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To: All Travel Agencies

Dear Travel Partners,

Subject: Zambia Airways (2014) Limited CRS/GDS Booking and Ticketing Policy

Enclosed is Zambia Airways (2014) Limited's policy regarding the appropriate use of reservation and ticketing rules for all travel agencies utilizing the Global Distribution System (GDS) sales channel, whether they hold IATA accreditation or not.

This policy is designed to enhance booking efficiency, minimize GDS violations, and reduce operational inefficiencies such as unremoved inactive segments and improper booking behaviors that negatively impact seat inventory.

We appreciate your cooperation in maintaining these standards and look forward to strengthening our partnership.

Yours faithfully,



Zambia Airways (2014) Limited

Norbert Bwanga

Manager, Commercial

1. GENERAL

This Booking and Ticketing Policy (hereinafter referred to as the "Policy") governs the management of reservations made by Computer Reservation System (CRS)/Global Distribution System (GDS) subscribers, including travel agents, online travel agencies, and any entity (hereinafter referred to as the "Agent") accessing Zambia Airways (2014) Limited (hereinafter referred to as "the Airline") inventory for booking and/or ticketing air travel.

The Agent is responsible for ensuring that all employees and contractors, across all locations, comply with this Policy, including any future amendments. The Airline reserves the right to modify this Policy at any time, with prior notice.

2. DEFINITIONS

- a. **Churning:** Repeatedly canceling and rebooking segments.
- b. **Dual CRS/GDS:** The use of more than one CRS/GDS by an agent within its operations.
- c. **Duplicate Booking:** Multiple bookings for the same passenger on the same or different routes for the same or similar dates.
- d. **Fictitious Booking:** Bookings created using fake passenger names.
- e. **Group Bookings:** A booking for 10 or more passengers under a single PNR.
- f. **Inactive Segments:** Booked segments with the following status codes: PN, HX, UN, NO, SC, TK, UC, US, or WK.
- g. **No-Show:** A passenger who does not board a flight after holding a confirmed and ticketed booking.
- h. **Passive Segments:** Non-active segments created in the GDS to issue a ticket for an active booking in the airline's host system.

3. ADM Policy & Charges

Type of Misuse or Violation	Definition	Charge
Churning	Four or more booking and cancellation transactions for the same passenger, flight(s), and date(s).	USD 10 per segment
Duplicate Booking	Multiple bookings for the same passenger within one or more GDSs created by the same agency.	USD 20 per segment
Speculative/Fictitious Booking	Bookings are made for passengers without a definite intent to travel, to block seats, or meet GDS productivity targets. Also includes bookings created in higher fare classes and later released closer to departure to make seats available in lower fare classes.	USD 50 per PNR

Type of Misuse or Violation	Definition	Charge
Hidden Groups	Booking groups under two or more individual PNRs.	USD 50 per passenger
Inactive Segments	All inactive and unwanted waitlist segments not removed from the GDS at least 24 hours prior to departure.	USD 20 per segment
Passive Segments	Passive segments created for bookings that were initially made in the airline's host system, passive bookings created by non-IATA agencies without ticketing authority, or passive booking attempts that the Airline has rejected with a NO status code.	USD 50 per PNR
System Abuse	Creating segment(s) in an incorrect booking sequence to manipulate inventory and obtain seats in lower RBD(s) that may not be available in the correct order.	Full fare/tax/commission difference plus USD 50 per PNR

This policy is designed to promote fair booking practices, protect seat inventory integrity, and maintain efficient operations for all stakeholders. Non-compliance may result in the issuance of Agency Debit Memos (ADMs) or additional corrective actions.

For any questions or clarifications, please contact Zambia Airways Commercial Team.

Thank you for your continued Support.