



Resolution 850M

AIRLINE ADM POLICY IN ALL BSP
AIRLINE NAME: ROYAL BRUNEI AIRLINES
AIRLINE ALPHA + NUMERIC CODE: BI -672

Unless otherwise specified, ROYAL BRUNEI AIRLINES will generally issue ADM in all BSP for the following reasons:

1. Unreported sales
2. Incorrect commission levels
3. Under collected taxes
4. Under collected of Q & YQ Surcharges.
5. Under collections of fares / incorrect fares
6. Double Refunds – Refunds via BSPlink and manual
7. Credit card charge backs
8. Booking classes versus fare basis class as per fare rules 9. Publish fares and/or fare rules not respected
9. IT fares and/or fare rules not respected.
10. Cancellation fees or Administration fees not deducted on refunds
11. Interline taxes with an OPEN segment status whereas the fare basis does not permit an open segment status
12. Ticket issued with a segment status NOT CONFIRMED whereas the fare basis demands that all segments be confirmed.

ROYAL BRUNEI AIRLINES 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 airlines or its representative.

Any ADM issuance is within stipulated time of nine months of the final travel date. The Minimum value for issuance of a single ADM is USD10. If any RB's representative issuing ADM, need to liaise with RB for the ADM/ACM range for mass upload thro' BSPlink.

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

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