# Table of contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>4</td>
</tr>
<tr>
<td>Purpose and Audience of this Document</td>
<td>4</td>
</tr>
<tr>
<td><strong>Fare Claims</strong></td>
<td>5</td>
</tr>
<tr>
<td>What is classified as a Fare Claim?</td>
<td>5</td>
</tr>
<tr>
<td>Time frame for a Fare Claim to be Valid</td>
<td>5</td>
</tr>
<tr>
<td>Information required at Claim creation</td>
<td>5</td>
</tr>
<tr>
<td>The Amadeus Fare Policy</td>
<td>5</td>
</tr>
<tr>
<td>Amadeus Ticket Changer (ATC) related claims</td>
<td>7</td>
</tr>
<tr>
<td>Amadeus Do-It-For-Me related claims</td>
<td>8</td>
</tr>
<tr>
<td>Fare Claims not covered by Amadeus</td>
<td>8</td>
</tr>
<tr>
<td><strong>Ticketing Claims</strong></td>
<td>10</td>
</tr>
<tr>
<td>What is classified as a Ticketing Claim?</td>
<td>10</td>
</tr>
<tr>
<td>Time frame for Ticketing Claim to be Valid</td>
<td>10</td>
</tr>
<tr>
<td>Information required before submitting a Ticketing Claim</td>
<td>11</td>
</tr>
<tr>
<td>Ticket Claims not covered by Amadeus</td>
<td>12</td>
</tr>
<tr>
<td><strong>Air Claims</strong></td>
<td>14</td>
</tr>
<tr>
<td>What is classified as an Air claim?</td>
<td>14</td>
</tr>
<tr>
<td>Time frame for AIR claim to be valid</td>
<td>14</td>
</tr>
<tr>
<td>Information required before logging an AIR Claim</td>
<td>15</td>
</tr>
<tr>
<td>Air Claims not covered by Amadeus</td>
<td>16</td>
</tr>
<tr>
<td><strong>Hotel Claims</strong></td>
<td>18</td>
</tr>
<tr>
<td>What is classified as a Hotel claim?</td>
<td>18</td>
</tr>
<tr>
<td>Time frame for HOTEL claim to be valid</td>
<td>18</td>
</tr>
<tr>
<td>Information required before logging Hotel Claim</td>
<td>18</td>
</tr>
<tr>
<td>Hotel Claims not covered by Amadeus</td>
<td>19</td>
</tr>
<tr>
<td><strong>Car Claims</strong></td>
<td>20</td>
</tr>
<tr>
<td>What is classified as a Car claim?</td>
<td>20</td>
</tr>
<tr>
<td>Time frame for CAR claim to be valid</td>
<td>20</td>
</tr>
<tr>
<td>Information required before logging a Car Claim</td>
<td>20</td>
</tr>
<tr>
<td>Car Claims not covered by Amadeus</td>
<td>21</td>
</tr>
<tr>
<td><strong>Miscellaneous Claims</strong></td>
<td>21</td>
</tr>
<tr>
<td>What is classified as a Miscellaneous claim?</td>
<td>21</td>
</tr>
</tbody>
</table>
Introduction

Please note that the information contained in this Amadeus Handbook is confidential and proprietary information of Amadeus North America, Inc. (“Amadeus”).

By accepting the delivery of this document you agree to keep such confidential and proprietary information in strict confidence. The information contained herein will in no case be disclosed, totally or partially, to any third party.

This handbook is not a legally binding document and is subject to change without notice. This document is intended to be informational only and does not constitute a guarantee, representation or warranty by Amadeus about the subject matter contained herein, including but not limited to reimbursement of any claims.

Purpose and Audience of this Document

This document is intended solely for the use of customers of the Amadeus. The information in this document can be used as a guideline to determine if a claim is eligible for submission to Amadeus and reimbursement.

For information on how to log a claim to Amadeus please contact your local Amadeus helpdesk or account manager for details.
Fare Claims

The purpose of this document is to provide guidelines that detail the Amadeus Fare Policy.

What is classified as a Fare Claim?

Amadeus will accept to investigate claims on a case by case basis where a customer incurs additional costs for an airline ticket fully auto-priced in Amadeus, using data supplied in the correct format by the airline via industry intermediaries such as ATPCO or SITA, and where the ticket was issued on the same day as the pricing took place.

The Amadeus Fare Policy will cover the under collection of fares, taxes, surcharges and other fees when they have been submitted by airlines or other accredited industry sources.

Time frame for a Fare Claim to be Valid

Claims will be investigated only if received within nine (9) months of the ticket issuance date (or reissuance if applicable), regardless of the debit memo date.

Information required at Claim creation

Please follow these steps prior to logging a fare claim:

- Ensure you create one Claim Record per ADM. Note that one ADM may potentially deal with several issues.
- Airline Debit Memo (ADM) and any receipt to prove the financial transaction
- TWD or Ticket image via BSP link / ARC
- For ATC related claim requests, Original & Re-issue tickets are both required
- Collate the relevant PNR details (PNR, PNR History, TSTs)
- If possible obtain details of the expected fare
- Ensure that the cause of the ADM is clearly identified
- For any costs incurred, obtain evidence of the amount incurred (receipts, etc…)

The Amadeus Fare Policy

The Amadeus Fare Policy is the standard against which all centrally administered Fare Claims are measured. The Amadeus Fare Policy is not intended to be legally binding between Amadeus and any third-party, and furthermore may be amended by Amadeus at any time without notice.
The Amadeus Fare Policy applies only to fares, taxes, surcharges and fees that have been quoted with Amadeus’ Automatic Pricing Functions, and ticketed on Amadeus Ticketing Systems (exceptions apply, please see section below for details). All fares not ticketed are only provided for information purposes, regardless of the Amadeus functionality or product used to provide the fare.

The Amadeus Fare Policy is supported by the FCMI (Fare Calculation Mode Indicator) codes and the TST (Transitional Stored Ticket) indicator to determine if the fare used has been automatically priced or not.

FCMI codes will appear on the ticket image in the “Ticket Image Box” as “0” (zero), “F”, “Z”, “N”, “5”.

TST indicator will appear as “I” for Automatic and “M” for Manual.

The following conditions must be met for a claim to qualify for reimbursement:
1. The fare was quoted using an Amadeus Automatic Pricing Function and a fare record (TST) was automatically stored with a Fare Calculation Mode Indicator of “I” (letter i).
2. Fares were automatically priced and ticketed at the same time, so that the validation box of the ticket shows a ‘Fail Code’ of “0” (number zero), i.e. no ticketing overrides have been used.

Notes:

For those markets without automated ticketing, a handwritten issued ticket may be accepted for investigation where there is an accompanying print of the TST, where the Fare Calculation Mode Indicator is “I” (i).

Please note that claims made for fares issued against the following fail codes will also be accepted for investigation: Private fares with “I (i) F”, negotiated fares (only ATPCO loaded) with “F N”, and published fares with a net remit “I (i) Z”.


Amadeus Ticket Changer (ATC) related claims

Amadeus Ticket Changer (ATC) is an Amadeus set of products handling different ticket scenarios (Voluntary Changes, Disruption Management, Redemption and Class of Service upgrade, Voluntary Refunds) used to automate the calculations necessary to reissue or refund an air travel ticket.

Based on Voluntary Reissues conditions, also known as Category 31, coded by the airlines in their rules and the original ticket data, ATC will compute automatically the new fare and tax differentials, penalty and residual values.

Using Voluntary Refund conditions coded in the Category 33 rules and the original ticket data, ATC will also fully automate passengers refund requests. Claims resulting from ATC calculations will be accepted for investigation if the following conditions are met:

- Cat31 (Voluntary Changes) and Cat33 (Voluntary Refunds) results will be accepted for investigation when the combination of TST/FCMI indicator is not modified and match the following values (“I 0”, “I F”, “I Z”, “F N”, “I 5”).
- The original ticket has been priced and issued in Amadeus.
- No manual update is performed on fare calculation.
- ATC claims that meet the following criteria will not be approved for reimbursement:
  - Reissue calculations based on Cat16 (Penalty - used when no Cat31 is available),
  - The Original ticket has a manual TST indicator “M”.
  - The Original ticket has been issued on another GDS.

In summary, all claims generated while using ATC will be reimbursed by Amadeus with the exception of those with manual intervention by the travel agency.
Amadeus Do-It-For-Me related claims

Claims resulting from Amadeus Exchange Solution Do-It-For-Me transactions will be accepted for investigation if the following conditions are met:

- Cat16 Penalty results will be accepted for investigation when the Do-It-For-Me combination TST and FO elements have not been modified.
- The original ticket has been priced and issued in Amadeus.
- In the event of multiple exchanges, the last exchange ticket has been priced and issued in Amadeus.
- No update is performed on the TST and FO elements created by the Amadeus Exchange Solution Do-It-For-Me service.
- Amadeus Exchange Solution Do-It-For-Me claims that meet the following criteria will not be approved for reimbursement:
  - The original ticket has been priced and issued on another GDS
  - In the event of multiple exchanges, the last exchange ticket has been priced and issued on another GDS.

In summary, all claims generated from the use of Amadeus Exchange Solution's Do-It-For-Me service will be reimbursed by Amadeus with the exception of those with manual intervention by the travel agency to the TST or FO elements on the PNR.

Fare Claims not covered by Amadeus

If the cause of a claim is found to be due to one of the below exceptions, the claim will not be approved under any circumstances.

Fares, rules, taxes and surcharges incorrectly filed by an airline or any other non-Amadeus party that has resulted in a pricing discrepancy.

Negotiated fares entered by Airlines or Travel Agencies, including Dynamic Discount Fares; or those fares uploaded from third-party applications.

Carrier rules filed either as ‘free text’ in any rules category or in the category “Rule Application”.

Fare Displays (FQD), “Low Fare Search” (FXC) displays and Informative pricing (FQP). These types of display are for information only, and there is no guarantee that the results will include the lowest possible fare or the book-ability of any given fare.

Tickets containing “OPEN” segments. In these cases it is not possible to price a specific airline fare level.
Discrepancies between Amadeus Fare Quote and other pricing systems (GDSs).

Tickets issued in any other system than Amadeus.

Overpayments.

Obvious under collections, i.e. $5 for an Economy ticket. The customer is expected to show some level of ‘common sense’, and such low fares should always be checked for validity with the airline.

Tickets where overrides have been used or ticket data manually updated. Any manual intervention to the stored fare will cause the TST indicator to change to “M 1” or another number depending on the type of intervention. No cost recovery exists from Amadeus for any ticket issued against a TST in which manual intervention has occurred.

Misuse of pricing discounts (e.g. pricing a seaman’s discount for a non-seaman).

Ticket commissions contested by the airlines, which are not the result of configuration changes made by Amadeus.

Tickets resulting from or associated with misuse of the Amadeus system.

Violations of Ticket Restrictions (Advance Purchase rules). Amadeus controls whether certain ticketing rules are checked with the fare quote switch "Last Ticketing Date" and the office profile switch "TST-validity". If LTD is not switched on, and/or the TST validity is not set to one day only, then these are excluded from any central guarantee policy.

Violations of the Sales Restrictions category within the fares rules (including not adhering to Ticket Stock Restriction warning messages).

ADMs issued as a result of the customers cancelling and rebooking flight segments as a means of extended a ticketing time limit.

Fares priced using Temporary Ticketing (TY) Mode.

Prepaid ticket advices (PTAs).

Any tax discrepancies (including manipulation to under collect surcharges/taxes/fees) the result of the incorrect validating carrier used to price an itinerary.
Ticketing Claims

What is classified as a Ticketing Claim?

The following are examples of when a Ticketing claim may be submitted to Amadeus for investigation:

- Ticketing coupon status discrepancies.
- Refund discrepancies.
- Ticket reporting discrepancies (e.g. BSP or ARC reports).
- Ticketing information discrepancies between Airline and Amadeus systems.
- Form of payment discrepancies.
- Ticketing Interline Agreements.
- Ticket number transmission agreements not adhered to.

Time frame for Ticketing Claim to be Valid

- ADM related claims should be raised within 1 month of ADM issuance date.
- Non-ADM claims should be raised within 180 days from the ticket issuance date.

Claims against Amadeus will only be investigated if received within these time frames. Any claim received outside of these time frames will not be accepted for investigation. Please note that although we will accept claims up to these time periods, we do also recommend that you submit your claim as quickly as possible to Amadeus.
Information required before submitting a Ticketing Claim

Before assigning the ticketing claim to Amadeus, please follow these steps:

1. If feasible, ensure that you already contacted the provider to dispute the claim before logging a claim with Amadeus and provide us with the correspondence.
2. If feasible, contact with the local office or the head office of the provider should be made to try and solve the problem locally.
3. Ensure you submit one research request per ADM. Note that one ADM may potentially deal with several ticket numbers.
4. Ensure to provide Agency Debit Memo (ADM) and a copy of the ticket coupon.
5. For non ADM related claims, ensure that supporting documents are provided (i.e. receipt, invoice, statement, etc.) and make sure to provide us the supporting computation on how the claim amount was derived.
6. E-ticket record or Ticket image via BSPLink / ARC or the copy of paper ticket record (for some markets that paper ticket is still applicable)
7. Ensure that all documentation is in English or translated into English and attached to the research request.
Ticket Claims not covered by Amadeus

Reimbursement will not be provided under the following circumstances:

Credit Cards

Amadeus is not responsible for ADM’s received due to an invalid credit card being used. An airline may send an ADM in this instance as they do not accept a certain credit card type in a certain market. Amadeus is not systematically informed by the airline of changes to their credit card acceptance tables. It is the travel agent’s responsibility to verify with the airline if they accept payment via a certain credit card type prior to ticketing.

Amadeus is not responsible if a credit card approval code is not honored by an airline. A claim may arise in this instance because an approval code was provided by the credit card company via Amadeus but could not be seen by the airline. In this instance it is the airline’s responsibility to follow up with the credit card company. Amadeus will only investigate claims of this nature if the airline can provide evidence that there was a discrepancy with the approval code provided by the credit card company via Amadeus.

Non ATC Automated Refunds (TRF)

When non ATC automated refund is used in refunding tickets, system will only check and retrieve the ticket information in the TSR and ETS. The pricing engine is never checked. This means that the fare notes/rules/restrictions are not validated. In this case, it is the agent’s responsibility to make sure that the amounts entered are correct (i.e. penalty, fare used, tax refund, etc.). Amadeus will not accept any claims logged for incorrect amounts entered in the refund record.

Valid Ticketing Stock

The travel agent is responsible for the use of the correct airline stock to issue a ticket. The travel agent should get approval from the validating carrier to use their plate in instances where the validating carrier is not a part of the itinerary or there are multiple airlines in an itinerary. Amadeus will not accept any claims received where a ticket has been issued on the incorrect validating carrier ticket stock as it is the travel agent’s responsibility to verify these conditions.

Interline Agreements

Any claims received due to an airline’s interline agreement policy not being adhered to will not be approved. It is the travel agent’s responsibility to verify if another airline can be issued on the ticket stock of a particular airline.

Commission

Amadeus is not responsible for automatic commission updates. No IATA rulings oblige GDSs to automate this process. For this reason, travel agents are responsible for ensuring the correct commission is received. Amadeus will not accept any claims logged for commission misuse.
Manual Ticket Number Transmission

Amadeus is not responsible if airline ticket number transmission policies are not adhered to.

Non Amadeus Issued Tickets

Any tickets not issued via the Amadeus GDS system will not be considered for a claim.

TY Tickets and Passive Segments

Tickets issued via TY modes or issued with passive segments are not applicable for claims.
Air Claims

What is classified as an Air claim?

The following are examples of when an Air claim may be submitted to Amadeus for investigation:

- The Amadeus PNR is not synchronized with the Airline PNR, causing extra cost to the passenger or travel agent.
- Incorrect flight data provided.
- Flight reservation requests rejected.
- Minimum connection time discrepancies.
- Name change policies not adhered to.

Time frame for AIR claim to be valid

ADM related claims should be raised within 1 month of ADM issuance date
Non-ADM claims should be raised within 180 days from the AIR transaction date

Claims against Amadeus will only be investigated if received within these time frames. Any claim received outside of these time frames will not be accepted for investigation. Please note that although we will accept claims up to these time periods, we do also recommend that you submit your claim as quickly as possible to Amadeus.
Information required before logging an AIR Claim

Before assigning an AIR claim to Amadeus, please follow these steps:

1. Ensure that you already contacted the provider to dispute the claim before logging a claim with Amadeus and provide us with the correspondence.
2. Contact with the local office or the head office of the provider should be made to try and solve the problem locally.
3. Submit one research request per ADM. Note that one ADM may potentially deal with several ticket numbers.
4. Provide Agency Debit Memo (ADM), copy of the ticket coupon and any receipt to prove financial transaction.
5. Provide specific reason for Claim.
6. For non ADM related claims, provide supporting documents (i.e. receipt, invoice, statement, etc.) and make sure to provide us the supporting computation on how the claim amount was derived.
7. All documentation must be in English or translated into English and attached in the claim incident.
Air Claims not covered by Amadeus

Reimbursement will not be provided under the following circumstances:

Schedule Changes

If a schedule change is not processed by Amadeus, then prior to the claim investigation it must be identified if the airline sent the appropriate TTY message to Amadeus. If the airline is unable to provide evidence to show that a TTY message was sent to Amadeus at the time of the schedule change Amadeus will not accept any responsibility. Airline PNR history will not be accepted as evidence in this scenario.

Airline takes local ownership of Reservation

If it is identified that an airline has taken local ownership of a reservation all claims will be rejected, as this process could result in the de-synchronization of the reservation messages between Amadeus and the airline. Amadeus will not take any responsibility if this scenario occurs.

Airline no longer exists or has filed for Bankruptcy

If the airline has ceased operations or cancelled their Global Distribution Agreement (GDA) with Amadeus, then Amadeus cannot be held responsible for any extra costs incurred by the travel agency or passenger. The travel agency or the passenger must direct any claim queries to the airline headquarters for assistance.

The actions taken locally are not guaranteed and no legal actions should be taken against Amadeus.

Timatic Information

Amadeus cannot be held responsible for any cost incurred due to incorrect or missing information provided via the Timatic visa, health or country information pages. The information provided on these pages is provided by a third party company, and no validation is performed by Amadeus.

It is the agent and/or customer’s responsibility to make sure that they are aware of all regulations of the country of travel before leaving their home country.

Name Changes

If the name change policy of all airlines booked within a reservation is not adhered to, Amadeus will not be liable for any extra costs incurred. All claims logged for this scenario identified as not following the airlines name change policy will not be approved.

Connecting Flights Missed
Amadeus is not responsible for flight connection and operating times. If a passenger misses a connecting flight then the travel agent or passenger should contact the Airline for assistance.

Not Adhering to Airline General Policy

If any claims are logged and it is identified that the travel agent has not adhered to an airline policy, the claim will be not approved. This can apply in scenarios including but not exclusive to split PNRs, special service requests and name formats and duplicate bookings.

Standard Access Bookings

Please note that any flight segment sold via standard access can be rejected by the airline within 12 hours of being sold. Claims will not be accepted for flights rejected within 12 hours of being sold.

Cancel and Rebooking Segments

If it is identified that the travel agent has performed multiple cancel and rebook entries to the same flight segment, which has resulted in a de-synchronization with the airline’s reservation, Amadeus will not cover any costs incurred as this is consider malpractice.

Fraudulent, Fictitious or Speculative Bookings

Any flight segments held considered to be fraudulent, fictitious or speculative will not be considered for claim approval.

Passive Segments

The travel agent is responsible for the information entered when using passive segments. Cancellation of a passive segment message may generate cancellation messages to the airline. An airline may charge a segment fee to the travel agent for the use of passive segments. The agent will be responsible to follow the airline’s instructions and policies related to the use of passive segment and for any charge fees applied by the airlines as a result of their actions.

Inactive Segment Fee

The travel agent is responsible for adhering to the reservation and ticketing procedures set by each airline and they should always maintain their PNRs by removing any inactive segment (HX, UN, NO, UC, US, UU) and not holding duplicate bookings. Any claim received associated to these scenarios will not be approved.
Hotel Claims

What is classified as a Hotel claim?

The following are examples of when a Hotel claim may be submitted to Amadeus for investigation:

- The Amadeus PNR is not synchronized with the Hotel reservation causing extra cost to the passenger or travel agent.
- Hotel rate changes.
- Cancellation policy not respected.
- Hotel location discrepancies.
- Rate display discrepancies.

Time frame for HOTEL claim to be valid

Hotel claims against Amadeus will only be investigated if received within 180 days from the date the specific hotel segment was booked in Amadeus. Claims against Amadeus will only be investigated if received within these time frames. Any claim received outside of these time frames will not be accepted for investigation. Please note that although we will accept claims up to these time periods, we do also recommend that you submit your claim as quickly as possible to Amadeus.

Information required before logging Hotel Claim

Before assigning a HOTEL claim to AMADEUS team, please follow these steps prior to logging a ticketing claim:

Make sure you provide:

- Correspondence with the provider
- Proof of payment your customer has made (ie. Credit Card Slip and Invoice)
- All relevant documents (examples, logs…) to support your claim
  - Error Messages
  - Hotel Reservation Evidence – slips, correspondence, etc.
  - Summary of the CLAIM and a clear explanation/justification of why you feel this is a valid claim
Hotel Claims not covered by Amadeus

Reimbursement will not be provided under the following circumstances:

Hotel has Closed Down

If the Hotel has ceased operations then Amadeus cannot be held responsible for any extra costs incurred by the travel agency or passenger. The travel agency or the passenger must direct any claim queries to the Hotel headquarters for assistance.

Commission

Amadeus is not responsible for the collection of commission for any Hotel providers. Any queries of this nature must be directed to the Hotel chain/Hotel property.

No Cancellation Number Received

If after reviewing all evidence Amadeus identifies that no cancellation number was received after the Hotel segment was cancelled, Amadeus will not accept liability for any costs incurred.

It is the travel agents responsibility to ensure that a cancellation number is received and if not follows up with the appropriate party to ensure that the Hotel segment is cancelled.

Feature Discrepancies

The information contained in the Hotel feature pages is the responsibility of the Hotel chain/Hotel property.

Discrepancies in the Hotel features may cause additional charges for meals, taxes or other services to not be included in the total rate provided. As Amadeus is not responsible for this information, we will not accept any claim for extra costs incurred.

Different interpretations of Hotel quality are also not the responsibility of Amadeus. No validation is performed by Amadeus on the quality of the services or features provided by the Hotel. The travel agent or customer should contact the Hotel chain/Hotel property for further follow up in this instance.

Hotel Booking Policy

The travel agent is responsible for ensuring that the booking policy of the Hotel is adhered to. This includes using the correct credit card to guarantee a booking and ensuring that it is provided in the appropriate time frame. Any claims received where the booking policy of the Hotel has not been adhered to will not be accepted.
Car Claims

What is classified as a Car claim?

The following are examples of when a Car claim may be submitted to Amadeus for investigation:

- The Amadeus PNR is not synchronized with the car reservation, causing extra cost to the passenger or travel agent.
- Car type discrepancies.
- Car location policy discrepancies.
- Extra charges not listed.

Time frame for CAR claim to be valid

Hotel claims against Amadeus will only be investigated if received within 180 days from the date the specific hotel segment was booked in Amadeus.

Claims against Amadeus will only be investigated if received within these time frames. Any claim received outside of these time frames will not be accepted for investigation. Please note that although we will accept claims up to these time periods, we do also recommend that you submit your claim as quickly as possible to Amadeus.

Information required before logging a Car Claim

Before assigning a CAR claim to AMADEUS team, please follow these steps prior to logging a ticketing claim:

- Ensure that you already contacted the provider to dispute the claim before logging a claim with Amadeus and provide us with the correspondence.
- Contact with the local office or the head office of the provider should be made to try and solve the problem locally.
- Submit supporting documents (i.e. receipt, invoice, statement, etc.) and make sure to provide us the supporting computation on how the claim amount was derived.
- Collate the relevant PNR details (PNR, PNR history, TSTs, Itinerary receipt)
- Ensure that all documentations are in English or translated into English and attached in the claim incident.
Car Claims not covered by Amadeus

Reimbursement will not be provided under the following circumstances:

Car Company has Ceased Operations

If a car company has ceased operations then Amadeus cannot be held responsible for any extra costs incurred by the travel agency or passenger. The travel agency or the passenger must direct any claim queries to the car company headquarters for assistance.

Term and Feature Discrepancies

The information contained in the car terms and features pages is the responsibility of the car provider.

Discrepancies in the car terms and features pages may cause additional charges for taxes or other services to not be included in the total rate provided. As Amadeus is not responsible for this information, we will not accept any claim for extra costs incurred.

Different interpretations of car quality are also not the responsibility of Amadeus. No validation is performed by Amadeus on the quality of the services or features provided by the car company. The travel agent or customer should contact the car provider for further follow up in this instance.

Car Booking Policy

The travel agent is responsible for ensuring that the booking policy of the car provider is adhered to. This includes using the correct credit card to guarantee a booking and ensuring that it is provided in the appropriate time frame. Any claims received where the booking policy of the car provider has not been adhered to, will not be approved.

Miscellaneous Claims

What is classified as a Miscellaneous claim?

If an Amadeus customer incurs costs due to an Amadeus product or functionality that does not belong to the grouping Fare, Ticketing, Car, Hotel or Air then this is identified as a miscellaneous claim.

Please note that miscellaneous claims will be accepted on a case by case basis only and that Amadeus policy towards these claims can change without notice.