



“Azerbaijan Airlines”

April 1st , 2020

Updated refund/exchange Policy for Azerbaijan Airlines

Effective from 01 April 2020 below rules must apply for cancelation and rebooking of tickets and EMDs issued on Azerbaijan Airlines and Buta Airways international flights:

1. Tickets and EMDs that were issued for flights of Azerbaijan Airlines and Buta Airways, which were to be operated on the flight dates from March 10 to October 25, 2020 and were not performed (except for special flights):

1.1 Conditions for changing the date of departure, regardless of the date of passenger's request:

- OW tickets can be changed to any date within 12 months from the date of departure in the original ticket.
- Completely unused RT tickets - can be changed to departure dates no later than 12 months from the departure date of the first flight segment.
- Partially used tickets can be changed for the departure date no later than 12 months from the date of departure of the unused flight segment.

1.2. Each ticket can be rebooked without penalty only once. (Rebooking)

1.3. All subsequent changes have to be processed in accordance with applicable fare rules of initial ticket

1.4. In case of rerouting, it is allowed to proceed within the total amount of initially issued ticket.

1.5. Validity of Open Dated tickets are extended till 25 October 2021.

1.6. All executions must be done in accordance with same cabin class of initial ticket.

2. Tickets and EMDs that were issued for all flights before 10 March 2020 and after 25 October 2020 must be processed according to the applicable fare rules.

3. All refunds are allowed only after 60 days from the resumption of normal operations.

4. For non-compliance of these rules will be applied penalties in accordance with ADM Policy.

ADM Policy of CJSC “Azerbaijan Airlines” for BSP Agents of All Countries and ARC Agents

| Item No. | List of Violations of the Booking Rules, Ticketing Requirements and Reporting Procedures | List of penalties |
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| 1 | Incorrect fare level, violation of the applicable fare rules (including applicable fare discount child, infant... etc.) | Penalty of EUR 25.00 (Twenty five EURO) for each ticket/ EMD / MCO / EBT and compensation for the incurred loss |
| 2 | Incorrect level of Fees (Taxes) | Penalty of EUR 25.00 (Twenty five EURO) for each traffic document and compensation for the incurred loss, at the discretion of the Carrier. |
| 3 | Change of surname and / or given name to another passenger in individual PNR. - NAME CHANGES | If PNR unticketed, change of maximum three letters permitted except first, last and there letters in sequence. Any name change should not entail significant change. No name changes allowed once ticketed, ticket must be refunded as per applicable fare rules and new ticket issued. |
| 4 | Incorrectly processed refund / changes of ticket (including refund / changes fee not being charged or miscalculated) | Penalty of EUR 25.00 (Twenty five EURO) for each ticket and compensation for the incurred loss at the discretion of the Carrier. |
| 5 | Inconsistency of the booking class in the PNR and / or in the ticket with the fare in the ticket | Penalty of EUR 25.00 (Twenty five EURO) for each traffic document and compensation for the incurred loss, at the discretion of the Carrier. |
| 6 | Application of unreasonable SD, CHD and INF concessions intentionally. | Penalty of EURO 5000 (five thousand) for each ticket and compensation for the incurred loss, at |
| 7 | Issuance of tickets with non verified status (HL, HN, RQ etc.), not indicating PNR in the appropriate field, issuance of tickets without entering automatic mask of the ticket into the system, making any changes in the automatic mask of the ticket | Penalty of EUR 50.00 (Fifty EURO) for each PNR |

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| 8 | Incorrect fare basis / booking class used to issue tickets on segments operated by another carrier, under the Interline agreement | Penalty of EUR 25.00 (Twenty five EURO) for each traffic document and compensation for the incurred loss, at the discretion of the Carrier. |
| 9 | Absence of Time Limit options in the booking without issuing tickets , entering additional and invalid segments into the bookings created to reserve appropriate seats and to prolong Time Limit options automatically and then upon cancelling those segments affectedly prolongation of identified time limit | Penalty of EUR 25.00 (Twenty five EURO) for each PNR |
| 10 | Creating false or test bookings using active GDS booking mode (outside of the test mode) including entering fake names in the PNR | Penalty of EUR 50.00 (Fifty EURO) for each PNR |
| 11 | Keeping the seats selected from the system for more than 10 minutes, without creating actual PNR, without reasonable excuse, (force majeure) | Penalty of EUR 25.00 (Twenty five EURO) for each fact |
| 11.1 | If the facts keeping the seats on the screen, without creating PNR, occur again by the same "Agent" for more than 3 (three) times within one month | Penalty of EURO 200 (two hundred EURO) for each kept seat |
| 12 | Absence/ input of deliberately false passport of passenger's passport data in the PNR when such requirement is established, on the flights Baku – New York-Baku, Baku–Beijing-Baku, Baku-London-Baku, cities of Russian Federation and Republic of Belarus, or Airlines partners flights | Penalty of EUR 50.00 (Fifty EURO) for each PNR and compensation for the incurred loss, at the discretion of the Carrier |
| 12.1 | Absence/ input of deliberately false passport of passenger's passport data in the PNR on other flights of "AZAL" | Penalty of EUR 25.00 (Twenty five EURO) for each PNR and compensation for the incurred loss, at the discretion of the Carrier |
| 13 | Creation of duplicate or multiple bookings per passenger within one point of sale, booking of alternative segments in the same PNR (alternative segments should be immediately removed when the final booking has been created). | Penalty of EUR 25.00 (Twenty five EURO) for each PNR and compensation for the incurred loss, at the discretion of the Carrier |

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| 14 | Failure to cancel seats in the event of cancelation of the air transportation by the passenger (in the event of voiding, refund or reissuance of the ticket). | Penalty of EUR 25.00 (Twenty five EURO) for each PNR and compensation for the incurred loss, at the discretion of the Carrier |
| 15 | Ticketing (including individual bookings) in violation of the minimum connection time specified in the booking system | Penalty of EUR 25.00 (Twenty five EURO) for each PNR and compensation for the incurred loss, at the discretion of the Carrier |
| 16 | Transferring access code (reference, SI) to other agents (persons) | Penalty of EUR 25.00 (Twenty five EURO) for each fact |
| 17 | Transferring of PNR or ticket blanks to other agents (persons) via GDS, issuance of ticket in the Agents sale offices, according to the booking system created by the Agent without Certificate of Conformity or by another organization which is not its subagent. | Penalty of EUR 25.00 (Twenty five EURO) for each fact |
| 18 | Indicating flight time in e – tickets for the flights of “Azerbaijan Airlines” CJSC booked with an open date, as well as, changing of flight date without requiring additional payment is performed by “REVALIDATE” operation. | In case of breaching this rule the penalty in the amount of - 200 EURO will be applied for each ticket |
| 18.1 | Changing of flight time requiring additional payment of penalty can only be performed by “Exchange-Reissue” operation, “Change Penalty” (“CP”) must be included into the ticket and must be indicated in the total price of the ticket. | In case of breaching this rule the penalty in the amount of 200 EURO will be applied for each ticket |
| 19 | Affectedly changing or falsification of “Itinerary Receipt” | Penalty of EUR 500.00 (five hundred) for each fact |
| 20 | Due to issuing ticket or confirming flight date for blacklist passengers of “Azerbaijan Airlines” CJSC | Penalty of EUR 500.00 (five hundred) for each blacklist passenger |
| 21 | Failure to comply with the technology of creation / modification of booking entries (PNR) in respect of the contact information of the passenger and if the Agent has failed on its own to inform the passenger about the reason behind the timetable changes/cancellation and has thus caused the Carrier loss and / or filing of claims by The passenger and / or authorized authorities in respect to the Carrier | Penalty of EUR 10.00 (ten EUR) for each fact and compensation for the incurred loss. |

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| 22 | Cancellation with the status "Void" in 3 (three) hours from issuance of e-tickets but not less than 3 hours before the departure time indicated in the ticket for the flights of "Azerbaijan Airlines" CJSC is prohibited. Void is prohibited while "No Show".(in such cases refund must be processed according to the fare rules) | Penalty according to the fare rules |
| 23 | VOID (cancellation) of more than one ETK | Penalty- 2 EURO total for two tickets |
| 23.1 | Void (cancellation) of more than three ETK | Penalty 5 EURO for each ETK |
| 24 | Changes of flight segments by agent in the PNR with the issued ticket without reissuing the ticket within the established fare rules terms. | Penalty of EUR 25.00 (Twenty five EURO) for each traffic document and compensation for the incurred loss, at the discretion of the Carrier. |
| 25 | Violation of the rules for ticketing of certain categories of passengers with special services requests (EXST/CBBG and etc) established by the Carrier | Penalty of EUR 25.00 (Twenty five EURO) for each such fact and compensation for the incurred loss, at the discretion of the Carrier. |
| 26 | Cancellation of flight segments in ticketed PNR and/or cancellation / refund of the ticket processed without receiving request from passenger or authorized person | Penalty of EUR 25.00 (Twenty five EURO) for each such fact and compensation for the incurred loss, at the discretion of the Carrier. |
| 27 | Failure to cancel inactive segments with the HX / UC / UN / HL / NO status | Penalty of EUR 5.00 (five EURO) for each such fact and compensation for the incurred loss, at the discretion of the Carrier. |
| 28 | <p>On all flights of "Azerbaijan Airlines " order of special categories meal is provided according confirmed SSR more than 20 hours prior the departure.</p> <p>Less than 20 hours before departure meal request is not provided.</p> <p>You can find information about special meal categories at - https://www.azal.az/en/service/catering</p> | Penalty of EUR 10 for each fact of violation and compensation of loss, caused to the carrier and passenger. |
| 29 | Booking and sale of air tickets for the flights of "Azerbaijan Airlines" at a price under the cost of transportation calculated and displayed in the distribution system. | Penalty - 25 Euro per air ticket. The airline reserves the right to disconnect the agency (including subagent of the Agency) from airline sales resources which has committed similar violations on any or all of the sales channels, without prior notification. |

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| 30 | Violation of the rules of transfer sale - booking and issuance of air ticket with fictitious destination in order to reduce the level of applied fares. | The penalty for each carriage document - in the amount of the maximum rate in the appropriate service class on used segment. |
| 31 | <p>In case of not issuing EMD for economy class enhanced seat reservation through ASR.</p> <p>or</p> <p>Issuing EMD without confirmation of selected seat by Airline / or after cancellation of a seat.</p> | Penalty of EUR 25.00 (Twenty five EURO) for each traffic document and compensation for the incurred loss, at the discretion of the Carrier. |
| 32 | <p>Refund/VOID is allowed only at the same agent office that was issued before.</p> <p>Refund/Void air tickets/EMD issued by official website of airlines /or at main office or any authorized office of airlines</p> | <p>Penalty of 100 EUR (One hundred Euros) will be applied.</p> <p>The airline reserves the right to disconnect the agency (including subagent of the Agency) from airline sales resources which has committed similar violations on any or all of the sales channels, without prior notification.</p> |
| 33 | <p>Any ticketing or reservation system violation by the Agent leading to the loss for Carrier.</p> <p>Incorrect/incomplete issue of tickets and miscellaneous documents (according to the rules of the operating carrier and IATA ticketing handbook)</p> | Penalty of EUR 25.00 (Twenty five EURO) for each traffic document and compensation for the incurred loss, at the discretion of the Carrier. |
| 34 | <p>Azerbaijan Airlines introduce a total ban on granting of discounts (except for approved airlines) for the sale of air tickets for the flights of Azerbaijan Airlines and Buta Airways through the Internet resources and require obligatory display information about the actual operator of the flight on the Internet resources of agents (OTA).</p> <p>The cost of the air ticket indicated in the itinerary / receipt (fares + fees and charges) should correspond to the published final cost calculated in GDS in the country of the start of transportation, and the currency of the payment transaction shall correspond to the currency indicated in the air ticket.</p> <p>Agent charges (if any) should be indicated separately.</p> | In case of detection of the facts of granting of discounts (except for approved airlines) from the final transportation cost (fares + taxes and fees), and/or other violations (including false information about the final transportation cost on meta-search resources) Azerbaijan Airlines reserves the right to unilaterally disconnect validator of the agency carried out the transportation from the airline's resources without prior notice. |

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| 35 | Azerbaijan Airlines introduce the requirement of obligatory display of information about the actual operator of the flight on the Internet resources of agents (OTA) when booking and selling air services for flights of Azerbaijan Airlines” and Buta Airways. Information on the actual carrier should be explicitly indicated on the page of display of search results and the schedule screen without any additional actions from a client. Also, the data on the actual operator should be transmitted in the correct form to meta-search resources. | In case of detection of the facts of incorrect display of flight operator Azerbaijan Airlines reserve the right to unilaterally disconnect validator of the agency carried out the transportation from the airline's resources without prior notice. |
| 36 | Passenger’s AZAL-Miles membership number must be entered into the reservation within 30 minutes of issuing the reward ticket. | Penalty 25 EUR per each pax. |
| 37 | Loss of Carrier’s revenue due to incorrect calculation of fares, taxes / fees, or incorrect ticketing through the fault of GDS | Compensation for the incurred loss, at the discretion of the Carrier. |
| 38 | In case of financial damage by “Subagent” to the airline, passenger or to “Agent” as a result of action, decision, or omission of “Subagent”, during the sale of passenger transportation, which is approved with relevant documents. | In addition to the above-mentioned fines, financial damage in the amount of 100% must be paid to “AZAL” by “Agent” |

Annex:

1. In addition to paragraph 11.1 – If facts of keeping seats on the screen, without creating “Passenger Name Record” (PNR) occur continuously, the sale of “Subagent” may be limited by “Agent” for a certain period of time.
2. In addition to paragraph 17 – If facts of transferring PNR or ticket blanks to other agents (persons) via GDS or issuance of ticket according to the booking system created by other sale offices of the Agents, another organization which is not subagent, or the Agent without “Certificate of Conformity” occurs repeatedly, penalty in the amount of 25 EURO will be applied, and sale of “Agent” will be terminated by “AZAL” unilaterally.
3. In addition to paragraph 23 – If the cancellation of e-tickets will occur systematically by the same subagent in order to save the seats, the sale of “Agent” will be limited by “AZAL” for a certain period of time.

Attention:

1. If violations of above mentioned rules are detected, “AZAL” will provide information containing type of violation and the amount of the fine to “Agent” in written.

2. Agents have the right to object to applied penalty (each fine can be objected only once). During the objection after adding all the relevant supporting documents or information, Carrier will re-check and take relevant decision taking into consideration objections within IATA rules.
3. If the rate of reporting currency of the Agent is not the same with the exchange rate of applied penalty, the payment will be made in the equivalent of exchange rate valid to penalty issuance date in the booking system or (for the agencies in Azerbaijan) at the exchange rate ruling on the payment day based on the National Bank of Azerbaijan.
4. Penalty applied as any violation of rule arising from reservation system must be also paid by the Agent in full.
5. Penalty can be imposed within a year from the issuance date of the ticket except the following conditions:
 - For other airlines: If a segment of other air companies is issued in a mutual ticket, Penalty can be imposed within a year from the date of application of the air companies
 - If a ticket has been refunded, for a year from the refund date,
 - For reservations for which tickets are not issued, within one year from the day of the first flight segment.
 - For agents the closing date for the application of penalty is determined in the applicable provisions of rules and regulations of IATA.