

GDS Booking Policy

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Dear Industry Partners,

To ensure seating availability for customers, Thai Airways International would like to ensure correct procedures are being adhered to regarding the use of flight segment bookings. It has become necessary to audit travel agency transactions **effective from 01 July 2024** in the THAI GDS system identifying duplications, fictitious, test and speculative bookings. When a violation is detected, corresponding penalty charge per pax/ per segment will be applied accordingly to the amount for each item as per the below table. **When identified debit memos (ADM) will be raised against travel agencies found in violation.**

Sr.No	GDS violations	Description	Penalty
1	Invalid booking class	All Booking PNR's created with unauthorized RBD's are considered as violation.	USD10 - Per pax/segment
2	Duplicate Bookings	Booking multiple seats for the same passenger on different flights or in different classes on the same flight is prohibited along with below criteria's: - Create duplicate bookings in the same or different GDS for the same passengers. - Duplicate segments in the same booking. - Establish "unusual/fictitious itineraries" for the same passenger, for example, because the scheduled departure and arrival times of various segments overlap, because minimum connection time rules are violated, etc.	USD10 - per pax/each duplicate
3	Churning	It is prohibited to book and cancel a segment repeatedly in one or more PNRs and/or GDS within the same class or different classes, Any cancellations and rebooking made by the travel agent for the same passenger within PNR or across PNRs to circumvent ticketing time limits, more than four times on identical flight and departure date.	USD10 - per pax/segment for churning of more than 4 times



Agents Advice



4	Fictitious Bookings	The creation of fictitious or speculative bookings, or the issuance of fictitious tickets, which hold slots occupied in the inventory until a sales opportunity arises, increases the airline's GDS costs and reduces the availability of bookings in the market. Therefore, it is totally prohibited to create bookings that are not directly related to a customer's demand intending to buy a ticket or to create bookings with fake or fictitious passenger names. Likewise, it is prohibited to use invalid ticket numbers, understood as restricted, already used, refunded, cancelled, or non-existent ticket numbers.	USD10 - per pax/segment
5	Inactive Segments	Inactive segments are those cancelled by the airline with UC/UN/NO/HX status and for which the agency is notified through a queue in their GDS with the following codes: - UC: flights impossible to confirm/closed flight - UN: flight impossible to confirm/cancelled flight - NO: no action has been taken - HX: cancelled segment. The agency commits to removing these segments from the booking at least 24 hours before the flight departs.	USD20 - per pax/segment
6	Waitlist Bookings	All active un-ticketed PNR Bookings with Waitlist status codes, for which the departure dates have passed are considered as violation. Waitlisted bookings created on the day of the flight are also not allowed.	USD10 - per pax/segment
7	Passive Segments	A passive segment is introduced into a GDS with the aim of issuing a booking made in a reservation system. The use of passive segments is only allowed for the purpose of issuing tickets and only when the passive booking synchronizes with an active reservation in the airline's system (same name, itinerary, booking class, and number of passengers). Creation of passive/cloned bookings for proof of booking for visa applications, etc. is not allowed. All Active un-ticketed PNR Bookings with Passive status codes for which the departure dates have passed are considered as violation.	USD10 - per pax/segment

For further information, please contact your local THAI Agency Desk.

We thank you for your support of Thai Airways International.

