

GDS Booking Policy

Nauru Airlines is committed to ensuring that its Travel Trade Partners have the necessary information to enable the correct use of the Global Distribution System (GDS) and to protect the integrity of valuable inventory. Nauru Airlines GDS Booking Policy is introduced in accordance with the IATA Travel Agent’s Handbook, the Airline Reporting Corporation (ARC) Agent Reporting Agreement (ARA) and IATA Resolutions 830a, 824 (paragraph 3.2) and 723.

This policy is intended to assist in reducing distribution costs incurred by Nauru Airlines as a result of GDS booking practices that may be considered illegitimate or that may damage revenue integrity or availability of our seat inventory to legitimate passengers. Our GDS Booking policy will help our Travel Trade Partners by ensuring maximum availability is offered by removing bookings that may not materialise.

Nauru Airlines audits all booking transactions to identify non-compliant booking practices and may from time to time contact individual agents to query their compliance. In addition, Nauru Airlines has an automated system that monitors GDS usage and may, in instances of incorrect usage, cancel bookings held.




Nauru Airlines also reserves the right to issue agents with an Agent Debit Memo (ADM) or invoice to recover distribution costs incurred as a result of breaches to this policy. Please refer to the below table for the applicable ADM fees. Where appropriate, Nauru Airlines may also restrict an agency’s access to Nauru Airlines operated inventory.

Please refer to the below for an overview of booking practices that result in charges to Nauru Airlines and that are not permitted:

Activities considered GDS abuse

PROHIBITED ACTIVITY	DESCRIPTION OF RECOVERABLE ACTIVITY
Churning	Churning refers to repeatedly cancelling and rebooking the same segment/s to circumvent fare rules. Tickets are to be issued within fare condition/rules and if this is not possible, segments must be cancelled.
Duplicate Bookings	Duplicate bookings refer to a passenger holding multiple confirmed Nauru Airlines segments for the same journey. Duplicate bookings are not allowed and reduce seat availability for other passengers. Nauru Airlines performs automated checks and may warn of a suspected duplicate booking via SSR message. Duplicate Booking PNRs may be cancelled if not corrected. Ticketed duplicate reservations which are not cancelled prior to departure will constitute a “no show” and the fare paid will be forfeit.
Dual GDS	A Travel Trade Partner that uses more than one GDS must book and ticket the passenger itinerary within the same GDS. Creation of ticketed passives in another PNR and in another GDS system results in duplicated GDS costs to Nauru Airlines for the same passenger and this is therefore not permitted. Tickets or PNRs found to be managed across multiple GDSs will result in the issuance of an ADM or invoice for GDS fee recovery.
Fictitious Name Bookings	Bookings held in fictitious passenger names are prohibited. Bookings are to be held in only genuine passenger names. Nauru Airlines performs automated

Travel Trade Information

	<p>checks and may warn of a suspected “fictitious name” booking via SSR messages. Fictitious Bookings may be cancelled without warning.</p> <p>GDS training environment should be used for the training of staff or for testing purposes.</p> <p>Examples of fictitious name bookings include but are not limited to: -</p> <p> TEST/PNR MR, TRAINER/MY MR, NAURU/PNR MR, NTBA/PNR MR</p> <p>PNRs found to be using fictitious passenger names will result in the issuance of an ADM or invoice for GDS fee recovery.</p>
Inactive Segments	<p>PNR segment/s that contain any status of HX/NO/UC/UN/US/WK/WL/WN should be cancelled immediately.</p> <p>Failure to cancel inactive segments may result in ADMs or invoices being issued if the inactive segment becomes a chargeable event by a GDS.</p>
Hidden Groups	<p>Where a group reservation is booked with separate individual PNRs to avoid group reservation deposit requirement,</p> <p>PNRs found to contain hidden groups whether ticketed or not will result in the issuance of an ADM or invoice for GDS fee recovery and inventory abuse.</p>
Passive Bookings	<p>Passive segments are solely permitted for the purpose of ticketing when it matches an existing booking held in our reservation system and are strictly not permitted for administrative reasons and/or for the purpose of completing a PNR itinerary. Passive segments should not be used to prevent a booking from purging. Retention lines, or auxiliary segments, can be used to prevent a booking from purging. Please contact your GDS helpdesk for more information about using retention lines/auxiliary segments. Please note that passive segments can negatively impact active segments in the PNR. For example, if a passive segment is booked and simultaneously an active segment in the PNR is cancelled, Nauru Airlines or its alliance partners may not receive the message to cancel/remove the active segment resulting in a “no show” status at flight departure.</p>
Redundant Segments	<p>A redundant segment refers to instances where segments are held in a PNR that cannot be physically flown by the passenger. An example of redundant segments is listed below: -</p> <p> 1/ BNE INU 01 SEP 23  2/ INU BNE 31 AUG 23</p> <p>Failure to cancel redundant segments may result in ADMs or invoices being issued if the redundant segment becomes a chargeable event by a GDS.</p>
Speculative Bookings	<p>Speculative bookings are segments booked without real demand and/or which are not directly related to a genuine passenger reservation request. Bookings speculatively reserving inventory for potential future sale are not allowed.</p>
Waitlisting	<p>Please refer to fare condition/rules to verify whether waitlisting is permitted for the fare type. Please ensure waitlist requests are kept to a minimum. Unwanted waitlists must be cancelled immediately and no later than 24 hours prior to flight segment departure time. Please ensure that you check your queues regularly for updates to waitlisted segments.</p>



Travel Trade Information

	PNRs found to contain uncanceled waitlisted segments that become chargeable events by a GDS will result in the issuance of an ADM or invoice for GDS fee recovery.
--	--

ADM Fees

For breaches to the GDS Booking Policy, Nauru Airlines applies the following GDS fee recovery structure. The table below lists some, but not all, booking practices and their respective penalties.

PROHIBITED ACTIVITY	RECOVERY FEE
Duplicate Bookings Inactive Segments Incorrect Waitlisting Passive Segments Redundant Segments Speculative Bookings	AUD10.00 per passenger per sector plus Nauru Airlines ADM fee
Fictitious Name Bookings	AUD100.00 per fictitious name booking plus Nauru Airlines ADM fee
Hidden Groups	AUD250.00 per passenger discovered to be part of a hidden group plus Nauru Airlines ADM fee

Breaches of Nauru Airlines GDS Booking Policy apply to booked segments that contain Nauru Airlines ON flight designator code, regardless of whether the itinerary is ticketed or not.

ADMs issued by Nauru Airlines for GDS Booking Policy violations are subject to an ADM administration fee of AUD 35.00 per ADM. Please refer to the Nauru Airlines Agency Debit Memo and Agency Credit Memo Policy for further details.