



ADM/ACM ISSUE AND DISPUTE POLICY

Background

LIAT (1974) Ltd considers you as our travel partners and we seek your continued support in the implementation of our policy on Agency Debit Memos (ADMS). As a result of the foregoing, LIAT (1974) Ltd would like to make its ADM policy transparent for all Travel Agents and Travel Partners by outlining the circumstances under which ADMs will be raised along with details of the complete process for billing and dispute.

Scope

This policy is applicable to all LIAT's agents selling LI inventory.

Distribution

- LIAT (1974) Ltd website – www.liat.com
- Travel Agents worldwide

Our Position

ADM is a legitimate accounting tool being used by LIAT (1974) Ltd to collect amounts or make adjustments to agent transactions related to the issuance and use of Traffic Documents. ADMs are raised for errors on LIAT (1974) Ltd airline tickets and PNRs to include but not limited to any of the below:

- Differences between what was billed by Billing and Settlement Plan (BSP)/ Airline Reporting Corporation (ARC) and what was sold by the Travel Agency
- Fare Calculation Error
- Fare Rule Violations
- Incorrect Taxes Paid
- Commission Calculation Error
- Violation to LIAT (1974) Ltd Computer Reservations System (CRS)/ Global Distribution System (GDS) booking policy
- Violation of LIAT (1974) Ltd refund rules and procedures

Travel Agents obligations are described in IATA resolution 824, in which it is stated that the Agents should issue tickets in compliance with the Carrier's fares, fare rules, general conditions of carriage and written instructions of the Carrier to the Agent (e.g. memo, circular, manual, etc). Airlines have the right to audit and send ADMs for all transactions that are not made in compliance with required booking and ticketing practices. Unless the Agent produces credible evidence, the Agent owes the Airline the amount shown on the ADM.

LIAT (1974) Ltd will raise ADMs via the BSP Link/ARC per Agent per period as per applicable BSP/ARC guidelines. ADMs will be processed within six (6) months of the final travel date. LIAT (1974) Ltd will endeavour to provide as much information as possible on an ADM to ensure it is specific enough about the reason a charge has been raised. More than one charge can be included in one ADM if the reason of the charge is the same and a detailed supporting list is provided with the ADM.

For any ADM issued through BSP/ARC link, the date of issue is considered as the date of receipt by the Agent. A daily monitoring of ADMs through the BSP/ARC link is highly recommended to the Agents.

For non BSP/ARC cases, the ADMs shall be circulated by the respective LIAT (1974) Ltd local office.

If no disputes are raised or disputes are rejected, your Agency pays via the next BSP/ARC remittance.

ADM Dispute Procedures

LIAT (1974) Ltd shall endeavour to handle rejected or disputed ADMs in a timely manner in compliance with applicable IATA resolutions and regulations.

LIAT (1974) Ltd expects Agents not to dispute an ADM where the reason is valid and evidence to the contrary is not available.

Agents are advised to refer any disputes, with sufficient dispute information, onto the contact address displayed at the top left hand corner of the ADM. Any unsupported disputes will be disregarded.

Verbal authorisations will not be accepted as a valid reason for an ADM dispute.

Agents must utilise the BSP link dispute facility when querying ADMs, as this will halt billing of the ADM whilst dispute is investigated.

A decision will be made within thirty (30) days of receipt of the dispute by LIAT (1974) Ltd.

If the dispute is partially or fully accepted by LIAT (1974) Ltd, approval will be via the BSP/ARC link and an ACM will be raised.

If the dispute is rejected by LIAT (1974) Ltd, this will be done via the BSP/ARC link.

ADMs/ACMs may be processed through the BSP/ARC link, for a maximum period of thirty (30) days following default action taken against an Agent in accordance with IATA Resolution 818g, attachment "A", Section 1.0

Taxes, Duties and Charges Extra to Fares

These are applicable at the time of ticketing. Any quotes given at the time of booking are as a guide only and Agents are required to pay levels that are in force at the time of ticket issue unless communicated otherwise by LIAT (1974) Ltd. In the event that taxes are raised subsequent to ticket issue, but are applicable to travel date, such taxes are subject to collection.

Refunds

Bookings made utilising LIAT (1974) Ltd ticketless inventory via our reservation system where a PNR/record locator is obtained as your travel confirmation has a no refund policy. However, a credit less the cancellation fees will be created based on the fare rules. The credit is valid for a period of twelve (12) months from creation date.

Bookings done via a GDS utilising LIAT (1974) Ltd electronic ticket inventory are refundable and will attract the applicable refund / cancellation fee(s) as per the fare rules.

Cancellation and re-issue of any incorrect/void tickets that would normally incur a Penalty for Change or Cancellation Fee must be completed within the same day to avoid an ADM. Any after this time must be requested from LIAT (1974) Ltd via BSP Link. Same would be subject to a refund penalty determined by fare rules.