

NON FARE CLAIM POLICY OF AMADEUS

Amadeus exchanges information between its Subscribers (Travel agents) and the Service Providers like Hotel Chains/ Car Rentals/ Insurance Companies etc. as per the Providers' expectation and the Industry standards. Amadeus investigates such claims relating to the incorrect transmission of such data. Provided the claims comply with the following:

- ✚ The claims should not be caused due to system misuse Provider e.g.; cancel-rebook in same entries; married segment violations.
- ✚ The claims should not be caused due to non – adherence to policies e.g.; Hotel cancellation policy not followed.
- ✚ The compensation sought matches the situation.
- ✚ For hotel, air or car segments booked by Amadeus customers the claim must be received by Amadeus within 180 days of the date the specific segment was booked in Amadeus.
- ✚ For claims related to ticketing for tickets issued by Amadeus customers the claim must be received by Amadeus within 180 days of the date the ticket was issued in Amadeus.

Such cases as above and where the investigation confirms that Amadeus is solely responsible for causing the claim; will be considered as eligible for compensation. Amadeus cannot investigate claims reported to it where the correct booking practices were not followed by the user or where the reservation/cancellation policy of the provider is not respected.

Following pages list various scenarios where Non-Fare related claims may be submitted to Amadeus for investigations and scenarios which are not covered by this policy.

Amadeus Helpdesk	Live Chat Function in Amadeus Selling Platform	Mail to Helpdesk	Know more about Amadeus	Amadeus Learning City
Access to Amadeus Helpdesk at 11-2321194-95	Connect to Amadeus Helpdesk through Live Chat Function in Amadeus Selling Platform	help@amadeus.lk	www.amadeus.lk	Learn Amadeus using self paced learning solution Amadeus Learning City – www.alc.amadeus.com

Ticketing Claims

Ticketing claims that may be submitted

1. Ticketing coupon status discrepancies.
2. Refund discrepancies.
3. Ticket reporting discrepancies (e.g. BSP or ARC reports).
4. Ticketing information discrepancies between Airline and Amadeus systems.
5. Form of payment discrepancies.
6. Ticketing Interline Agreements.
7. Ticket number transmission agreements not adhered to.

Ticketing Claims not covered

1. Claims due to use of invalid credit cards or denial of credit card approval code by an airline.
2. Claims arising out of incorrect validating carrier used.
3. Incorrect commission entered.
4. Airline ticket number transmission polices are not complied with.
5. Any claim involving tickets issued outside Amadeus.
6. Tickets issued with passive segments.
7. Any claims received due to an airline's interline agreement policy not being adhered to will not be approved. It is the travel agent's responsibility to verify if another airline can be issued on the ticket stock of a particular airline.

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Air Claims

Air Claims that may be submitted

1. The Amadeus PNR is not synchronized with the Airline PNR, causing extra cost to the passenger or travel agent.
2. Incorrect flight data provided.
3. Flight reservation requests rejected.
4. Name change policies not adhered to.
5. Minimum connecting time discrepancies

Air Claims not covered

1. If the airline is unable to provide proof that the schedule change was notified to Amadeus.
2. The Amadeus PNR involved in a claim was previously localized by the airline.
3. If the airline involved in the claim ceases to exist or cancelled their Global Distribution Agreement with Amadeus
4. Reservation/ Ticketing policy of the concerned carrier is not respected.
5. Travel disruption caused by reasons not controlled by Amadeus.
6. Segment rejects that happen within the permitted time limits.
7. Claims arising out of incorrect PNR handling or GDS abuse.
8. Claims related to creating of passive segments or rejects thereof.
9. Non removal of inactive segments from PNR or creating of duplicate segments.

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Hotel/Car Claims

Hotel/Car claims that may be submitted

1. The Amadeus PNR is not synchronized with the Hotel/Car reservation causing extra cost to the passenger or travel agent.
2. Hotel/Car rate changes.
3. Cancellation policy not respected.
4. Hotel/car location discrepancies.
5. Hotel features discrepancies
6. Rate display discrepancies.
7. Car type discrepancies.
8. Car Extra charges not listed.

Hotel/Car Claims not covered

1. If the Hotel/Car Company involved in the claim has ceased its operations.
2. Non receipt of Hotel Commission.
3. Cancellation number not returned to the Amadeus PNR and thus causing No Show.
4. Claims caused due to discrepant information relayed by the Hotel/Car System to Amadeus.
5. Car/Hotel provider does not provide the expected quality of service.
6. Claims due to Hotel segment(s) sold but ignored before ending PNR resulting in a no-show (as per access level).
7. Any claims due to the booking policy of the Hotel/Car Company not complied with.

For any clarification please contact your nearest Amadeus Help desk.

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