

The Amadeus Fare Guarantee Policy

This document describes the fare guarantee policy which Amadeus applies when reviewing fare claims for the possible reimbursement of ADMs issued by airlines. Amadeus will consider investigating the cause of ADMs issued by airlines that meet the standards identified in this policy as detailed below.

Amadeus will review such claims on a case-by-case basis and will take the criteria outlined in this policy into consideration as it determines the validity of the ADM. In no event should this policy be construed to, or relied upon, to guarantee the lowest fare. Rather, this policy represents a good-faith effort on the part of Amadeus to promote fare accuracy at the time of ticketing.

The Amadeus Fare Guarantee

Amadeus guarantees fares, taxes, surcharges and fees that have been quoted with Amadeus automatic pricing functions and ticketed on Amadeus ticketing systems. Unless ticketed, the fare quote is not covered by the Amadeus guarantee, regardless of the auto pricing function used or ticketing indicators. This applies for both online and offline agents alike.

To identify if the ticketed fare might qualify for the guarantee, following conditions must be met:

1. The fare was quoted using an Amadeus automatic pricing function without any overrides and a fare record (TST) was automatically stored with a fare calculation mode indicator (FCMI) of I (letter i)
2. The ticket was issued on the same day as the creation of the TST without using any overrides, so that the validation box of the ticket shows a fail code of 0 (Number zero).
3. PNRs ticketed using, Private Fares with TST indicator I and fail code F, Negotiated Fares (only ATPCO loaded) with TST indicator 'F' and fail code 'N' and Published Fares with a Net Remit TST indicator 'I' and fail code 'Z' are accepted for investigations.
4. PNRs reissued with Amadeus Ticket Changer - where voluntary changes section of the relevant Fare Note is applied – are also accepted for investigations.

News Flash

Fare Claims not Covered by Amadeus

If the cause of a claim is found to be due to one of the below exceptions the claim will be rejected regardless of the auto pricing and ticketing indicators, and such claims will not be eligible for compensation

1. Fares, Rules, Taxes and Surcharges incorrectly filed by an airline or any other Non-Amadeus party that has resulted in a pricing discrepancy.
2. Negotiated fares entered by airlines or travel agencies, including dynamic discount fares; or those fares uploaded from third-party applications.
3. Carrier rules filed either as free text / notes in any rules category or in the rules application section.
4. Reissues using Amadeus ticket changer based on Penalty (PE) conditions of fare rules instead of the voluntary changes (VC) conditions. Such reissues are identified by the presence of text "VC CATEGORY NOT FILED BY CXR - REISSUE NOT GUARANTEED *4* " in TQR display.
5. Fare displays (FQD), low fare search (FXD) displays and informative pricing (FQP). These types of display are for information only and there is no guarantee that the results will include the lowest possible fare or the book-ability of any given fare.
6. Tickets containing OPEN segments. In these cases it is not possible to price a specific airline fare level.
7. Discrepancies between Amadeus fare quote and other pricing systems (GDSs)
8. Tickets issued in any other system than Amadeus
9. Obvious under collections (extremely low fares which logically may not be possible. For e.g. INR5 for an economy class ticket
10. Ticket data manually overridden or updated (TST indicator changing to M1 or another number depending on the type of intervention).
11. ADMs resulting from pricing entries being manipulated to override the system default selection. For e.g. manually specifying stopover/ transit points, pricing by fare basis (/I- option).
12. Misuse of pricing discounts (for e.g. pricing a seamen discount for non-seamen).
13. Ticket commissions contested by airlines, which are not result of configuration changes by Amadeus.

News Flash

14. Tickets resulting from or associated with misuse of Amadeus system.
15. Violations of ticket restrictions (advance purchase rules).
16. Violations of sales restrictions category within the fare rules (including not adhering to ticket stock restriction warning messages)
17. ADMs issued as a result of travel agencies cancelling and rebooking flight segments as a means of extending ticketing time limit.
18. ADMs issued as a result of travel agency not complying with the carriers' policies.
19. Prepaid ticket advices (PTA).
20. Any tax discrepancies (including manipulation to under collect surcharges/taxes/fees) resulting from applying inappropriate validating carrier (other than the validating carrier chosen by the system by default) to price an itinerary.
21. Overpayments
22. Fares priced using temporary ticketing (TY) mode

Eligibility /Prerequisites for making a fare claim

1. The claim should fully comply with the above stated Amadeus fare guarantee policy.
2. A legible copy of ADM and E ticket should be submitted.
3. Maximum time limit condition for fare quote claims - 09 months after date of ticket issuance
4. Legible copy of any costs incurred (receipts etc.) Should be submitted.
5. Wherever possible clearly identify the cause of ADM.
6. If possible furnish the details of expected fare wherever applicable.
7. Provide with the Amadeus PNR where ticket was issued.

You may also refer to GGAMAINTKT to view the Amadeus Fare Guarantee Policy.