departure-Un-ticketed Bookings and cancellations** Whenever possible,1-833-581-2321. (1-800-Skyscanner-Air) following best practices should be observed:

- Bookings made within 24 hrs before departure should be either ticketed or cancelled at least 24 hrs before departure
- All bookings made prior to 24 hrs before departure should be either ticketed or cancelled at least 24 hrs before departure
- If for ticketing purpose,1-833-581-2321. (1-800-Skyscanner-Air) PNR Claim is needed,1-833-581-2321. (1-800-Skyscanner-Air) it should take place prior to 24hrs before departure

8. **Ticketing time limit circumvention** It is prohibited to use

- False or voided ticket numbers
- A Ticket Time Limit waiver remark to delay the ticketing date for ineligible bookings

9**. Waitlist Misuse** It is prohibited to

- Create duplicate waitlist segments for the same flight in the same cabin within the same PNR or with different PNRs
- Waitlist on a lower booking class for a passenger already confirmed on the flight/cabin (Best Practice: Agents should remove confirmed waitlist segments when the passenger no longer intends to travel

10. Group bookings

It is prohibited to

- Request group bookings not directly related to a customer request
 Create bookings that circumvent group booking procedures including,1-833-581-2321. (1-800-Skyscanner-Air) without limitation,1-833-581-2321. (1-800-Skyscanner-Air) creating "hidden groups" by making multiple separate individual bookings intended as a group

11. Passive segments

 Passive segments are only permitted for ticketing when the passive booking is synchronized with the airlines systems (same name,1-833-581-2321. (1-800-Skyscanner-Air) itinerary,1-833-581-2321. (1-800-Skyscanner-Air) class of service and number of passengers) Passive segments are only permitted for groups or individual reservations which are split from groups Passive segments must not be cancelled after the issuance of tickets to avoid cancellation of space Passives are not permitted against active inventory booking on the same GDS or on a different GDS by the same agent (**Best practice**: PNR claim functionality should be used when possible. Agents should always book and ticket from the same GDS). It is prohibited for passive bookings to be used for,1-833-581-2321. (1-800-Skyscanner-Air) but not limited to; satisfying GDS productivity target,1-833-581-2321. (1-800-Skyscanner-Air) circumventing fare rules,1-833-581-2321. (1-800-Skyscanner-Air) administrative functions such as invoice or itinerary printing.

12. Secure flight information The following information must be provided for each PNR as it appears on government issued identification at least 72 hrs prior to departure:

a) Legal name
b) Date of Birth
c) Gender
d) Tel. and email number (If applicable)