



CHINA AIRLINES Ticket Stock:  
297IATA Code: CI

ADM P

OLICY: United Kingdom & Eire

In accordance to IATA Resolution 850m, China Airlines (CI) hereby furnishes its Agency Debit Memo (ADM) policy to be applied in UK and IRELAND.

This ADM policy supersedes previous communications published and is valid from 01 NOV 2012 until further notice.

Description

China Airlines will raise ADM's to collect amounts or make adjustments to agent transactions in respect of the issuance and use of China Airlines traffic documents issued by the agent.

In general, China Airlines will raise ADMs to the respective agents whenever one or more of the following is detected:

- Under or incorrect collection of fare, taxes, surcharges, fees and/or other applicable charges stated as part of the ticket conditions or specifically informed by CI to the Agent from time to time.
- Over or incorrect application of prevailing commission, discounts and/or amount allowed to agent
- Violations of ticket conditions: where an ADM is raised for noncompliance with fare rules, the principle is to raise the fare to the next higher applicable fare level which satisfy all fare conditions of the utilized traffic document, including the relevant violated rule(s).
- Unauthorised or incorrect refunds e.g. refund on nonrefundable fare etc.
- Abuse of Carrier Identification Plate (CIP) selection rules
- Non-compliance to any other published or communicated requirements with regards to usage of CI traffic documents

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- ADMs will be raised through BSPLink within nine (9) months of final travel date of the related Traffic Document. Where the final travel cannot be established for any reason, the expiry date of the document shall be used. CI will provide specific detail as to why the ADM is raised and will include as far as possible the document number, date of issue and passenger name as supporting details on the ADM.
- CI provides a minimum notice period in compliance with BSP guidelines for agents to review the ADMs.
- Disputes can only be done via BSP-Link. It is CI's intention to handle disputed ADMs in a timely manner. However valid and clear justification must be provided, including contact person & details for efficient handling by CI. Upon receipt of dispute, CI will revert within 60 days stating acceptance or denial of the dispute with a clear explanation. CI will not accept disputes on ADMs billed after 60 days from the date of the ADM issue.
- CI will levy an administrative charge of GBP25.00 / EUR30.00. CI reserves the right to vary the administrative charge to be levied at any time with prior notice.
- More than one ADM in relation to the same ticket may be issued for different unrelated adjustments.