

# Porter Airlines Booking and Ticketing Policy

The Booking and Ticketing Policy communicates procedures that are to be adhered to by any agency authorized to act on behalf of Porter Airlines Inc., to avoid any fraudulent bookings while optimizing quality and revenues. It is the responsibility of the agency to inform, train and ensure compliance amongst all employees, contractors, and clients.

**This policy document supersedes any previous guidelines and procedures.**

#### **Booking Procedures:**

Please review the following booking procedures with all agents and support staff. All bookings are monitored for compliance. Non-compliance with any of the noted restrictions may result in a debit memo to the agency for the violation, plus administrative fees and tax (where applicable).

#### **24 Hour Refund Policy**

The airline will waive the non-refundable terms where the ticketed reservation on an original Porter document is confirmed cancelled within twenty-four (24) hours from when the reservation was first e-ticketed, provided travel is at least 7 days from the booking date. Outside twenty-four (24) hours from original ticket issuance, or for changes to the reservation, normal terms apply as detailed in the Penalties rule in the GDS. For subsequent reissues of the document, the most restrictive rule of all versions will reply.

#### **Administrative Fees**

Porter Airlines will assess a \$25.00 to \$75.00 administrative fee for each debit memo issued in the currency of the transaction.

#### **Basic Fares**

Basic fares are very restrictive, and do not permit voluntary changes; the passenger may only travel as ticketed. If the Basic fare reservation is voluntarily changed or cancelled, or result in no show the entire ticket value will be considered forfeited. No value will remain for credit or refund.

#### **Churning**

Repeated booking and/or cancellation of the same or similar segment or travel dates for the same passenger across one or more PNRs or GDSs is not permitted. Multiple bookings for the purpose of extending ticketing deadline is not permitted.

#### **Duplicate Bookings**

Multiple bookings for the same passenger where it is logically impossible for each segment to be used across one or more PNRs or GDSs is not permitted. To prevent cancellation or a violation raised for passengers with the same name, each respective passenger's VIPorter number should be entered in the booking.

#### **Fare Rules**

Agent must ticket all GDS bookings as per the airline's filed tariff, booking requirements and restrictions that apply to the specific fares as filed by the airline. These include, but are not limited to, advance purchase requirements, non-refundable airfare, class of service, ticket time limit, connecting flights and

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minimum/maximum stay.

Tickets issued/reissued based on manual fare calculations are subject to audit and any discrepancies are subject to agent debit memo (ADM). Porter also reserves the right to audit and issue ADMs for tickets auto priced/guaranteed by the GDS.

Agent may not hold space without ticketing or cancelling within 24 hours of departure.

Exchanging a non-refundable ticket to a more flexible ticket for the purpose of issuing a full refund is not permitted. The most restrictive rule applies.

Holding space in anticipation of demand or due to pending confirmation from the passenger beyond the ticketing deadline is not permitted.

Auto-quoted fares stored but not ticketed are subject to any price change.

Waitlists are not permitted.

Back-to-back ticketing is not permitted.

Open return ticketing is not permitted.

Single or double openjaw is not permitted.

### **Married Segments**

Creation of reservations with the intent to circumvent inventory management controls (e.g. married segment logic or journey controls) and/or to obtain inventory for ticket sales which the carrier does not intend to offer for the passenger's actual O&D (origin and destination) is not permitted. A violation will be raised for agents engaging in circumvention of the carrier's inventory controls.

### **Minimum / Maximum Connections**

All reservations with connecting flights must be booked with strict adherence to minimum and maximum connecting time requirements.

### **Name Changes and Corrections**

The carrier's name change terms and any related fees is detailed in the Penalties rule in the GDS. A name change is not permitted on a partially-travelled/utilized booking.

A name change to an unticketed reservation is not permitted – such reservation should be cancelled and rebooked on a new PNR using the correct name.

Porters Name Change and Correction policy can be found on [flyporter.com/services/travel-agents](https://flyporter.com/services/travel-agents)

### **Name Procedures for Single Name**

Porter's policy with respect to passengers with single names (given or surname) aligns with The Canada Border Services Agency (CBSA) requirements. It is important that travel agents abide by these requirements to avoid disruption to the passenger. Note that name policies do vary between carriers - if your reservation includes an OAL, please contact the OAL for their policy in this regard.

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The surname field is the primary identifier for an individual. If the passenger's travel document contains only a given or surname, such name should be recorded in the surname field and the given name recorded as "FNU".

For example, if the passenger's travel document only contains a given name of "George", the name field must appear as GEORGE/FNU. Likewise, if the passengers' travel document only contains a surname of "SMITH", the name field must appear as SMITH/FNU.

### **No Show/Suspended Tickets**

All Porter e-ticketed fares, with exception to Basic fares, permit change or cancellations up to 30 minutes prior to departure. At 30 minutes prior to departure, the flight is within airport control and no change or cancel will be accepted. Passengers who fail to board their confirmed itinerary will be considered a no show, and per the terms of the fare purchased the full value forfeited. Basic fares do not permit changes, thus the passenger must travel as ticketed.

Please refer to your GDS with respect to change terms which includes the deadline for such transactions, where permitted.

### **Passive and Fictitious Names or Segments**

Passive Segments or Administrative Segments are not allowed unless authorized by the carrier. Utilizing a Porter Airline designator for fictitious flights that are not displayed in the GDS is not permitted.

Speculative bookings utilizing fictional or fabricated names are not permitted.

### **Plating (CIP)**

Porter's ticketing plate may not be used when no Porter-marketed flights are present on the document. Porter's ticketing plate may not be used when no Porter ticketing agreement (interline/codeshare) exists with the OAL.

Porter's ticketing plate, PD/451, may only be used when Porter operates or carries:

- at least the long haul sector on the international journey; or
- at least a regional sector for a regional journey; or
- at least a domestic sector for a domestic journey

CIP violations are raised to the agency. A minimum of \$100.00 CAD/USD per ticket will be assessed.

### **Promo Codes/Corporate Discount Codes**

Reservations for Corporate Contracts must include the specific promo code/discount SNAP code in the TOUR CODE box for all ticket issues and reissues.

Porter accepts ATPCO-filed fares for eticketing only. Consumer promo codes are not filed to the GDS for e-ticketing, thus as per the terms of the offer, are not valid for e-ticketed transactions.

### **Residuals/EMD/MCO/MD50**

Porter does not permit issuance of an MD50 or MCO for the purpose of retaining a residual, or with the purpose of applying in exchange towards a new document.

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**Porter does not subscribe to Electronic Miscellaneous Documents (EMD), thus issuance of an EMD is not permitted.**

**As noted in fare rules where changes are permitted, any residual amount is forfeited.**

### **Restricted RBDs (class of service)**

Porter does not permit reservations in I or J class in the GDS if the intention is to ticket the reservation on a PD/451 document. I and J class are exclusively reserved for use with specific interline fares, thus even if the itinerary is denied by Porter or rebooked to a valid fare class on the PNR, a PD/451 **document** will not be accepted. Porter will not reinstate a reservation where the reason for cancellation is a result of a Booking and Ticketing violation.

### **Schedule Changes**

In the event of a schedule change, Porter's cancelled segment will return UN to the GDS, and re-protection offered is TK. The travel agent is responsible for notifying the passenger of all changes. Schedule changes that are not accepted by the passenger must be removed from the GDS; if they are not removed and result in a no show, a refund will not be permitted and all funds will be considered forfeit.

### **SFPD and Passenger Contact**

Secure Flight Passenger Data must be provided for each booking where the origin or destination is within the U.S. or Canada. Ticketing is inhibited until SFPD is added to the PNR. Reservations missing SFPD will be subject to cancellation 72 hours prior to departure.

As per IATA Resolution 830D, Passenger Contact, including mobile and/or email address is a mandatory requirement for notification in the case of flight irregularities.

### **Ticket Changes, Cancellations and Refunds**

Tickets must be re-issued where a voluntary change has been made to the originally-issued itinerary. Change of class of service (RBD) is considered a change. Unticketed changed reservations will result in collection of fare difference and any applicable change fees by the airline prior to boarding, or subject to denial.

### **Throwaway/Hidden City Ticketing**

Throwaway or Hidden City ticketing for the purpose of undercutting the published fare is not permitted.

### **Test or Training PNRs**

The training mode or non-billable segment status codes provided by the GDS must be used when testing situations or training personnel. Creating PNRs for training purposes using active sell segment status codes is prohibited.

### **Unproductive Segments**

All unproductive segments, such as with status codes HX/NO/UC/UN, must be removed from the PNR no less than 24 hours prior to departure. If an unproductive segment is added within 24 hours, it must be

immediately removed. Unproductive segments which are not removed, as above, will be recalled by ADM for the unnecessary GDS costs.

**Unticketed Reservations**

All reservations must be ticketed within the terms of the fare, or immediately removed from the GDS PNR.

Unticketed reservations, including reservations that remain following a void, exchange or refund, that results in a no show will be recalled by ADM for the full value.