

**ADM is a policy for the Agents that entered the Agency Passenger Sales Agreement with  
LLC “NORD WIND”**

**Airlines:** LLC “NORD WIND” (hereinafter – Carrier)

**Airlines Code:** KJ/N4/216

By this document the Carrier approves the policy on the debit memo to the Agent (hereinafter – ADM).

**1. Violations and applied punitive measures**

1.1. After notifying the Agent in advance the Carrier has the right to require from Agent to pay penalties for the following violations:

№ п/п	List of violations	Punitive measures
1	Electronic Ticket (ET) or Electronic Miscellaneous Document (EMD) is issued in the reservation system and not included into the Report of the corresponding period (including those issued in exchanged).	Applied fare and и RI for a ticket after deducting the agency fees.
2	Fare shortfall or incorrect use of the fare, violation of the conditions to apply the fare/discount.	The compensation of the damage inflicted and a penalty of 4000 Rub for each issued ticket or a penalty of 2000 Rub for each EMD.
3	ET or EMD issued/ re-issued/refunded in violation to the instructions, provided by the Carrier in Reservation System Information Screens.	The compensation of the inflicted damage and a penalty of 5000 Rub for each ticket or 2000 Rub for each EMD.
4	Involuntary ticket re-issue with segment, rebooked to a new RBD, different from the initially applied, in violation to the instructions, provided by the Carrier in Reservation System Information Screens.	Penalty of 1500 Rub for each transportation document
5	Taxes/fees shortfall or the incorrect use of the taxes/fees.	The compensation of the damage inflicted and a penalty of 2000 Rub for each transportation document.

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6	A tax/fee was not charged/calculated incorrectly/ written off in case of Air Carriage Contract termination (change of conditions).	The compensation of the inflicted damage and a penalty of 2000 Rub for each issued ticket.
7	Incorrect calculation of the agency fees.	The discrepancy amount in the agency fee.
8	Last name change and/or first name change for the other passenger in the individual PNR, without Carrier's approval.	The compensation of the inflicted damage and a penalty of 4000 Rub for each PNR.
9	Creating the fictitious, test bookings or entering the fictitious passenger last names into PNR.	The compensation of the inflicted damage and a penalty of 4000 Rub for each PNR.
10	Entering duplicate bookings or multiple bookings for the same flight for the same passenger, booking alternative flight legs (segments) in the same PNR.	The compensation of the inflicted damage and a penalty of 2000 Rub for each duplicate / extra in the multiple booking (PNR) or for each duplicate/alternate segment in one PNR.
11	A multiple (more than 3 times in a row within 2 hours period) booking, created for 1 flight without the following issuance of transportation using the booking, made in the time period less than 3 days prior the flight departure.	The compensation of the inflicted damage and a penalty of 4000 Rub for each PNR.
12	Issuing duplicate tickets in the single booking per one passenger.	The compensation of the inflicted damage and a penalty of 4000 Rub for each ticket.
13	Entering fictitious ticket numbers into the PNR.	The compensation of the inflicted damage and a penalty of 4000 Rub for each PNR.
14	Issuing the tickets without a correctly confirmed seat in the PNR or issuing the tickets with SA/RQ statuses, except as permitted by the Carrier. Issuing a ticket for flight segments with inactive statuses: HX/UC/UN/HL/NO.	The compensation of the inflicted damage and a penalty of 4000 Rub for each transportation document.
15	Mismatch of the type of fare, PNR/ticket booking class to the fare at which the transportation was paid.	The compensation of the inflicted damage and a penalty of 4000 Rub for each transportation document.

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16	Inconsistency between the information in the itinerary and the information in the ticket.	A penalty of 4000 Rub for each inconsistent itinerary.
17	Issuing the transportation by air (including in individual bookings) with the violation of the minimum connecting time set in the booking system, provided that bookings are made on the same day and with the same Agency.	The compensation of the inflicted damage and a penalty of 4000 Rub for each violation.
18	A participant violates the Rules when issuing the tickets in accordance with the terms of the “Nordwind Club” Agent program by using bonus points.	The compensation of the inflicted damage and a penalty of 5000 Rub for each violation.
19	The passenger's passport data is not entered in the PNR and/or the ticket, the passenger's passport data was entered incorrectly into the booking, or the deliberately fictitious passport data was entered.	The compensation of the inflicted damage and a penalty of 4000 Rub for each violation.
20	Incorrect exchange rate used when issuing the transportation documents	The compensation of the inflicted damage and a penalty of 2000 Rub for each transportation document.
21	No cancellation of the relevant seats (flight segments) if a passenger refuses to execute his/her transportation or changes its conditions (in case of a refund or reissue of the ticket).	The compensation of the inflicted damage and a penalty of 4000 Rub for each transportation document.
22	Untimely cancellation of seats in a confirmed individual or group booking, as a result of which these seats remain unsold for this flight.	The compensation of the inflicted damage and a penalty of 4000 Rub for each violation.
23	The ticket went under the revalidation without a Carrier's written confirmation/Rebooking of the flight segments in a booking without re-issuing the ticket, within the time limits established by the Fare Rules, was made.	The compensation of the inflicted damage and a penalty of 4000 Rub for each ticket.
24	Failure to provide an itinerary/receipt for an electronic passenger ticket in Russian	The compensation of the inflicted damage and a penalty of 4000 Rub for each violation.

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	language (when issuing a ticket to/from the territory of the Russian Federation).	
25	Failure to provide the documents, confirming involuntary refund to the passengers, who are entitled for it, based on refunded tickets, at the Carrier's request.	The compensation of the inflicted damage and a penalty of 4000 Rub for each ticket or a penalty of 2000 Rub for each EMD.
26	The provision of the false information to the passenger about the cost of the transportation, Fare Conditions, baggage allowances, the Carrier's Rules for the passenger or baggage transportation, as well as about the services provided to the passenger within the paid Air Carriage contract (in cases that resulted in the claims from the passengers).	The compensation of the inflicted damage and a penalty of 4000 Rub for each ticket or penalty of 2000 Rub for each EMD.
27	Violation of the rules for the end-to-end sales of bookings and issuing a ticket with a fictitious point of departure or destination point in order to reduce the level of the applicable fare.	The compensation of the inflicted damage and a penalty of 4000 Rub for each transportation document.
28	Not canceling a booking within an (one) hour after voiding the ticket without issuing a new corrected ticket in exchange.	The compensation of the inflicted damage and penalty of 4000 Rub for each ticket.
29	Violation of the rules for booking/issuance of the transportation for the certain passengers categories (RB/CHLD, RM/INFT, military and subsidized transportation, sailors transportation), group transportation and special services requests transportation (AVIH, EXST, CBBG, UMNR, STCR, etc.) established by the Carrier.	The compensation of the inflicted damage and penalty of 2000 Rub for each PNR or issued ticket (depending what type the violation was committed) at the discretion of the Carrier.
30	Issuing the Air Carriage tickets without a confirmed approval from the Carrier to execute the special services that require a mandatory approval from the Carrier.	The compensation of the inflicted damage and penalty of 2000 Rub for each violation.
31	Incorrect RFISC service code was entered at the process of EMD issuing. Incorrect information entry into the EMD mask.	The compensation of the damage inflicted and penalty of 2000 Rub for each EMD.

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	Issue of EMD for a service that was not confirmed by the Carrier.	
32	Using passive segments that are unsuitable for issuing/reissuing tickets	The compensation of the inflicted damage.
33	Incorrect entry of/failure to enter into the booking the visa information and passenger's address.	The compensation of the inflicted damage and penalty of 4000 Rub for each violation (for each passenger in the PNR).
34	The transfer of the bookings (PNR) for the other Agents in the sales offices of other agencies to issue such tickets.	The compensation of the inflicted damage and penalty of 4000 Rub for each violation.
35	The process of complete ticket issuing is finalized in more than 2 hours after booking is made (if such booking was made in more than 24 hours prior the flight departure).	The compensation of the damage inflicted and penalty of 4000 Rub for each violation.
36	Booking of a ticket in less than 24 hours prior the flight departure without issuing this ticket and without returning this seat to the system within one hour after creating such booking.	The compensation of the inflicted damage and penalty of 4000 Rub for each violation.
37	No entry/incorrect entry of the information without the automatic calculation use, which made no damage to the Carrier: incorrect indication of the fare type/fare currency, failure to fill in/incorrect completion of the fare calculation line, incorrect information on flight coupons with the exchange/return status, etc.	A penalty of 2000 Rub for each violation.
38	Setting the element «TIME LIMIT» on one's own in the PNR, thus violating the booking procedures and failure to return these seats back according to the procedure established by the Carrier (Seat Freeze/ rus: Заморозка мест).	The compensation of the inflicted damage and penalty of 4000 Rub for each ticket.
39	Failure to comply with the instructions/technology for creating/changing a booking record (PNR)	A penalty of 2000 Rub for each violation (place/booking).

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	regarding passenger contact information (telephone, e-mail) without damage caused to the Carrier.	
40	Failure to comply with the instructions/technology for issuing/changing a system booking record (PNR) in respect of the passenger's contact information (telephone, e-mail), if the Agent did not notify the passenger on its own about the schedule changes/cancellation of the flight and the Carrier suffered the inflicted damage and/or claims were made by the passenger and/ or by the authorized bodies to the Carrier.	The compensation of the inflicted damage and penalty of 5000 Rub for each violation (place/booking).
41	Failure to provide the original copy of the military transportation documents (hereinafter referred to as MTD / rus: ВПД) to the Carrier within 1 (one) month from the issue date of transportation documents.	The compensation of the damage inflicted and penalty of 2500 Rub for each of the violation cases.
42	Simultaneous holding seats on the screen in different RBDs on the same date and flight without PNR creation.	A penalty equal to the fare corresponding to the RBD (in which the seats have been picked) of the minimum brand in force on the date of freezing the seats. The penalty will be charged for each frozen seat.
43	Holding seats on the screen by one Point of Sale (POS) for one flight/date by sequentially creating a chain of unconfirmed bookings.	A penalty of RUB 10,000 (USD 150 for agents outside the Russian Federation) for each frozen seat.
44	Holding seats on the screen for more than 20 minutes without creating a booking.	A penalty of RUB 3,000 (USD 50 for agents outside the Russian Federation) for each frozen seat.