

United Airlines Booking & Ticketing Policy

Updated: March 2011

1. Agreement Between United Airlines and Agent:

This Booking and Ticketing Policy must be followed by any Travel Management Company (TMC) or other entity that is allowed to reserve United inventory, including Non-Accredited Agencies, hereafter referred to as "Agent," for booking and/or ticketing air transportation on United Airlines and United Express operated flights.

This Policy is incorporated by reference and is a part of any applicable agreement or arrangement pursuant to which an Agent is authorized to act on behalf of United, including but not limited to, the ARC Agent Reporting Agreement, the United Travel Management Company Appointment Agreement, United TMCPlus and IATA accreditation.

This Policy applies to all Agents that access United Airlines' internal reservation system content via any electronic means. The Agent has responsibility to ensure that all of its employees and contractors, in all of its locations, are familiar with this Policy, including future amendments.

The continued booking and/or sale of air transportation on United by the agent shall evidence the mutual agreement that this Policy is entered into, binding, and enforceable under, and represents additional consideration pursuant to our United TMC/Agency appointment agreement, the ARC Reporting Agreement, and IATA Passenger Agency Resolutions. The provisions of this policy and its associated practices and procedures are subject to change from time to time and at any time upon notice from United Airlines.

In addition to the methods for sending notice provided by the applicable Authorizing Agreement with respect to Agent, any notices authorized or permitted to be given by United to the Agent under this Policy or any applicable Authorizing Agreement may be given to any Agent by posting on UnitedTMC.com.

2. Definitions:

1. **Accredited TMC/Agency** - A travel agency, including a corporate travel department (CTD), approved by ARC or IATA to issue airline traffic documents.
2. **Affiliated TMC/ Agency** – An Accredited TMC/Agency that issues airline tickets on behalf of a Non-Accredited TMC/Agency.
3. **Agency Debit Memo (ADM)** – An invoice issued to an Agent to collect additional monies owed to United for ticketing outside the Fare Rules or any other violation of United's Booking and Ticketing Policy.
4. **ADP** - Alternative Distribution Provider.
5. **Approved Industry Designator** – Verified Travel Counselor (VTC) number assignment by ARC or Travel Service Intermediary (TSI) number assignment by IATA to a Non-Accredited Agency located within the US, US Virgin Islands or Puerto Rico, or Travel Industry Designator Service (TIDS) number assigned by IATA to a Non-Accredited Agency located outside the US, US Virgin Islands, or Puerto Rico
6. **ARC** - Airlines Reporting Corporation.

7. **Authorizing Agreement(s)** – The applicable agreement(s) setting forth the terms of the relationship(s) between United and Agent and under which Agent is authorized to act as an agent for the sale of United's services or to perform services to the benefit of United.
8. **Back Date Ticketing** - The issuance of a ticket with an indicated date of issuance that is earlier than the actual date of issuance.
9. **Back-to-Back Ticketing** - The booking and/or issuance and/or use of Flight Coupons from two or more different Tickets at round trip fares for the purpose of circumventing applicable tariff rules (such as advance purchase/minimum stay requirements or other restrictions).
10. **Churning** – The process of repeated canceling and rebooking of the same flight segment and inventory class for the same travel dates.
11. **CTD** - Corporate Travel Department as designated by ARC.
12. **CRS/GDS - Computer** Reservation System/Global Distribution System.
13. **Credit Memo** – A refund of monies to the Agent based on overpayment to United.
14. **Fare Rules** - Applicable requirements or restrictions associated with a particular fare, including, but not limited to, non-refundability, Ticket Time Limits, class of service requirements, minimum/maximum stay requirements, or advance purchase ticketing requirements.
15. **Flight Coupon** - A portion of the Ticket that indicates travel points between which the coupon is good for carriage.
16. **Group Booking** - Booking 10 or more passengers on at least one common flight segment within their itinerary to a common destination in a single PNR or multiple PNRs.
17. **Hidden Cities Ticketing or Points Beyond Ticketing** - The booking and/or issuance and/or use of a reservation or ticket from an initial departure point on the ticket which is before the passenger's actual point of origin of travel, or to a more distant point(s) than the passenger's actual destination being traveled even when the booking or purchase and use of such tickets would produce a lower fare.
18. **IATA** - International Air Transport Association.
19. **Impossible/Illogical Booking** - Includes, but is not limited to, bookings for the same passenger on concurrent flights that fly in the same time period, on or near the same day; multiple bookings for the same passenger between the same origin/destination; duplicate bookings, or bookings with connections that depart before the arrival of the inbound flight.
20. **Non-Accredited TMC/Agency** - A travel agency without ARC or IATA accreditation to issue airline tickets that accesses United's internal reservation system content through a CRS/GDS or other electronic means. For the avoidance of doubt, any Agency whose bookings do not contain a valid ARC/IATA number of an Accredited Agency in the United PNR point of sale information will be deemed a Non-Accredited TMC/Agency.
21. **No-Show** - Inventory spoilage caused by the failure to issue tickets and/or cancel ticketed or un-ticketed reservations.
22. **PNR** - Passenger Name Record.
23. **Secure Flight Passenger Data (SFPD)** – As defined by TSA this includes full name, date of birth, gender and Redress Number if applicable.
24. **Throwaway Ticketing** - The booking and/or issuance and/or use of connecting and/or round-trip tickets for the purpose of one-way or partial travel only.

25. **Ticket** - The record of agreement, including electronic tickets, e.g., "United electronic tickets" or "e-tickets," for the carrier(s) to provide transportation and related services under certain terms and conditions to the passenger named on the Ticket in accordance with applicable governing tariffs and regulations.
26. **Ticket Time Limit** - Date or time deadline required for ticket issuance as set forth in the applicable Fare Rule.
27. **Travel Management Company (TMC)** – Any entity which has access to United's internal reservation system content through a CRS/GDS or other electronic means, including but not limited to, travel agencies, corporate travel departments, online travel agencies, consolidators, wholesalers and alternative distribution providers (ADP), with or without ARC or IATA accreditation.

3. United Airlines GDS/CRS Booking/Ticketing Policy Terms:

1. **Administrative Bookings** - Agent must utilize auxiliary segments or non-billable status codes to produce invoices and itineraries or for administrative or accounting purposes. For example, non-billable status codes include the following: AMADEUS - GK, GALILEO - BK, SABRE - YK, WORLDSPAN - use a TVL Air Segment.
2. **Cancellations** - If a customer cancels his or her reservation the Agent must immediately release United's inventory. The Agent may not re-use the canceled inventory for another customer, even if the other customer desires the identical itinerary; a new PNR must be created.
3. **Churning** – The Agent must not engage in Churning to circumvent ticketing time limits of the Fare Rules.
4. **Claiming Reservations** – The Agent must use CRS/GDS claim functionality wherever possible to issue a ticket for a reservation booked on United instead of passive segments. An Agent is not permitted to claim PNRs between agencies and/or CRS/GDS systems.
5. **Class of Service** – The Agent must not issue a ticket unless the requested class of service is available for sale and confirmed in United's internal reservation system.
6. **Customer Name/ID** - Customers' full first and last names are required in all bookings. Additional security information about the customer may be required by government agencies and the Agent should ensure that the PNR satisfies the applicable governmental requirements.
7. **Duplicate Bookings** – The Agent must not create a Duplicate Booking for any reason, or duplicate any reservation booked by another TMC or that is stored in another CRS/GDS or United's internal reservation system. It is the responsibility of the Agent to determine if the customer already made a booking.
8. **Fare Rules** – The Agent must adhere to all ticketing and fare rules. United prohibits, and the Agent is liable for, any booking or ticketing practice that circumvents the applicable Fare Rules, including but not limited to Back-to-Back Ticketing, Hidden Cities, Points Beyond, or Throwaway Ticketing. The Agent must issue a valid ticket or cancel the PNR by the applicable Ticket Time Limit. United reserves the right to use an automatic program to cancel segments when ticketing has not occurred by the applicable Ticket Time Limit, however, the Agent is responsible for adhering to ticketing time limits.
9. **Fictitious Name and Other Speculative Bookings** – The Agent must refrain from holding United inventory until a passenger or ticketing opportunity arises. An Agent may use the GDS only when it relates directly to a passenger's request or intention to purchase a ticket. Non-exclusive examples of such bookings include the use of a valid surname followed by initials (e.g., Smith/A/B/C,

Chen/A/S/D/F, Anderson/X/Y/Z) and fictitious or celebrity names (e.g., Test/My, Mouse/Mickey, Bond/James).

10. **Group Bookings** – Agents must book Group Bookings directly with United and may create Passive Segments for the purposes of ticketing. Standard terms and conditions of Passive Segments apply. Agencies may not create multiple PNRs for the purpose of circumventing the Group Booking definition. Violations of the Group Booking policy may result in booking cancellations, and/or assessment of fees or penalties.
11. **Inactive Segments** – Changes to itinerary segment status resulting in Inactive Segments requires action and must be removed from the CRS/GDS PNR at least 24 hours prior to flight departure. This includes canceling ticketed or un-ticketed segments with a status code of UN, NO, HX, TL, WK, WL, or WN and removing other inactive segments in the PNR with the status codes such as UC, US and DL. In all cases, the Agent is responsible for promptly working queues.
12. **Interline Ticketing** – The Agent must not validate any ticket on United if the ticket contains a flight segment(s) on any other airline unless the other airline has a ticketing and baggage agreement with United.
13. **Itinerary Changes** – When a reservation is affected by a schedule change, flight firming, and flight cancellation. United sends notification directly to the Agent's GDS queue. This notification communicates the change and directs the booking agent to accept the changes in the PNR, advise the customer, and remove the inactive segment(s).
14. **Married Segments** - United may provide a level of availability on Married Segments that differs from the level of availability provided by United if the segments were sold separately. An Agent must not separate Married Segments for any purpose nor manipulate the CRS/GDS system to circumvent United's Married Segment Control logic.
15. **Non-Accredited Agency Self-Identification** – Each Non-Accredited TMC/Agency must have an Approved Industry Designator prior to reserving United inventory through a GDS or other electronic means. The Non-Accredited TMC/Agency must notify United of the Approved Industry Identifier by sending the applicable VTC, TSI, or TIDS number to United at UA-Distribution-GDS@United.com and must include the following information: Non-Accredited TMC/Agency name and address, GDS/CRS provider, pseudo city code, phone/fax numbers, email address, and Affiliated TMC/Agency name, address, ARC/IATA number and pseudo city code. It is the responsibility of the Agent to ensure that its GDS provider transmits the correct Approved Industry Designator in its point of sale information.
16. **Passive Segments** – Industry standard practice requires that passive segments be used for the purpose of ticketing only after a booking has been made in an airline's inventory system. Invalid/mismatched passive segments will be rejected and a message sent to the booking agent which will require action at least 24 hours prior to flight departure. United does not allow passive segments to be used for other reasons including but not limited to satisfying CRS/GDS productivity requirements, to circumvent fare rules or to fulfill administrative functions.
17. **Passports and Visas** – The Agent must not book an itinerary for the sole purpose of obtaining customer's visa, passport, or any other documents.
18. **Taxes** – The Agent must collect, report, and accurately code all taxes, fees and charges/surcharges imposed by the U.S government, as well as taxes, fees and charges/surcharges levied by foreign countries.
19. **Secure Flight Passenger Data (SFPD) Collection** – The Agent must enter Secure Flight Passenger Data including full name, date of birth, gender, and Redress Number if applicable, for each customer in every PNR as required by the TSA. Failure to provide the data will result in inability to ticket the reservation. UA also reserves the right to cancel any reservation not containing SFPD at least 72

hours prior to departure. PNRs created within 72 hours must include SFPD when the PNR is initially booked.

20. **Ticket Numbers** – The Agent must issue and report a valid ticket number for the customer and itinerary in the PNR. The Agent may not provide a ticket number that does not match the customer and/or itinerary to circumvent ticketing requirements or to satisfy a Ticket Time Limit.
21. **Training and Testing** – The Agent can create a test or training PNR only in the training mode of a GDS/CRS provider. Reserving live inventory in United's internal reservation system for any training and/or testing purpose is prohibited and United reserves the right to recover costs associated with spoiled inventory.

United Airlines reserves the right to expand this UA GDS/CRS Booking Policy at any time with or without advance notice.

4. Method of Audit and Settlement:

A current description of United ADM audits, as well as the dispute and resolution process applicable to TMC's located within the U.S. will be published and maintained at UnitedTMC.com. For all other regions, posting of local ADM policy and distribution of ADMs will be handled through BSPLink in accordance with the timelines outlined in IATA Resolution 850m.

United shall have the right to enter any Agent's office location upon reasonable notice for the purpose of inspecting books and records relating to air transportation sold directly or indirectly on United and to ensure compliance with the provision of the applicable Authorizing Agreement, this Policy and/or United's Contract of Carriage.

Travel Service Provider, in booking and/or ticketing pursuant to this Policy, will comply with all applicable laws, including, but not limited to, those set forth in 14 CFR 257.5(d) and 14 CFR 399.

5. Fees and Penalties:

United strictly prohibits, and will hold the Agent responsible for any losses due to actions in violation of this Policy, the applicable Authorizing Agreement or United's Contract of Carriage.

1. **Fees** – In addition, United reserves the right to collect USD 3.50 for US Point of Sale, and up to USD 6.50, or local equivalent, for non-US Point of Sale per segment per passenger for GDS booking violations, and an administration fee of up to USD 50.00, or local equivalent, for each ADM issued. For the avoidance of doubt, an Agent shall be responsible for its actions in violation of this Policy, regardless of whether a ticket is issued.
2. **Loss of Access/Termination** – Frequent violations of this Policy and/or failure to pay any outstanding fee(s) may result in the loss of access to view, book and ticket United inventory. United may assess an additional fee to restore access capabilities through a CRS/GDS if the Agent is reinstated. The Agent also must pay any other outstanding monies owed to United at the time of termination, including any such amounts that are identified by United following such termination.
3. **Damages** – In addition to the other remedies United may charge the Agent, and the Agent agrees to pay, for any losses incurred by United arising out of or in connection with any violation of this Policy. These damages could include, but are not limited to, loss of revenue and the difference between the fare charged and the actual fare available at the time of the violation or booking, use or issuance of the ticket, and recovery of GDS transaction fees.

4. **Other Remedies** – United reserves the right to offset from any available source any amount owed to the Agent by United in order to satisfy any of the fees, costs, damages or other remedies owed to United as a result of a violation of this Policy.