

Agency debit memo (ADM) policy of «QAZAQ AIR» JSC

Penalties applied by «QAZAQ AIR» JSC for the rules such as the sale of passenger transportation, reservation rules, fare rules, instructions, non-compliance with the deadlines for transferring revenue and reporting violated by the agent		
№	Name of the violation	List of sanctions
1	Complete absence/absence of some data/incorrect entry of data on the passenger's identity document (passport) into the PNR and/or ticket.	5,000 tenge for each case of violation (or the amount equivalent to the currency for foreign agents at the exchange rate of the National Bank of the Republic of Kazakhstan on the date of the violation).
2	Non-compliance with the fare rules published in reservation system.	50% of the applicable fare for each violation.
3	Carrying out the cancellation procedure of the ticket (VOID) a) more than 3 (three) hours after the ticket issuing, if there is more than 24 hours before departure; b) more than 30 (thirty) minutes after the ticket issuing, if there is less than 24 hours before departure; c) withdrawal from online check-in and cancellation of the ticket (VOID) during flight check-in and/or after flight departure.	5,000 tenge for each case of violation (or the amount equivalent to the currency for foreign agents at the exchange rate of the National Bank of the Republic of Kazakhstan on the date of the violation).
4	Cancellation of the booking without removing the ticket from check-in (ticket with the CHECKED-IN status).	5,000 tenge for each case of violation (or the amount equivalent to the currency for foreign agents at the exchange rate of the National Bank of the Republic of Kazakhstan on the date of the violation).
5	For the refund of the YQ and/or YR fees for the voluntary refund of the ticket (if this is not permitted by the fare rules).	50% of the applicable fare for each violation.
6	Failure to provide or late submission of a report on the sale of air transportation (both electronic and on paper) within the time limits provided for in the agency agreement, as well as the provision of an incomplete package of accounting documents stipulated in the agency agreement.	A penalty of 0.1% for each overdue calendar day accrued from the amount of revenue for the reporting period (including fines), but not more than 10 (ten) % of the given amount.
7	Issue of group transportation, including unconfirmed group transportation*, without approval from «QAZAQ AIR» JSC if passengers have oversized, heavy, excess baggage (sports equipment, weapons, etc.).	Agent pays the difference between the issued fare and the published fare of Y booking class for each case of violation (or the amount equivalent to the currency for foreign agents at the exchange rate of the

		National Bank of the Republic of Kazakhstan on the date of the violation).
8	The discrepancy between the booking class, fares, taxes, fees in the PNR and the ticket.	50% of the applicable fare for each violation.
9	Incorrect input of information into the manual mask: fare basis, currency, taxes, fees, fare amount, free baggage allowance, applicable exchange rate.	15,000 tenge for each case of violation (or the amount equivalent to the currency for foreign agents at the exchange rate of the National Bank of the Republic of Kazakhstan on the date of the violation).
10	Issue of tickets with an unconfirmed segment ("HL", "HN", "SS", "LL", "UU", "NN", "GN", "GL", "PL", "TN", "TL", "UN", "US", "NO", "XR", "OX", "PX", "HX", "UC") or with the status "SA", "RQ" without the permission of the Carrier**.	50% of the applicable fare for each violation.
11	No seat cancellation if the passenger refuses to travel (in case of refund, void or reissue of the ticket) within 1 hour.	15,000 tenge for each case of violation (or the amount equivalent to the currency for foreign agents at the exchange rate of the National Bank of the Republic of Kazakhstan on the date of the violation).
12	Booking and ticket issue in violation of the minimum connecting time.	15,000 tenge for each case of violation (or the amount equivalent to the currency for foreign agents at the exchange rate of the National Bank of the Republic of Kazakhstan on the date of the violation).
13	Changing the general meaning of the passenger's surname and/or first name in the booking and/or ticket with no permission from «QAZAQ AIR» JSC (for example: IVANOV to PETROV)	15,000 tenge for each case of violation (or the amount equivalent to the currency for foreign agents at the exchange rate of the National Bank of the Republic of Kazakhstan on the date of the violation).
14	The absence of contact details in the PNR or the entry of fictitious contact details of the passenger and / or the agency that issued the ticket.	2,000 tenge for each case of violation (or the amount equivalent to the currency for foreign agents at the exchange rate of the National Bank of the Republic of Kazakhstan on the date of the violation), as well as covering all expenses of airline for compensation to passenger,

		due to untimely notification of the passenger about the schedule change.
15	The absence or non-compliance with the requirements of documents confirming the involuntary refund.	15,000 tenge for each case of violation (or the amount equivalent to the currency for foreign agents at the exchange rate of the National Bank of the Republic of Kazakhstan on the date of the violation).
16	For the loss of a strict reporting form (paid baggage receipts on a paper form).	10,000 tenge for each case of violation (or the amount equivalent to the currency for foreign agents at the exchange rate of the National Bank of the Republic of Kazakhstan on the date of the violation).
17	For incorrectly applied fare/discounts***.	Agent pays the difference between the amount of the cost (fare and fees) taken from the passenger and set by «QAZAQ AIR» JSC.
18	For freezing places in the following ways: 18.1. for manually entering the ticket number (SSR:TKNM) into the booking for flight segments that do not match the ticket; 18.2. setting a manual time limit in PNR; changing the time limit automatically set by the reservation system, or the absence of a time limit in the booking, the ticket of which was not issued; 18.3. creation of fictitious bookings or entry of fictitious names of passengers and ticket numbers into the PNR; 18.4. creation of duplicate bookings or multiple bookings per passenger. In this case, a duplicate is considered to be the presence in the system of at least two confirmed bookings created by the same agency and/ or its branches for the same passenger on the same flight. The availability of the ticket and the time of detection of duplicates (before or after the flight departure) do not matter; 18.5. entering the same ticket number into different PNRs; 18.6. long-term or systematic "freezing" of a (blocked) segment taken from the system on the automatic reservation system without actually creating a PNR;	50% of the applicable fare for each violation.

	18.7. multiple cancellation and re-booking of flight segments in the same reservation for automatic recalculation-extension of the time limit; 18.8. creating test bookings in a real reservation system.	
19	Manual modification and falsification of the printout of the itinerary receipt and/or electronic ticket.	200,000 tenge for each case of violation (or the amount equivalent to the currency for foreign agents at the exchange rate of the National Bank of the Republic of Kazakhstan on the date of the violation).
20	Incorrectly calculated penalty/surcharge on fares when exchanging or refunding a ticket.	Agent pays the difference between the amount of the penalty taken from the passenger and the amount of the penalty set by «QAZAQ AIR» JSC.
21	The absence of a date of birth in the booking / ticket issued for the category of passengers CHD, UMR, INFT (in the NAME field, or in the corresponding SSR request), as well as the issuance of a ticket for the above categories of passengers in the absence of a corresponding SSR request, or with an unconfirmed SSR request.	50% of the applicable fare for each violation.
22	Issue of a ticket with a discount that is not supported by documents entitling to a discount.	Agent pays the difference between the discounted fare and the normal annual economy class fare, respectively.
23	Issue of an unconfirmed group of children transportation by JSC «QAZAQ AIR» without an adult passenger accompanation.	Agent pays the difference between the discounted fare and the full published fare of the same booking class.
24	Incorrectly specified form of payment when issuing/reissuing a ticket/an EMD.	2,000 tenge (or the amount equivalent to the currency for foreign agents at the exchange rate of the National Bank of the Republic of Kazakhstan on the date of the violation) for each form (ticket, EMD).
25	Other violations not provided in this ADM Policy.	5,000 tenge for each case of violation (or the amount equivalent to the currency for foreign agents at the exchange rate of the National Bank of the Republic of Kazakhstan on the date of the violation).

Note:

** Implicit group bookings which are several individual bookings with the same route created by one agent in a short period of time.*

*** Issue of air transportation and tickets with a fictitious status of "OK".*

**** Children's discount and/or youth/senior citizen fare.*