

TICKETING VIOLATIONS

Cross-Border/Throw-away

Cross Border Ticketing

This is also known as Throwaway Ticketing and is strictly forbidden per IATA Ticketing Handbook Resolution 830A. This is the practice of selling a ticket with a fictitious point of origin or destination in order to undercut the applicable fare. This practice is contrary to the Industry Resolutions and applicable tariffs and fares, even if the passenger asks for such a ticket. It can result in:

- a) the passenger being stopped by the airline and being required to pay the additional fare and/or
- b) the issuing Travel Agency be debited by Air Canada for the applicable fare difference and/or
- c) the Travel Agency losing their agency appointment.

Applicability of fares

Passenger Air Tariff 2.1.2 IATA Ticketing Handbook

The fare paid shall be that which is applicable when international travel actually commences in the country of the point of origin shown on the ticket. If international travel actually commences in a different country, the fare must be reassessed from such country.

Selling Carrier's Services

IATA Resolution 824 3.2

All services sold pursuant to this Agreement shall be sold on behalf of Air Canada and in compliance with Air Canada's tariff and conditions of carriage. The agent shall not in any way vary or modify the terms and conditions set forth in any Traffic Document used for services provided by Air Canada.

Coupon Sequence & Use

Passenger Air Tariff 13.2.1.15

The ticket is valid only for the transportation as shown on the coupons, from the place of departure via any agreed stopping places to the final destination. Flight/baggage or electronic coupons shall be honoured only in sequence. The ticket will not be honoured and will lose its validity if all the coupons are not used in sequence. The ticket may not be valid and the carrier may not honour the passenger's ticket if the first flight coupon, or in the case of an electronic ticket, an electronic coupon, for international travel has not been used and the passenger commences his or her journey at any stopover or agreed stopping place.

Responsibility of Agents for violations of ticketing procedures

Passenger Air Tariff 13.2.1.16

An agent who issues or reissues a ticket or revalidates any such ticket previously issued or enters thereon any reservations or reservation alterations shall be solely liable for breach of the applicable resolution(s) if, without an IATA carrier's evidenced consent or prior knowledge:

- The ticket or reservation entries or reservation request to the IATA carrier(s) are incomplete or incorrect or have been manipulated so as to allow travel at less than the applicable fare.

The Air Canada, Travel Agent agreement is one built on trust and as such Air Canada accepts that tickets issued and reservations booked by Travel Agents are properly charged and collected in accordance with all IATA Resolutions and governing tariffs and rules. An audit of tickets/reservations may turn up irregularities. Air Canada maintains the right to collect from the ticketing agent based in part, on the following Resolutions and Rules, the proper fare for transportation used.