**Booking – Policies and Guidelines**

**Introduction:**
The purpose of this document is to provide additional transparency and definition to Kenya airways booking policy.

**Objectives**
- Ensure inventory integrity and avoid circumvention of inventory controls.
- Avoid GDS cost brought on by unproductive and inefficient bookings or actions.
- Maintain and respect efficient cooperation between travel trades and airlines.

**Scope and application**
- These policies apply to all GDS subscribers and direct connection subscriber locations (e.g. Msafiri Connect tool) and are applicable to all bookings regardless if the itinerary is ultimately ticketed.
- By engaging in any of the prohibited booking procedures listed below, Kenya airways reserve the right to inhibit access to its inventory systems or to charge penalties via agency debit memo.

**Policies**

1. **Duplicate bookings**
   - It is prohibited to create:
     - Multiple segment with the same origin or destination.
     - Situations where the origin or destination is repeated multiple times in the same itinerary.
     - Situations where the scheduled departure and arrival times of multiple segments in the itinerary overlap each other.
     - Situations where the itinerary is determined to be un-flyable.

2. **Married Segments Logic (MSL)**
   - It is prohibited to manipulate or circumvent the Married Segment Control applied on Origin and Destination (O&D) connections in the itinerary either before or after the End of Transaction.
   - All O&D bookings must be created using POS O&D availability.

3. **Speculative bookings**
   - It is prohibited to create:
     - Bookings for training- or testing purposes (Best practice: Use training mode of your GDS).
     - Numerous and massive non-customer based bookings.
     - Bookings for fare quote (Best practice: Use GDS non billable status codes or quote fare without ending the transaction).
     - Bookings for administrative reasons like Visa, Invoice, etc (Best practice: Use the GDS auxiliary segments or non-billable status codes).
     - PNR’s containing false or fictitious passenger names.

4. **Name changes/Corrections**
   - Ensure that passengers are rebooked using the names as they appear on passport or other valid travel documents.
   - In situations when a name change or correction is required, please strictly adhere to Kenya Airways’s policy for name modification and e-ticket re-issue.

5. **Inactive Bookings**
   - All in active segments must be removed from the GDS PNR at least 24 hrs before departure.

6. **Churning**
   - It is prohibited to:
     - Repeatedly book and cancel a segment across one or more PNR’s/or GDS’s within the same class or different classes of service, with the goal to circumvent or extend ticketing time limits, hold inventory or to meet GDS productivity targets.

7. **Day of departure-Un-ticketed bookings and cancellations**
   - Whenever possible, following best practices should be observed:
     - Bookings made within 24 hrs before departure should be either ticketed or cancelled at least 24 hrs before departure.
     - All bookings made prior to 24 hrs before departure should be either ticketed or cancelled at least 24 hrs before departure.
     - If for ticketing purpose, PNR Claim is needed, it should take place prior to 24hrs before departure.

8. **Ticketing time limit circumvention**
   - It is prohibited to:
     - False or voided ticket numbers.
     - A Ticket Time Limit waiver remark to delay the ticketing date for ineligible bookings.

9. **Waitlist misuse**
   - It is prohibited to:
     - Create duplicate waitlist segments for the same flight in the same cabin within the same PNR or with different PNRs.
     - Waitlist on a lower booking class for a passenger already confirmed on the flight/cabin (Best Practice: Agents should remove confirmed waitlist segments when the passenger no longer intends to travel).

10. **Group bookings**
    - It is prohibited to:
      - Request group bookings not directly related to a customer request.
      - Create bookings that circumvent group booking procedures including, without limitation, creating “hidden groups” by making multiple separate individual bookings intended as a group.

11. **Passive segments**
    - Passive segments are only permitted for ticketing when the passive booking is synchronized with the airlines systems (same name, itinerary, class of service and number of passengers).
    - Passive segments are only permitted for groups or individual reservations which are split from groups.
    - Passive segments must not be cancelled after the issuance of tickets to avoid cancellation of space.
    - Passives are not permitted against active inventory booking on the same GDS or on a different GDS by the same agent (Best practice: PNR claim functionally should be used when possible. Agents should always book and ticket from the same GDS).
    - It is prohibited for passive bookings to be used for, but not limited to; satisfying GDS productivity target, circumventing fare rules, administrative functions such as invoice or itinerary printing.

12. **Secure flight information**
    - The following information must be provided for each PNR as it appears on government issued identification at least 72 hrs prior to departure:
      a) Legal name
      b) Date of Birth
      c) Gender
      d) Tel. and email number (If applicable)