RESOLUTION 838

CHANGE OF TRAFFIC DOCUMENTS BY AGENTS

RESOLVED that the following provisions shall govern changes by Agents to traffic documents; provided that nothing in this Resolution shall preclude Members from establishing additional restrictive conditions on a unilateral or multilateral basis.

1. GENERAL

1.1 at a passenger’s request, an Agent may effect a change of reservation or effect a rerouting (without changing the point of origin) under the conditions specified in the following paragraphs. In such case, the Agent shall ensure that all space originally reserved in respect of the segment affected by the change is promptly cancelled.

1.2 all documents presented for reissue shall be checked against the official record of Traffic Documents which are not to be honoured, to the extent such record is locally accessible to the Agent.

2. CHANGE OF RESERVATION ELECTRONIC TICKETS ONLY

alterations to electronic tickets/flight coupons shall be made in accordance with Members specific instructions and as provided for by the automated ticketing systems.

3. VOLUNTARY REROUTING

(change made at passenger’s request)

3.1 an Agent shall not reissue a traffic document

3.1.1 when the document presented for reissue was issued or originally issued in currencies or countries with exchange control restrictions,

3.1.2 when the document presented for reissue is not valid or is restricted for reissue by the fare rule, the discount applied or the form of payment or shows any other remarks restricting issue,

3.1.3 when the effect of reissue would be to change the type of fare (e.g. normal fare into excursion fare) or grant a reduction (e.g. normal fare into youth fare) for an itinerary involving a sector already flown;

3.2 in all other cases, an Agent may reissue a traffic document, provided authorisation to do so has been requested from and given by the issuing airline shown on the document presented for reissuance, or by the airline shown in the ‘Original Issue’ box. Such authorisation is not required if a document is reissued, without changing the routing, only to change the carrier named for transportation to become the carrier shown in the ‘Original Issue’ box of the ticket;

3.3 the reissued document shall be issued only in the name of the carrier which issued the document presented for reissue, or the carrier shown in the ‘Original Issue’ box;

3.4 any restrictive remark shown on the document, presented for reissue, must be carried forward on the new document;

3.5 an Agent shall not issue a miscellaneous document against an unused or partly used document;

3.6 when authorisation to reissue is required, written evidence of such authorisation shall be obtained and made available on request by the respective carrier, except where Electronic Ticketing processes are used.

4. INVOLUNTARY REROUTING

(change due to special airline operational circumstances)

4.1 in the case of involuntary rerouting, reissuance of tickets and change of reservations data on the ticket are restricted to air carriers;

4.2 reissuance of involuntarily rerouted tickets and change of reservations data on such tickets are also restricted to air carriers.

Editorial Note: Amendments to Resolution 838 are subject to unanimous concurrence by the Passenger Services Conference.