



الخطوط الملكية المغربية
royal air maroc

Resolution 850M

AIRLINE ADM POLICY IN ALL BSP

AIRLINE NAME: **Royal Air Maroc**

AIRLINE ALPHA + NUMERIC CODE: **AT- 147**

Unless otherwise specified, **Royal Air Maroc** will generally issue ADM in all BSP for the following reasons:

- **Tickets**

1. Fare Rules
2. Sales restriction controls
3. Minimum/Maximum Stay Abuse
4. Incorrect Booking Class
5. Advance Purchase Abuse
6. Incorrect Weekdays/Weekend Surcharges
7. Flight Restrictions Abuse
8. Add-ons Fares Control
9. Reduced Fares Control
10. D.O.B. Control
11. Stopover Surcharges Control
12. Service fee (including OB fee)
13. Incorrect Tour Code or Fare Basis for Negotiated Fare
14. Incorrect discount applied per contract
15. Seasonality Abuse
16. Blackout Control
17. Country of Payment Controls
18. Open Jaw Controls
19. Round The World Fare Check
20. Combinability Controls
21. Baggage Allowance Controls
22. Routing and Fares Checks
23. Fare Construction Limitation Controls (on One Way and Return Trip Pricing Units):
 - Mileage Checks (MPM/ TPM/ EMA/ EMS)
 - HIP (Higher Intermediate Point Check)
 - BHC (OW Backhaul Minimum Check)
 - CTM (Circle Trip Minimum Check)
 - Origin, Destination and Intermediate Limitations Check
 - Journey limitation
24. Incorrect commission levels
25. Under collected taxes
26. Group fares incorrect





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- **Exchanges**
 1. Exchange audit check if original ticket is non-ref that exchange doc carries same wording "non-ref"
 2. Exchange audit validity control check
 3. Exchange agent control
 4. Exchange Tour code control
 5. Journey limitation

- **Refunds**
 1. CP/MF Controls
 2. Original Agent Control
 3. Original Airline Control
 4. Original Commission Control
 5. Refundable Amount Controls (Full Refund on partly used ticket)
 6. Already refunded / Duplications controls / void ticket

- **Sales VS used documents**
 1. Multiple use of a document (Refund, exchange, Flown)
 2. Usage of void tickets
 3. Sales not reported
 4. Reporting discrepancies

- **Bookings**
 1. Excessive cancellations
 2. Churning bookings
 3. Duplicate bookings
 4. Excessive passive segment bookings
 5. Non removal of HX and cancelled segments

Royal Air Maroc regards all ADM as being disputable but retains the right to issue ADM for the above mentioned anomalies which can only be disputed through correspondence with the airline or its representative.

If an agent disputes any one of our ADM (as per list above), **Royal Air Maroc** maintains the right to re-issue any of these disputed ADM raising an administration fee of 10% based on the value of the disputed ADM should investigation reveal that the agent's dispute was not justified. **Royal Air Maroc** reserves the right to change any of these requirements without advance notification. All parties involved will be notified of any changes.

