

# Calm Air Agent Reference for GDS Bookings

## Ticketing Authority

Only IATA-accredited travel agencies with valid BSP Canada participation are authorized to issue tickets on behalf of the carrier. Ticketing must occur within the carrier's approved GDS or API environment.

## Ticket Stock

All tickets must be issued on the airline's 622 ticket stock or as specified in bilateral agreements. Unauthorized use of other carriers' stock is prohibited.

## Name Correction / Name Changes

Minor name corrections (maximum 3 characters) are permitted. Name changes must follow fare rules.

## No-Show Policy

No-shows are subject to forfeiture of the fare component unless otherwise stated in the fare rules. Agents must cancel segments at least 2 hours prior to departure to avoid ADM penalties.

## Commission

Calm Air does not pay commissions.

## Prohibited Practices

The following practices are NOT PERMITTED and subject to ADM

- **Duplicate Booking:** A booking for the same passenger on the same/different route for the same/similar days.
- **Churning:** Multiple bookings and cancellations of the same or similar segment or travel dates for the same passenger in different PNRs.
- **Holding space beyond ticketing deadline.**
- **Inactive Booking:** Segments in the PNR with status code PN, UN, NO, SC, TK, UC, US, HX OR WK.
- **Fictitious Booking:** a booking created by using fake names for passengers who do not actually exist, for different reasons.
- **Passive Booking:** Non-active booking entered in the GDS to issue a ticket for active booking originally hosted in the airlines systems. Non active segments BK BL DS GK GL PL YK.

## **Voluntary Changes & Refunds**

Voluntary changes and refunds must follow fare rules. Change fees and fare differences apply where applicable.

## **Involuntary Changes**

**PLEASE DO NOT ACTION** by making changes through your GDS as this will be handled by our reservations department.

## **Irregular Operations (IROP) change within 72 hours**

IROPs are Calm Air initiated changes made within 72 hours of departure. Calm Air may be required to change flight schedules close to departure for numerous reasons that can result in delays, diversions and reroutes.

When an IROP occurs, you will receive messages in your GDS to alert you of changes.

Calm Air will attempt to notify your client of the changes. As a reminder, please ensure you add **SSR CTCE** contact details and include passengers' email to ensure your clients can be notified of these changes.

## **Schedule Change Policy change beyond 72 hours of ticketing**

Agencies will be notified of all Calm Air scheduled changes via the GDS.

1. Segments will be changed from UN to TK status; or
2. If only a UN message is received, it is the agency's responsibility to book their client on an alternative date.

It is the agency's responsibility to follow the following procedures:

- Notification of schedule changes to customers.
- Removal of old or changed segments.
- Travel agents must reissue tickets at least 24 hours prior to scheduled departure.
- Re-accommodating customers and reissuing tickets where schedule changes require manual intervention.

**NOTE:** If the same fare class is not available, please book the new flight(s) in the lowest available class – original fare basis code should not be changed.

### **REQUIRED DOCUMENTATION:**

1. Document the PNR with the following OSI entry:  
**OSI MO REISSUE DUE TO MO123 SKED CHANGE 22APR2023** (replace 123 with the actual affected flight number).
2. Document the ticket with the following waiver code in the Tour Code box during the exchange process: **MOSKED123** (replace 123 with actual affected flight number)
  - Note: If a corporate discount has been added to the Tour Code Box, waiver code information can be added in the Endorsement box after the required annotated text.
3. Terms and conditions must be followed or will be subject to an Agency Debit Memo (ADM) for an admin fee of CAD100.00 per ticket.

## Refunds (IROP or Schedule Changes)

Refunds to the original form of payment are permitted to your clients who are affected by the following:

- Flight cancellations
- Flight delays of **more than three hours**
- Delays no longer permitting same day connection

1. Remove/cancel all flight segments from the reservation.
2. If flight coupon (s) are still in OK (OPEN) status, you can complete the refund in your GDS or IAR; otherwise please contact Calm Air reservations at 1-800-839-2256 for assistance.
3. Enter waiver code MOSKED followed by the flight number in the GDS/IAR refund waiver code field. **MOSKED123** (replace 123 with actual affected flight number)
4. Terms and conditions must be followed, or the refund will be subject to an Agency Debit Memo (ADM) for an admin fee of CAD100.00 per ticket.

**NOTE:** If your client was impacted by an IROP and one of the below occurred, they may wish to request a partial refund for the remaining connection value if:

- Your client was only able to fly a portion of their connection flight, or:
- Your client did not travel to their final destination and was returned to their originating city.

Please contact **agentinfo@calmair.com** and provide the following:

- Copy of e-ticket
- Locator number