



ADM POLICY

Flybe operates an ADM (Agency Debit Memo) policy in accordance with IATA Resolution 850m.

Flybe audits all ticketing and booking related transactions of any PNR that contains a BE segment or a 267 document and will ADM for all revenue losses incurred due to agents not complying with fare rules, ticketing deadlines and refund policies.

Reasons for ADM issue include:

- **Incorrect ticketing time limit/fare audit**
 - If fare and ticketing time limit rules have been ignored or violated, Flybe will raise an ADM with reference to the fare class booked including taxes and surcharges (excluding any Government taxes);
 - The ADM will represent 100% of the fare for bookings cancelled 0-14 days ahead of outbound travel date and 50% of the fare for bookings cancelled 15 days or over ahead of outbound travel date.
- **Commission audit**
 - Incorrect and/or over claim of commission.
- **Tax audit**
 - Under collection of taxes, surcharges and any other applicable charges.
- **Incorrect refunds**
 - Over claim of refunds of fare, taxes, fees and/or surcharges;
 - Missing refund administration fee;
 - Double refunds;
 - Refund of non-refundable EMDs without prior authorisation by Flybe;
 - When a refund has been authorised but the agent fails to cancel the flight segment before departure, Flybe will raise an ADM for the applicable fare class booked;
 - Incorrect/unauthorised refunds processed direct through the GDS.
- **Exchange/Reissues**
 - Missing itinerary and/or name change fees;
 - Incorrect collection of any fare upgrades according to the fare rules.
- **Space Churning**
 - Cancelling and rebooking the same flight, date or route to circumvent the ticketing time limit of the fare rule is not permitted. Flybe reserves the right to issue an ADM for the highest fare class booked including taxes and surcharges.
- **Group Bookings**
 - Flybe will collect cancellation fees against group bookings via the ADM process.

Disputes

Disputes must be submitted through BSP link (or equivalent tool for ARC) within 15 days after ADM issuance.

Ticketing Time Limit Guidelines

- All 'Just Fly' and 'Get More' fares must be ticketed within the same business day for no penalty to apply.
- The ticketing time limit for 'All In' fares (W & R classes) is 72 hours. Any booking made within 72 hours of travel will require immediate ticketing.
- The ticketing time limit for ITX Inclusive Tour Fares is 42 days before travel. If a booking is made within 42 days of travel, e-tickets must be issued immediately.
- The ticketing time limit for ITX Group bookings is 56 days before travel. If a booking is made within 56 days of travel, e-tickets must be issued immediately.
- The agent is responsible for adhering to Flybe's ticketing time limits and must issue a valid e-ticket or cancel the PNR by the applicable ticketing time limit. The ticketing time limits are detailed within the fare rules via the GDS.
- Flybe may use its own automatic program to cancel segments when ticketing has not occurred and reserves the right to issue an ADM against these segments. Where un-ticketed segments have been cancelled by Flybe a notification message will be sent via the GDS:

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Any e-ticket that is issued and VOIDED within the same business day will not generate an ADM.