



## Mandarin Airlines ADM Policy

Mandarin Airlines (AE) hereby publishes its ADM policy in accordance with IATA Resolution 850m. All terms and conditions defined within this Policy shall have the same meaning as in IATA Resolution 850m except as otherwise provided herein.

### General

The purpose of the Sales Audit is to ensure that all tickets issued on AE ticket stock (803) are in accordance with IATA ticketing rules and AE Fare rules. In addition, all taxes and fees must be collected correctly.

- Sales, exchanges, reissues and refunds will be audited
- Manually as well as automatically priced tickets will be audited.
- Commission on tickets will be audited.
- More than one ADM may be issued in relation to the same ticket for different reasons.
- "Administration fee" is levied on per ticket basis:
  - ◆ **(International flight)** Fixed rates in commonly used currencies.  
Currency :USD25/TWD750/HKD200/CNY170/CAD35/AUD35/NZD38/KRW30000/JPY2700/EUR 22/GBP20 °  
Other currencies : A fixed rate of USD25 or the equivalent rate in local currency using the BSR (Bank Selling Rate) effective on the ADM issuing date.
  - ◆ **(Domestic flight of Taiwan)**  
**Fixed rates : TWD 200 °**  
**Other currencies : A fixed rate of TWD 200 or the equivalent rate in local currency using the BSR (Bank Selling Rate) effective on the ADM issuing date.**
- If there is a ticketing error which is due to incorrect information in the GDS, AE will issue the ADM to the Agent and the Agent will then have to claim the money from the GDS.

ADM's will be issued for the following reasons:

- If the fare, taxes and fees are under collected.
- If commission, which is not applicable, is taken.
- If refund rules are not followed.

- If the fare rule is broken in any way, e.g. min/max stay, stopovers, penalties, changes etc.
- If a ticket is not reported to AE or if it's not paid.
- If the fare calculation line is not in accordance with IATA ticketing rules.
- If the fare basis or IT code is incorrect.
- If fare, taxes and fees are not in the appropriate box, e.g. taxes and fees inserted as fare and so on.
- Credit card fraud: If AE is debited by the credit card acquirer for fraudulent activity related to an Agent ticket, AE will charge the Agent for all the cost in accordance with IATA resolution 890.
- If Agents use the credit card (CC) and commission box when it's not allowed according to the local CC agreement if applicable.
- Others.

#### ADM amount

If the fare, taxes or fees are under collected, the ADM amount will reflect the difference between the applicable amount that should have been charged and what was actually collected.

ADM for a penalty fee will be issued if applicable.

Mandarin Airlines reserves the right to apply changes to its ADM/Booking policy without notifying beforehand.