

## RESOLUTION 824d

### DEPOSIT RECEIPTS TO BE ISSUED BY AGENTS

PAC1(24)824d(except USA) Expiry: Indefinite  
PAC2(24)824d Type: B  
PAC3(24)824d

NOTWITHSTANDING the requirement of the Passenger Sales Agency Agreement that the Agent issue a Traffic Document immediately money is received by the Agent for specified passenger air transportation or ancillary services sold under the Agreement, it is

RESOLVED that,

1. In the event that the Agent accepts money from a customer up to the maximum value of USD80, or equivalent amount, and retains such money on account of the customer without obligating the carrier to provide passenger air transportation or ancillary services, the Agent may, instead of issuing a Traffic Document, issue a written receipt,

2. Such receipt shall be duly signed by the Agent and shall include:

- Name and Address of Agent
- Date
- Name of Customer
- Amount received
- A notice to the following effect:

“this receipt is issued by the Agent acting on its own behalf and not as agent for an air carrier. Issuance of such receipt does not impose or imply any obligation or liability on an air carrier to provide air transportation and/or ancillary services”.

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## RESOLUTION 824r

### REFUNDS TO AGENTS

PAC1(36)824r(except USA) Expiry: Indefinite  
PAC2(36)824r Type: B  
PAC3(36)824r

WHEREAS the relationship between Members 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 Members of monies payable to Members 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, provide for refunds to be made or authorised by Members to their Agents without stipulating a time-limit for effecting such refunds, now it is

RESOLVED that

### Section 1 — REFUNDS

1.1 Members shall expedite refunds on unused or partly used Traffic Documents in accordance with the following practices:

#### 1.1.1 Unused Traffic Documents

ensure that valid refunds on totally unused Traffic Documents are made or authorised not later than the following remittance date after the refund application is received from the Agent by the Carrier,

#### 1.1.2 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 Carrier.

#### 1.1.3 Inability to Process

notwithstanding the provisions of 1.1.2 above if a Member is unable to process a refund on partly used traffic documents within the proscribed time-frame, the reasons will be communicated to the Agent by the Carrier.

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