

Rules and Penalties for Married Segment Control (MSC)

Married Segments refer to travel itineraries that include at least one connection booked as a single Origin and Destination (O&D). Once segments are married, you cannot cancel, price, rebook, or issue any segment individually. TG provides different availability for married segments compared to when the segments are sold separately. To maintain inventory integrity and prevent policy circumvention, TG closely monitors transactions for booking abuses or practices that violate the Married Segment Control (MSC) Policy. TG reserves the right to apply penalties or fees for non-compliance, assessed per segment.

MSC Policy Overview

Scope of Application:

This policy applies to all GDS bookings on TG flights, regardless of whether the tickets are issued or not.

TG Married Segment Control (MSC) Rules:

- **Booking Creation:** All bookings must be made as a single Origin and Destination (O&D) itinerary. It is considered MSC abuse to book each segment separately.
- 1. **Availability Request**
 - Availability requests must be made for the full Origin and Destination itinerary in one entry, even if the itinerary includes other carriers (OAL).
 - When adding a new segment to a confirmed booking, always retrieve the PNR first before making the availability request to ensure it is checked from the Origin and Destination.
- 2. **Booking Process**
 - Bookings must be created as a single Origin and Destination entry, including connections with other carriers.
 - A Married Indicator (*) will be applied to connecting flights, and it is prohibited to separate or manipulate married segments in the GDS to circumvent TG's MSC logic.
 - It is prohibited to include unnecessary flights as part of the Origin and Destination itinerary.
 - When adding a connecting flight within 24 hours to a confirmed itinerary, you must cancel the confirmed segment and rebook the entire Origin and Destination itinerary.
 - If there are no available seats on connecting flights, you may not waitlist for the connecting flight separately. To waitlist, you must cancel the existing booking and waitlist for the full Origin and Destination route.
- 3. **Cancellation Process**
 - It is prohibited to delete one segment of a connected itinerary, you must cancel the entire Origin and Destination itinerary and rebook it as a new O&D.
 - It is prohibited to cancel or break married segments through fraudulent actions.
- 4. **Ticketing Rules**
 - Partial ticketing is restricted for itineraries with a Married Indicator. It is also prohibited to issue tickets for individual segments separately.

Violations:

Any bookings that violate the MSC rules will be considered a violation, regardless of whether a ticket has been issued.

Penalties for Non-Compliance

1. **Penalty Charges and Fees:**

- If TG identifies a violation of the MSC rules, penalty charges and fees will be assessed in accordance with the ADM policy
- ADM values will be calculated based on below matrix and debited in the local currency of POS in line with country specific ADM policy.

Journey Type	USD (per pax)
One way ticket in Economy	500
Return ticket in Economy	800
One way ticket in Premium Economy/Business/First	800
Return ticket in Premium Economy/Business/First	1500

2. Restricted Access to Inventory:

- TG reserves the right to restrict a travel agent's access to TG's inventory (including availability, booking, and ticketing) if frequent violations occur or if any outstanding fees remain unpaid.

3. Automatic Cancellation:

- If a Married Indicator is deleted fraudulently, TG's system will automatically detect and cancel the affected segment immediately after End of Transaction (EOT). A system-generated SSR message will be sent upon cancellation:

SSR OTHS CANCELED DUE TO MSC VIOLATION/TG

Additional Information

Travel agencies issuing tickets on behalf of other agencies must ensure that all their partners comply with the MSC rules.