

RESOLUTION 824r

REFUNDS

PAC(57)824r(except USA)

Expiry: Indefinite
Type: B

WHEREAS the relationship between BSP Airlines and their appointed Accredited Agents is based on mutual cooperation and understanding of each other's business practices and on adherence to agreed rules and procedures and

WHEREAS the Passenger Sales Agency Agreement and Sales Agency Rules, which largely govern that relationship, require Accredited Agents to make timely remittance to BSP Airlines of monies payable to BSP Airlines for sales made on their services under the Passenger Sales Agency Agreement and

WHEREAS, the Passenger Sales Agency Agreement and the Sales Agency Rules and the procedures related thereto, do not stipulate the conditions for refund taking into consideration the original form of payment of the Traffic Document and

WHEREAS, the Passenger Sales Agency Agreement and the Sales Agency Rules and the procedures related, thereto, provide for refunds to be made or authorised by BSP Airlines to their Agents without stipulating a time-limit for effecting such refunds, now it is

RESOLVED that

Section 1—CONDITIONS

1.1 Agents shall only refund Traffic Documents issued by such Agent within the same BSP country and must observe the original issuance of a Traffic Document to establish the conditions for refund. In principle Traffic Documents will be refunded using the ticketing authority of the same BSP Airline, in the same currency and in the same form of payment it has been originally issued. When a ticket originally issued by an Agent has been exchanged/reissued by a BSP Airline on which the Traffic Document was originally issued on, it may subsequently be refunded by the Agent.

1.2 if the amount of refund does not differ from the Traffic Document being refunded, such refunds should be returned to the same form of payment with which the original Traffic Document was paid. For payments made by multiple forms of payment, it shall be processed in the same amounts to each respective form of payment.

1.3 if the amount of refund differs from the Traffic Document being refunded, such refunds must be returned to the same forms of payment with which the Traffic Document being refunded was paid, subject to the BSP Airline's instructions.

1.4 Refunds authorized and paid by a BSP Airline to an Agent shall be held in trust by the Agent for or on behalf of the related passenger or purchaser of the Traffic Document and shall be the responsibility of the Agent to credit the passenger or the purchaser of the Traffic Document.

Section 2—REFUND AUTHORISATION

2.1 BSP Airlines are recommended to authorise the use of GDS refunding applications for totally unused traffic documents. In all cases BSP Airlines shall expedite refunds on unused or partly used Traffic Documents in accordance with the following practices:

2.1.1 Unused Traffic Documents

ensure that valid refunds on totally unused Traffic Documents are made or authorised not later than the following remittance schedule after the refund application is received from the Agent by the BSP Airlines.

2.1.2 Partly Used Traffic Documents

will ensure that refunds on partly used Traffic Documents are made or authorised by not later than two months after the refund application is received from the Agent by the BSP Airlines.

2.1.3 Inability to Process

notwithstanding the provisions of [2.1.2](#) above if a BSP Airlines is unable to process a refund on partly used Traffic Documents within the prescribed time-frame, the reasons will be communicated to the Agent by the BSP Airlines.