

Customer Service News Flash

Amadeus Flash

LAST DATE FOR TICKETING

Amadeus indicates the last ticket date in its pricing displays. System will not auto price a PNR with a fare beyond the Last ticket date, if the LTD restriction is mentioned in the rules attached to such fare.

```

FXX
01 RAJ/MR
LAST TKT DTE 24DEC08 - SEE ADV PURCHASE
-----
      AL FLGT  BK T DATE  TIME  FARE BASIS      NVB  NVA  BG
COK
DOH 9W  0556  K  K 21MAR 2100  K2LOWGF      21MAR21MAR 20

INR      11500      21MAR09COK 9W DOH240.24NUC240.24END ROE
                        47.868000
-----
FQN1*AP
1 - PSGR P1 ADT                                RULES DISPLAY
FARE COMPONENT 1      ADT COKDOH 9W  K2LOWGF  PU 1 S
FCL: K2LOWGF  TRF: 33 RULE: GF01 BK:  K
PTC: ADT-ADULT                                FTC: XOX-ONE WAY SPECIAL EXCURSION
AP.ADVANCE RES/TKT
FOR K2LOWGF TYPE FARES

OUTBOUND -
RESERVATIONS ARE REQUIRED FOR EACH SECTOR.
WHEN RESERVATIONS ARE MADE AT LEAST 60 DAYS BEFORE
DEPARTURE FROM FARE COMPONENT ORIGIN TICKETING MUST BE
COMPLETED WITHIN 21 DAYS AFTER RESERVATIONS ARE MADE.
  
```

- When the Last ticket date restriction is mentioned in the fare rules, the date is displayed with an indication of the rule category, like seen in the above illustration.
LAST TKT DTE 24DEC08 - SEE ADV PURCHASE
- If no Last ticket date information is filed in the rule category, system displays the fare discontinuation date **LAST TKT DTE 24SEP09 - FARE DISCONTINUE THIS DATE.**
- If a discontinue date also does not exist, and then the system refers to the start date of the itinerary.
LAST TKT DTE 24DEC08 - DATE OF ORIGIN.

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System calculates the Last Ticketing Date based on the date of creation of the present flight segments. However certain carriers may opt to calculate Last Ticketing Date based on the original creation date of the PNR. In that case the airline policy takes precedence over the LAST TKT DTE indicated by the system and hence for such cases, the Last ticket date applied / considered by the airline must be complied with.



Dos and Don'ts

- ✓ **If there is a change in itinerary involving cancel and rebooking of flight segments, please create a new Amadeus PNR wherever possible.**
- ✓ **Local policies introduced by carriers may not be possible to be validated by automated pricing and fare rules - meaning to adhere to specific carrier requirements (like the Last Ticketing Date), the application of a fare must be manually checked with the carrier concerned as such local airline policies are beyond the scope of auto pricing.**
- ✓ **In cases where it is not feasible to create a new Amadeus PNR, kindly verify the Last Ticketing Date with the carrier and adhere to the carrier guidelines**
- ✓ **As the carriers are free to put into practice their policies in local markets; including the policies regarding the observance of Last Ticketing Date, please ensure to follow the carrier guidelines wherever applicable.**
- ✓ **Amadeus shall investigate claims that are not arising due to the violation the airline policies including the non observance of Last Ticketing Date.**

- ✗ **Do not cancel and rebook segments in the same PNR for extending the last ticketing dates.**
- ✗ **Never reuse PNRs for passengers repeatedly travelling. Always create fresh PNRs instead.**
- ✗ **Please do not ignore the ticketing / time limit guidelines advised by the carriers since that takes precedence always.**

If further information / clarification on the on the above is required, please feel free to contact your nearest Amadeus Customer Service Desk.

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