



Interline Staff Travel Agreement

Personal and Duty Travel

Version 15

Effective 1 June 2019

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PREAMBLE

The Interline Staff Travel Agreement hereinafter referred to as the “Agreement”, and its appendices and annexes reflect the concurrence of the participating airlines in order to standardize and simplify procedures concerning mutual industry discount travel for their respective employees and other eligible persons in accordance with IATA Resolution 788 and to facilitate transportation of such individuals. Unless otherwise covered herein, commercial interline regulations and recommended practices apply.

SCOPE

Whereas the parties hereto operate scheduled passenger air transportation services and desire to enter into arrangements under which each party agrees to extend industry discount travel conditions to its employees and other eligible persons for transportation over the routes of the parties concerned.

In addition, the employees and other eligible persons of the entities defined in the Subsidiary/Affiliate/Franchisees (SAF) Appendix to this Agreement may be included if bilaterally agreed.

DEFINITIONS

For the purpose of this Agreement, the following definitions shall apply:

Authorizing Airline – a Member airline through which industry discount travel benefits are derived.

Deadheading Crews - means travel by one or more cabin and/or cockpit crew member employees which is solely for the purpose of either returning from the last duty leg of a flight on which the crew member worked to the employee's officially designated crew base / turn-around-station, or for travel from the employee's officially designated crew base / turn-around-station to the first point at which the crew member will take over his working duty. Excluded are crews travelling to/from training and to/from their home/domicile. Excluded are also regular transfers of a whole crew over a seasonal period unless bilaterally agreed.

Discounted Fare - an agreed discount level calculated from a commercially published fare. For a review of fares and the fare adjustment mechanism, see Appendix Fares.

Duty Travel – means travel which is solely for the purpose of accomplishing the business needs of the employing airline. All duty travel must be in conjunction with an authorized trip for which all normal travel expenses are compensated by the employing airline.

Members may supplement their bilateral concurrences to include provisions applicable to duty travel on specified routes and/or for duty travel by specified individuals. The provisions of these supplementary conditions can be detailed in the Concurrence Form Annexes Neighborhood Agreement and Name List, respectively.

Eligible Persons – individuals described in section B below, and which have been agreed bilaterally as eligible for travel.

Employee – specifically excludes consultants, general sales agents, and employees of other companies who are on assignment for the Member or its SAF but employed by another party. Other exclusions, such as employees on leave of absence as regulated by law and employees who have given notice or have been given notice, are in accordance with the rules and regulations of the Authorizing Airline. Otherwise, an individual must be:

- ~ a person who is employed by a Member or its SAF, fulfils the Minimum Service Requirement and is compensated for full-time or part-time permanent services provided on a continual (i.e. not seasonal or provisional) basis.
- ~ a person based in the People’s Republic of China who is employed by a Member or its SAF through the Chinese company FASCO, fulfils the Minimum Service Requirement and is compensated for full-time or part-time permanent services provided on a continual (i.e. not seasonal or provisional) basis.
- ~ For Personal Travel, employees on a contract of less than six (6) months, Consultants, Board Members and other persons not included on the company payroll are excluded.
- ~ For Duty Travel, employees on temporary contract are eligible. Consultants, Board Members and other persons not included on the company payroll are excluded.

Equivalent Segment - A city pair within the same mileage zone as per the ticket coupon issued.

Member (s) includes both Full and Associate Member(s)

Member, Associate – a passenger airline that meets the criteria for associate membership as described in section A.2 and which participates in one or more of the agreed fare levels (i.e., Zone Fares, ID50, ID00) for travel in economy and/or business class.

Member, Full – a scheduled passenger airline that meets the criteria for full membership, as described in section A.1. and which participates in one or more of the agreed fare levels (i.e., Zone Fares, ID50, ID00) for travel in economy and/or business class.

Minimum Service Requirement - For Personal Travel, Employees must have completed a minimum of six (6) months of continuous service with the employing airline. There is no minimum service requirement for Duty Travel.

Parents – any person recognized as a parent by the employing airline. The employee/retiree can only have two parents eligible for travel.

Personal Travel - means travel by an Eligible Person for pleasure and other purposes not involving any remuneration. Travel for the purpose of conducting business for the employing airline, a third party, or a personal business is strictly prohibited.

Retiree – a **living**, former Employee of a Member or its SAF who has retired from permanent full-time or part-time service under the retirement program of that Member or its SAF.

Spouse – any one person recognized as a spouse by the employing airline.

Travel Partner - any one person recognized as a travel partner by the employing airline. In the case of more than one travel partner being allowed, it should be bilaterally agreed. Travel Partner must be accompanied by the employee/retiree on all flights unless bilaterally agreed.

Sibling of Employee/Retiree – any person recognized as a sibling by the employing airline.

Subsidiaries/Affiliates/Franchisees (SAF) – entities related to the Member that fulfill the eligibility criteria for an individual category as defined in Appendix SAF.

Third Party Ticketing – an airline contracted by a Member to issue reduced rate tickets to Eligible Persons of the authorizing airline, on its behalf.

Ticketing Airline – a Full Member which issues reduced rate tickets to Eligible Persons according to this Agreement. In the event a third party has been contracted to fulfill the ticketing needs of a Member, bilaterally agreed procedures must exist between the Third-Party Ticketing Airline and the Transporting Airline for acceptance and settlement of tickets.

Transporting Airline – a Member hereto which is to transport Eligible Persons of another party according to this Agreement.

Zone Fare – an agreed fixed amount (distance related) per segment or ticket coupon issued. For a review of fares and the fare adjustment mechanism, see Appendix Fares.

In principle, unless otherwise specified in the Agreement or subsequent Annexes or Appendices, the Authorizing Airline’s own rules and regulations shall apply. In addition to other eligibility conditions required herein or by the Authorizing Airline, individuals traveling under the conditions of this agreement must be eligible for discount staff travel on the airline through which their benefits are derived.

A. ADMINISTRATION

A.1. FULL MEMBERSHIP REQUIREMENTS

A.1.a. To qualify for Full Membership an airline must:

- A.1.a.i Be an airline operating scheduled air passenger transportation services under its own airline designator code available for Members’ use.
- A.1.a.ii Be able to accept Eligible Persons in accordance with this Agreement.
- A.1.a.iii Have a concurrence with at least one Full Member.
- A.1.a.iv Pay the annual Membership fee and other fees as agreed by the Members.
- A.1.a.v Possess a corporate e-mail address for official communication.
- A.1.a.vi File its fares in accordance with Appendix Fares.

- A.1.a.vii Recognize and observe the principles of relevant IATA Resolutions and Recommended Practices, even if not a Member of the International Air Transport Association (IATA).
- A.1.a.viii Complete all airlines details under www.zedmiba.org and www.flyzed.info (including but not limited to list of SAFs, FlyZED information, ASKs etc.)
- A.1.a.ix Provide access to personal standby travel economy tickets at the ZH level (YIDZHZN2) to IATA serving employees with the following superseding definitions:
 - Employee is a person who is employed by and salaried by IATA
 - Spouse (any one person recognized as a spouse by IATA) of employee
 - Children of employee under the age of 24

A.2. ASSOCIATE MEMBERSHIP REQUIREMENTS

A.2.a. To qualify for Associate Membership an airline must:

- A.2.a.i Be an airline operating air transportation services which are not available for Members' use under the operating carrier's own code (with the intent to include Cargo, Charter Airlines and scheduled passenger airlines whose inventory may or may not be controlled by a Full Member(s).)
- A.2.a.ii Have a concurrence with at least one Full Member.
- A.2.a.iii Pay the annual Membership fee and other fees as agreed by the Members.
- A.2.a.iv Possess a corporate e-mail address for official communication.
- A.2.a.v Recognize and observe the principles of relevant IATA Resolutions and Recommended Practices, even if not a Member of the International Air Transport Association (IATA).
- A.2.a.vi An airline applying for Associate Membership will not be accepted as both an Associate Member and an SAF of another Full Member.
- A.2.a.vii If, and as long as an airline is listed as an SAF of a Full Member, such airline cannot also be recognized as an Associate Member in its own right.
- A.2.a.viii If an Associate Member becomes an SAF of another Full Member, it shall lose its Member status upon effectiveness of the new SAF status.
- A.2.a.ix If a scheduled passenger airline SAF ceases its relationship with a Full Member, that Full Member must advise the Member Service Center (MSC) immediately.
- A.2.a.x Complete all airline details under www.zedmiba.org.

A.3. MEMBERSHIP PROCEDURES

A.3.a. An airline interested in Membership must contact the Member Service Center (MSC) to obtain access to the ZED-MIBA Forum website (www.zedmiba.org) and to the Agreement.

- A.3.a.i The interested airline must submit to MSC a completed and signed Application Form and two (2) completed and signed original copies of the Signatory document.
- A.3.a.ii Once these documents are received by MSC, the applicable annual fee and the applicant fee, as described in sections A.10.a and A.10.b below, will be collected by the MSC.
- A.3.a.iii Upon confirmation that the monies have been received by MSC, the interested airline will be considered an applicant.
- A.3.a.iv MSC will notify all Members and will invite Members to concur with the new applicant.
- A.3.a.v Upon notification to MSC that the applying airline has obtained its first concurrence, the applying airline's status will be changed to Member and all Members will be notified of this change.
- A.3.a.vi For Membership to be maintained, each Member must comply with the Code of Practice, Responsibilities and Obligations as set forth in section A.4 below.

A.4. MEMBERSHIP CODE OF PRACTICE, RESPONSIBILITIES AND OBLIGATIONS

A.4.a. Members are expected to:

- A.4.a.i Pay all applicable fees in accordance with the procedures set out in section A.10 below.
- A.4.a.ii Adopt and respect the objectives and fulfil the Membership criteria. It is the responsibility of the Member to advise MSC if they are no longer in compliance with one or more of the criteria set out in section(s) A.1 or A.2.
- A.4.a.iii Respond in a timely manner to online votes, surveys and information-gathering exercises, and any other requests coming from MSC.
- A.4.a.iv Respect the confidentiality of this Agreement and information made available to the Members by virtue of their participation in this Agreement.
- ~ Members shall not disclose the terms of this Agreement or terms agreed bilaterally to parties other than those persons for whom travel is provided,

or to persons involved in the provision of this Agreement, without first obtaining written consent from the other parties involved. This excludes information that is otherwise made available to the public by MSC and when or where disclosure is required by law.

A.4.a.v Maintain Concurrence Confirmation List (CCL).

- ~ Members shall contact each other to obtain bilateral concurrences.
- ~ Once obtained, both parties must complete and sign, in duplicate, the Concurrence Form, which will constitute the legal part of the bilateral agreement, and must update their respective Concurrence Confirmation List on the ZED-MIBA Forum website (www.zedmiba.org).
- ~ Members must confirm the Concurrence Confirmation List on the ZED-MIBA Forum website. (www.zedmiba.org)

A.4.a.vi Each Member shall designate one individual to serve as its Authorized Representative (AR) to act in its name and on its behalf. This will be the person who will communicate to and receive communication from MSC and whose details will be published in the Member Contact List. All ARs (for new Members or for the replacement of existing ARs) should be empowered by their Employing Airline to represent their interests within ZEDMIBA.

A.4.a.vii Maintain and keep updated the relevant airline details under www.zedmiba.org and www.flyzed.info (including but not limited to list of SAFs, FlyZED information, ASKs etc.

A.4.a.viii Full Members only: Provide access to personal standby travel economy tickets on their services at the ZH level (YZHzN2) to IATA serving employees with the following superseding definitions:

- Employee is a person who is employed by and salaried by IATA
- Spouse (any one person recognized as a spouse by IATA) of employee
- Children of employee under the age of 24

A.5. SAF PROCEDURES

A.5. It is the duty of the Member to list SAF categories B, C, D under SAF tab on the ZEDMIBA forum website. It is the responsibility of the Member to advise in writing to the other Member(s) with which they have concurred in the relevant categories, of changes as and when they occur, but no later than thirty (30) days before the effective date of the change

A.6. MEMBERSHIP LIMITATION, RESIGNATION, AND TERMINATION

A.6.a. Limitation

- A.6.a.i Any Member in arrears in the payment of fees for a period of more than ninety (90) days shall be placed in limitation by MSC and lose some or all entitlements and privileges of Membership, as determined by the Advisory Council, during the period that the limitation is in effect, unless MSC has agreed to alternative financial arrangements.
- A.6.a.ii MSC shall indicate in the notice of limitation to the Member the effective date of the limitation, and the conditions to be met for the limitation to be removed.

A.6.b. Resignation

- A.6.b.i A Member may resign its Membership at any time by giving no less than thirty (30) days written notice to MSC.
- A.6.b.ii Upon receipt of such notice, MSC will notify Members of that Member's resignation.

A.6.c. Termination

- A.6.c.i A Member no longer meeting one or more criteria for Membership shall have its Membership terminated by MSC ninety (90) days after the occurrence of the event giving rise to its ineligibility.
- A.6.c.ii A Member ceasing to hold the authority to operate, or otherwise ceasing to carry on the business that qualifies it for Membership, or permanently suspending its standard business operations, shall have its Membership terminated by MSC effective thirty (30) days from the date of occurrence of such event.
- A.6.c.iii The Advisory Council may, upon written request of the Member concerned, postpone the effective date of termination for a fixed period, as appropriate.
- A.6.c.iv In case of resignation or termination, all bilateral concurrences will be revoked on the date such resignation or termination is effective.
- A.6.c.v If Membership is reinstated, an administrative fee of 50% of the annual fee applicable for the year in which reinstatement occurs will be applied in addition to the annual fee.

A.7. MANAGEMENT

A.7.a. Advisory Council

- A.7.a.i The Advisory Council will provide support and guidance to MSC on issues concerning the administration of this Agreement.
- A.7.a.ii The Advisory Council shall be comprised of Authorized Representatives from no more than eight (8) Full Member airlines four (4) of which to stand for re-election every second year.
- A.7.a.iii An IATA Nomination Pro-forma shall be circulated to eligible Members for completion and returned to IATA within the time specified by MSC.
- A.7.a.iv IATA will present to the Advisory Council and all Members the list of nominees ahead of the General Meeting distributed together with all other documents.
- A.7.a.v The Advisory Council will choose two candidates based on relevant experience/qualifications. Members will elect, by weighted votes, two candidates at the General Meeting. Representation from all alliances as well as non-allied carriers is helpful.
- A.7.a.vi IATA Director General will appoint the Advisory Council Members from the recommended list presented by the current Advisory Council and elected by the Full Members for a period of two years.
- A.7.a.vii The Advisory Council will elect its own chairperson.
- A.7.a.viii Advisory Council Members and any individuals identified by the Advisory Council as “co-leaders”, as described in section A.7.e.ii, will be reimbursed reasonable expenses for their hotel accommodation for stays made in connection with official Advisory Council meetings and any ad hoc meetings, as approved per section A.7.a.xv below.
- A.7.a.ix The Advisory Council will facilitate the development of new standards and procedures for airline staff travel, for business and pleasure, for submission to and subsequent action by the Members and relevant governance groups within IATA, as appropriate.
- A.7.a.x The Advisory Council will identify issues and provide guidance to MSC on current and emerging airline staff travel issues.
- A.7.a.xi The Advisory Council will support the General Meetings by providing an opportunity for the industry at large to address airline staff travel trends, issues, and solutions.

A.7.a.xii The Advisory Council will assist MSC in progressing items decided by the Members.

A.7.a.xiii The Advisory Council will assist MSC in preparing a budget to be presented to Members at the General Meetings.

A.7.a.xiv The Advisory Council will meet in formal session no less than one (1) and no more than three (3) times between Annual General Meetings.

A.7.a.xv Ad hoc meetings of the Advisory Council may be held to address specific industry issues or concerns. Such meetings will take place with the approval of the IATA Head of Airline Distribution Standards and the chairperson of the Advisory Council.

A.7.a.xvi In commissioning any item, the Advisory Council must ensure that an objective and transparent process is undertaken and fully disclosed to the Members.

A.7.b. Member Service Center (MSC)

A.7.b.i The MSC is the primary point of contact for Members.

A.7.b.ii Services provided by IATA MSC are described in the Memorandum of Cooperation.

A.7.c. Working Group

A.7.c.i Working Group will be established by the Members at a General Meeting.

A.7.c.ii Each Working Group will be led by a Member of the Advisory Council who will report outcomes of the meetings to the Advisory Council.

A.7.c.iii The Working Group leader will be reimbursed reasonable expenses for their hotel accommodation for stays made in connection with official Working Group meetings.

A.7.d. Task Force

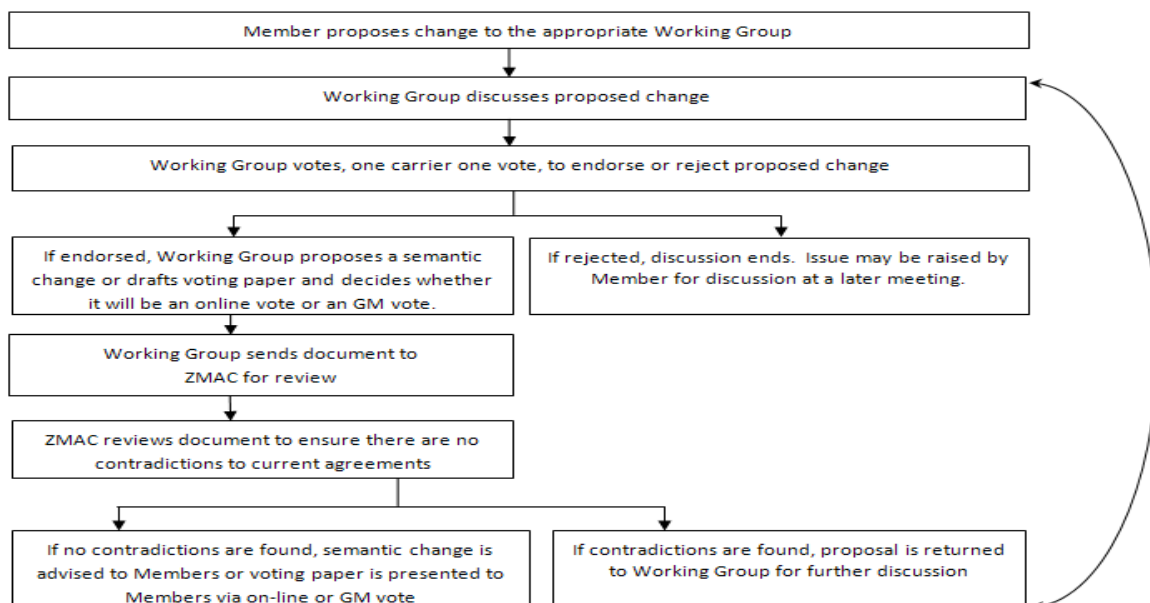
A.7.d.i A Task Force may be established by the Members at a General Meeting, by MSC, the Advisory Council or by a Working Group.

A.7.d.ii A Task Force will address a specific task that will have a clear goal and an agreed timeframe.

A.7.d.iii A Task Force will be led by a person appointed by the body which set up that Task Force. Should a Task Force leader fail to, or cease to be able to, perform the duties the Advisory Council will identify a replacement.

A.7.e. General Rules for Working Group and Task Force Meetings

- A.7.e.i Working Group and Task Force participants may be any individual employed and sent by a Member, i.e., it does not need to be the Member’s Authorized Representative.
- A.7.e.ii Any Member (AR only) may volunteer to be a co-leader to obtain experience in managing a Working Group and to gain a clearer understanding of ZED MIBA protocols to prepare them to participate in the Advisory Council. The co-leader should assist the Working Group leader with arrangements for logistics, minute taking and general coordination.
- A.7.e.iii Working Groups and Task Forces may invite outside experts to participate, however, that individual will not be eligible to vote. Expenses related to the participation of an outside expert will be paid only if included in the budget and approved by the Advisory Council.
- A.7.e.iv Working Group and Task Force leaders must notify all Members the date and location of the meetings. All meetings must be posted to the ZED-MIBA Forum website calendar.
- A.7.e.v Working Group and Task Force leaders will ensure meetings are minuted and will send the minutes to MSC for publication on the ZED-MIBA Forum website once approved by the Working Group and Task Force participants and within thirty (30) days after the date of the meeting.
- A.7.e.vi Working Group decisions are based on “one Member/one vote” and require a two thirds majority.



- A.7.e.vii Any findings or recommendations to the General Meeting must be submitted to MSC and the Advisory Council in writing at least seventy (70) days before the General Meeting.
- A.7.e.viii If voting papers are required, Working Group and Task Force will prepare and send a draft to MSC and the Advisory Council no later than three (3) weeks before the voting papers are required to be finalized. The Advisory Council and MSC will liaise and amend the voting paper, as necessary, before putting it to the Members for a vote at the General Meeting or on the ZED-MIBA Forum website (outside the General Meeting), as appropriate.

A.8. GENERAL MEETINGS

A.8.a. Annual General Meeting

- A.8.a.i The Annual General Meeting will be held annually.
- A.8.a.ii The Annual General Meeting will be convened by MSC with advance notice to Members of at least six (6) months.
- A.8.a.iii MSC will provide the Members with the agenda and meeting documentation no less than thirty (30) days before the Annual General Meeting.
- A.8.a.iv The Annual General Meeting will be led by the chairperson of the Advisory Council.
- A.8.a.v The Annual General Meeting will be minuted by MSC.
- A.8.a.vi Ad hoc issues may be added to the agenda by a Member upon a majority vote of Full Members present at the Annual General Meeting, based on one vote per Full Member.
- A.8.a.vii Planned expenditures from the Special Project Fund will be presented to and must be voted by the Full Members at the Annual General Meeting.
- A.8.a.viii The AGM may be held at the IATA offices in Geneva, Switzerland at a minimum of every other year, and/or when a suitable alternative location cannot be met.

A.8.b. Special General Meeting

- A.8.b.i A Special General Meeting may be convened by MSC in consultation with the Advisory Council.

- A.8.b.ii A Special General Meeting must be convened by MSC if at least 25% of the Full Members submit a substantiated written request to MSC.
- A.8.b.iii MSC shall provide at least thirty (30) days' notice of, and the proposed agenda for, such a meeting. In case of urgency, MSC may reduce the notice period as it deems appropriate.
- A.8.b.iv The Special General Meeting will be led by the chairperson of the Advisory Council.
- A.8.b.v The Special General Meeting will be minuted by MSC.
- A.8.b.vi Ad hoc issues may be added to the agenda by any Member upon a majority vote of Full Members present at the Special General Meeting, based on one vote per Full Member.
- A.8.b.vii Planned expenditures from the Special Project Fund will be presented to and must be voted by the Full Members at the Special General Meeting.

A.8.c. Attendance

- A.8.c.i The General Meetings shall be attended by the Member's Authorized Representative, as registered with MSC, and/or alternate(s) as advised to MSC on the General Meeting Registration Form.
- A.8.c.ii Unless specifically invited with the approval of the Advisory Council, no person other than those registered with MSC may attend any part of the General Meeting.

A.8.d. Quorum

- A.8.d.i A majority (50% + 1) of Full Members definitively registered at the General Meeting shall constitute the quorum for the duration of that meeting.
- A.8.d.ii Attending Full Members shall have their Authorized Representative, or alternate, present and voting at the meeting. No proxy may be appointed by any Member.

A.8.e. Documentation

- A.8.e.i Relevant agreed issues will be incorporated into the Agreements by the following January 01, or any other date specifically agreed by the Members.
- A.8.e.ii MSC will publish the minutes of the General Meeting.

A.9. VOTING PROCEDURES

A.9.a. Only Full Members have voting rights. In order to better gauge the Member’s needs, Associate Members may be encouraged to participate in any vote taken, but votes cast by Associate Member will not be included in the voting results.

A.9.b. “NOT TAKING PART” responses will be excluded from the calculation in determining a quorum and in the final voting results. Additionally, the number of votes will be determined by multiplying the following two factors:

A.9.b.i The number of concurrences as reported by the Full Member on its Concurrence Confirmation List on the ZED-MIBA Forum website.

A.9.b.ii The “entitlements” assigned to that Full Member based on size, measured by the most recently available calendar year’s Available Seat Kilometers (ASK) as provided by the Full Member and verified by MSC for scheduled passenger flights of that Full Member and any of its registered SAF.

Available Seat Kilometres (ASK)		Entitlements
Up to and including	1.000.000.000	1
1.000.000.001 To	5.000.000.000	2
5.000.000.001 To	20.000.000.000	3
20.000.000.001 To	50.000.000.000	4
50.000.000.001 To	100.000.000.000	5
100.000.000.001 To	150.000.000.000	6
150.000.000.001 To	200.000.000.000	7
200.000.000.001 To	250.000.000.000	8
250.000.000.001 Including and above		9

A.9.c. Electronic/On-Line Voting

A.9.c.i Any Member may raise an issue for circulation by electronic/on-line vote if endorsed by MSC in consultation with the Advisory Council.

A.9.c.ii MSC, in consultation with the Advisory Council, can raise a vote if necessary.

A.9.c.iii A majority (50% + 1) of Full Members registered as attendees at the most recent General Meeting shall constitute the quorum for the electronic/on-line vote.

A.9.c.iv In the event of a tie, or a failure to attain a quorum, the matter will be carried forward to the next General Meeting.

A.9.d. All Full Members are entitled to vote on Administration and Core issues.

A.9.d.i Financial decisions that require use of existing ZMF Funds, increase of membership fees, or will require additional invoicing from IATA shall be taken based on a 67% majority of the total number of votes from the Full Members present at the General Meeting. Any fare adjustments will require 67% majority.

A.9.d.ii ZMF will use either relative majority or 50+1 majority depending on the context of the vote. The method of voting by the Working Groups or the Workshop together with Advisory Council.

A.9.e. Full Members will be permitted to vote on all matters. Voting will be weighted on ASK and number of concurrences.

A.9.e.i Decisions shall be taken based on a simple majority (more than 50%) of the total number of votes from the Full Members eligible to vote, except for matters relating to payment of fees.

A.9.e.ii For all matters related to the payment of fees, decisions shall be taken based on a 67% majority of the total number of votes from the Full Members eligible to vote.

A.10. FINANCIAL

A.10.a. Annual Fee

A.10.a.i All Members are required to pay an agreed non-refundable annual administration fee of USD 400.00, of which USD 250.00 shall be paid which shall be an amount to be paid to MSC for services rendered as set out in the Memorandum of Cooperation. The remainder shall be used to pay plus any additional costs presented in the budget as approved by the Full Members.

A.10.a.ii The administration fee will be collected by MSC through the Clearing House process or by invoice to Members that do not participate in the IATA Clearing House.

A.10.a.iii The Administration fee will cover the period of January 1 through December 31 of the year in which it is due and will not be prorated. The full fee must be paid regardless of time of joining during the year.

A.10.b. Applicant Fee

- A.10.b.i A non-refundable Joining fee of USD 730.00 will be collected from each applying airline and will be placed in the Special Project Fund.

A.10.c. Special Project Fund

- A.10.c.i MSC will establish and maintain a separate account (Special Project Fund) for expenditures, as agreed by the Full Members.

A.10.d. Budget

- A.10.d.i MSC and the Advisory Council will prepare a budget for all expenses anticipated for the coming year and will identify from which funds these expenses will be paid.

- A.10.d.ii Costs presented in the budget may be covered by the Special Project Fund, or divided by the total number of Members, as approved by the Full Members through a vote.

- A.10.d.iii Anticipated costs for a specific project will normally be included in the vote for that project.

- A.10.e.** Any unspent funds at the end of a financial period will be carried forward to the next financial period in accordance with the Advisory Council's recommendation.

- A.10.f.** The Advisory Council may access ZMF funds for exceptional situations, only when approved by a majority vote of the Advisory Council Members, limited to USD 500.00 per occurrence not to exceed USD 5,000.00 per annum. Any expenditures will be reported in full on a yearly basis at a General Meeting.

- A.10.g.** Working Group or Task Force meeting with a minimum of 5% of the membership present may access ZMF existing funds for online concurrence tool enhancement, only if approved by a 2/3 majority vote of the Working Group or Task Force participants provided on a one Member/one vote basis limited to USD 1,000.00 per occurrence limited to one occurrence. Any expenditures will be reported in full on a yearly basis at a General Meeting.

- A.10.h.** The Advisory Council may access ZMF funds to organize a Networking Event held in conjunction with the Annual General Meeting, limited to USD 15,000.00 per year and only if available (unspent) funds are not less than USD 50,000.00.

B. CORE AGREEMENT

B.1. ELIGIBLE PERSONS

B.1.a. Mandatory for Personal Travel

(must be bilaterally concurred)

- Employee
- Retiree
- Spouse
- Child, under the age of 24

B.1.b. Optional *(may be bilaterally concurred)*

- Adult Child of Employee or Retiree, (age 24 years and older)
- Parent of Employee/Retiree
- Sibling of-Employee /Retiree
- Travel Partner of ~~single or married~~ Employee/Retiree

B.1.c. Duty Travel and Deadheading Crews

- Employee

B.1.d. Employee Relocation

- Employee
- Spouse
- Child, under the age of 24

B.2. REQUIREMENTS WHILE TRAVELING

B.2.a. Identification

B.2.a.i Eligible Persons traveling under the terms of this Agreement must present proper identification whenever requested by the Transporting Airline. Official proof of identity shall be government issued photo identification. The Transporting Airline reserves the right to refuse travel if proof of identity cannot be provided.

B.2.b. Travel Documents

B.2.b.i Eligible Persons are expected to hold all pertinent travel documents such as passport, visas and health certificates required by the country of destination and points en route, in case offloading should become necessary for commercial or other reasons.

B.2.c. Electronic Ticket Number

B.2.c.i It is the passenger's responsibility to provide the E-Ticket number or booking reference (if ticketless) to any point of contact with the Transporting Airline. The Transporting Airline can refuse to accept the passenger if the E-Ticket number or booking reference (if ticketless) is not provided by the passenger.

B.2.d. Dress Code and Behavior

B.2.d.i Eligible Persons traveling under the terms of this Agreement must ensure that their appearance and behavior are in line with the Transporting Airline's policy. Eligible Persons must ensure that no inconvenience is given to commercial passengers of the Transporting Airline and that ground staff and

cabin crew are not distracted from giving maximum service to such passengers.

B.2.d.ii As a rule, Eligible Persons should be dressed in accordance with public standards of good taste. This will normally mean attire suitable for an office, or smart casual wear. It generally excludes jeans, T-shirts, sweatshirts, shorts, gym shoes, and similar extremes of casual wear.

B.2.d.iii Failure to observe the regulations of the Transporting Airline may result in refusal to accept for travel.

B.2.e. Reservations/Listing/Cancellation

B.2.e.i Reservations shall be made according to the Transporting Airline's rules as described in the Concurrence Form or Annexes to the Concurrence Form.

B.2.e.ii Listing for space available travel must be made in accordance with the Transporting Airline's rules as described in the Concurrence Form or Annexes to the Concurrence Form.

B.2.e.iii Reservations and listings must be cancelled, should transportation not be necessary, at the earliest possible date.

B.2.e.iv It is not permitted to hold a standby listing and a confirmed ticket on the same flight

B.3. RIGHTS AND PRIVILEGES

B.3.a. Limitation of Rights

B.3.a.i This Agreement shall not be construed as giving to any Eligible Person traveling under the terms of this Agreement any right, benefit or claim which he or she would not have as a passenger traveling at the Transporting Airline's published commercial fares.

B.3.b. Baggage

B.3.b.i Each party shall grant to Eligible Persons a minimum free baggage allowance which shall be either one (1) piece on services where the piece system applies or 20 kilos on all other services.

B.3.b.ii Excess baggage charges may be collected by the Transporting Airline, at its discretion, at the applicable rates.

B.3.b.iii Compensation payable by the Transporting Airline to commercial passengers for delayed, misrouted, damaged or lost baggage shall apply also to eligible Persons traveling under the terms of this Agreement.

B.3.c. Services Not Available

B.3.c.i Travel taken under this Agreement shall not count towards any frequent flyer program. Eligible Persons are not permitted to use Members' executive cards or any frequent flyer card to obtain any of the facilities allowed by possession of such cards, including but not limited to, special lounges, ground facilities, special offers, air miles or similar schemes, courtesy or reduced-rate business facilities, or upgrading offers. Eligible Persons are not permitted to request or use any other special amenities and/or assistance unless expressly permitted by the Transporting Airline or where required by law.

B.3.d. Unaccompanied Children

B.3.d.i Children under sixteen (16) years of age may not travel under the terms of this Agreement unless accompanied by an adult holding a similar discounted ticket.

B.3.e. Codeshare Flights

B.3.e.i Codeshare flights not operated by the Member are excluded unless otherwise notified by the Member. All Members are required to advise which codeshare flights/operating carriers are included either on the Concurrence Form or separately.

B.3.f. SAF Flights

B.3.f.i Scheduled passenger flights operated by SAF that are covered under bilateral concurrence are included.

B.3.g. Non-Acceptance/Deplanement

B.3.g.i Deadheading Crew (confirmed travel, C1) who are transferred on reduced fare tickets issued under the terms of this agreement shall not be subject to involuntary denied boarding and/or deplanement, even if such action is required to avoid the involuntary denied boarding of commercial passengers, subject, however, to any governmental, regulatory, and tariff requirements as may be applicable to such oversold conditions, provided that reservations for the transfer have been made strictly in accordance with the agreed rules.

B.3.g.ii Booked Travel (off-loadable) – Eligible Persons who are travelling on confirmed (i.e. S1, R1, B1, N1) tickets issued under the terms of this agreement who are deplaned or denied boarding, if such action is required to avoid the involuntary denied boarding by the Transporting Carrier of commercial passengers, then the Transporting Carrier. In such case that

party shall absorb the passenger's costs for hotel accommodation, ground transportation to/from hotel and meals, not exceeding what is granted to commercial passengers. Additionally, the Eligible Person must be rebooked on the next available flight of the Transporting Airline for the sector in question. The above applies provided that:

- ~ the booking, if made in the CRS of the Authorizing or Ticketing Airline, must have been made strictly in accordance with the Transporting Airline's published rules as advised to the Authorizing Airline; and
- ~ The passenger has checked-in strictly in accordance with the Transporting Airline's published rules.

The party taking such action will not pay any other expenses for Eligible Persons arising as a result of non-acceptance and/or deplanement and each party waives any such claim against the other party in the event of non-acceptance or deplanement.

If the Transporting Airline is required to pay or deposit any fine or penalty due to lack of visa or other required travel documents caused by the non-acceptance or deplanement, the Authorizing Airline shall on demand refund to the Transporting Airline any amounts so paid.

B.3.g.iii Standby Travel (R2/S2) – Any expenses paid by Eligible Persons arising as a result of non-acceptance and/or deplanement when traveling on a standby ticket (R2/S2) will not be reimbursed by the party taking such action. Each party waives any claim against the other party in the event of such non-acceptance or deplanement.

B.3.g.iv All Travel – Eligible Persons who are downgraded, denied boarding or off-loaded will not be entitled to downgrading compensation, denied boarding compensation, or refund of fare class difference unless bilaterally agreed.

B.3.h. Embargoes

B.3.h.i Members will endeavor to give 30 days' notice of embargoes to Members with which they have bilateral concurrences but may reserve the right to impose the embargoes at short notice for unexpected unforeseen situations such as strike, runway repairs, adverse weather conditions or other sudden interruption of operations.

B.3.h.ii Employees/Retirees are responsible for checking embargoes before travel. Issuance of a ticket and/or creation of a booking or listing do not guarantee that an embargo does not exist.

B.3.h.iii For Personal Travel, an embargo can be imposed by a Member only if the same embargo applies internally to its own employees.

B.3.h.iv Members reserve the right to impose a reciprocal embargo on its own routes, or to suspend the concurrence with the Member imposing the embargo, for the same period as the embargo.

B.3.h.v Only embargoes declared by the Member's head office will be considered as valid.

B.3.i. Flight cancellations and/or schedule change

B.3.i.i For any cancellation of firm ID bookings made more than 24 hours before a flight's scheduled departure, related to schedule changes, including termination of a route, the Transporting Airline shall advise such changes as part of their routine schedule changes procedures. Any expenses paid by the Eligible Person arising as a result of the cancellation will not be reimbursed by the party taking such action.

B.4. TERMS AND TERMINATION

B.4.a. Termination of Bilateral Concurrence

B.4.a.i Except as permitted herein, concurrence may be withdrawn with thirty (30) days written notice by any party to the other.

~ Where an interline traffic agreement exists between two parties, concurrence shall terminate without further notice on the date on which the interline traffic agreement in force between those two parties is terminated, unless otherwise bilaterally agreed.

~ Concurrence may be withdrawn with immediate effect if there is any abuse of the terms of the agreement by another Member or by its Eligible Persons.

~ B.4.a.ii. Concurrence shall remain in force for an unlimited period of time unless withdrawn by either party in accordance with the provisions of this Agreement.

B.4.b. Withdrawal of SAF from Concurrence

B.4.b.i Any party may withdraw concurrence on behalf of any of its SAF by written notice to concurrence partners.

B.4.c. Obligations

B.4.c.i Tickets issued before the date of advice of withdrawal or termination will be valid only for return-to-base travel. Tickets may not be issued after the date of advice of withdrawal or termination.

B.4.d. Data Protection and Privacy Laws

Each party shall comply with all applicable data protection and privacy laws, including the EU General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) where it applies. Each party shall ensure it observes its obligations regarding technical and organizational measures for the security of personal data, appropriate consent, if required, and the transfer and use of personal data. The Ticketing Airline shall ensure passengers are provided with relevant information about the transfer of personal data to each Transporting Airline, including the provision of notice that personal data will be processed by such carriers as more fully described in each carrier's applicable privacy policy. Such notice may be given by reference to a website address (Uniform Resource Locator - URL) as specified in the IATA Resolutions. The parties may agree, by supplemental instrument in writing, to further define the data protection and privacy provisions applicable between them. Where such an instrument is concluded, it shall be incorporated by reference and have force under this Agreement.

B.5. MISCELLANEOUS

Separate bilateral arrangements may be made to complement the rules and conditions of this Agreement between any two Members by using annexes to the Concurrence Form.

C. FULFILMENT

C.1. SELF-TICKETING

C.1.a. Ticketing

- C.1.a.i The Authorizing Airline will arrange procedures for issuance of tickets according to the terms and conditions set out in this Agreement for their own Eligible Persons on its own airline validation or the validation of a third party.
- C.1.a.ii Standard IATA tickets must be used and issued in accordance with the provisions of IATA Recommended Practice 1788 and Resolution 722, and this Agreement.
- C.1.a.iii The Reservation Booking Designator (RBD) shown on the ticket shall be C (for business class), W (for premium economy) or Y (for economy class), or as bilaterally agreed between the Authorizing and Transporting Airlines.
- C.1.a.iv The Fare Basis/Ticket Designator shall include the passenger type code applicable to the passenger type as described in the ATPCO Fares Filing Guide and in **Appendix Passenger Type Codes (PTC's) Ticket Designators**.
- C.1.a.v Additionally, the endorsement box of tickets shall contain the following:

- ~ Deadheading Crew: OFFLOAD NOT PERMITTED
- ~ Personal Travel/ZED fares: “VALID ZED CARRIERS”, or something similar (e.g., “VLD ZED CARRIER” or “VLD ZED”)
- ~ Duty Travel/MIBA fares: “VALID MIBA CARRIERS”, or something similar (e.g., “VLD MIBA CARRIER” or “VLD MIBA”)

C.1.a.vi The ticket shall contain the reservation status code “OK” on tickets for which firm travel is permitted and “SA” on tickets for which firm travel is not permitted. All other procedures for interline ticketing as outlined in any applicable interline traffic agreement between the parties or in other IATA standards shall be applied.

C.1.a.vii In the event of the coupons of an e-ticket being used out of sequence, the transporting carrier may not void the unused coupons.

C.1.b. Fares

C.1.b.i Members must file their fares for all available city pairs for use by other Members with which they have a concurrence, unless otherwise bilaterally agreed.

C.1.b.ii Fare must be filed in accordance with the ATPCO Fares Filing Guide published at on the ZED-MIBA Forum website.

C.1.b.iii Members must collect fares applicable for the passenger type and bilateral concurrence in compliance with Appendix Fares.

C.1.c. Taxes/Fees/Charges

C.1.c.i Applicable interlineable taxes/fees/charges must be collected and shown on the ticket. This includes transit-exempt taxes, regardless of whether an immediate connection or stopover is intended

C.1.c.ii Any tax, fee, or charge imposed by an airline (i.e., charges that are not remitted to a third-party government or airport authority, such as YQ, YR and Q charges) must not be collected and shown on the ticket and must not be collected from the passenger by the Transporting Airline at the time of check-in, unless bilaterally agreed specifically for industry discount tickets.

C.1.d. Validity

C.1.d.i The ticket validity shall be no more than **90 days** ~~three (3) months~~ from the date of issue. Such validity must be shown in the “Not Valid After” box of each coupon of the ticket.

C.1.e. Settlement

- C.1.e.i If a coupon is closed to the Transporting Airline, settlement of accounts between the parties shall be made for tickets issued hereunder based on the agreed fare per coupon regardless what USD Zone fare is shown in the fare box or fare calculation box and in accordance with applicable provisions of the Interline Traffic Agreement currently in effect between the parties.
- C.1.e.ii Where coupon is not closed to the Transporting Airline Members agree that they will only bill ID coupons to Ticketing Airline at the face value of the coupon, with the following two provisos:
- ~ That the fare paid must match the fare basis shown. Where a Ticketing Airline has used an incorrect fare amount for the city pair and fare basis on the coupon, (in other words, where the fare basis does not accurately reflect the fare paid), the Transporting Airline can bill for the correct fare for that city pair and fare basis (for example, if an airline has issued YIDZH9R2, but has only collected the YIDZL1R2 amount, the Transporting Airline can bill for the YIDZH9R2).
 - ~ That the standard RAM rules about taxes/fees/charges (RAM chapter A2, section 1.10, in accordance with IATA Resolution 785) shall apply, unless bilaterally agreed.
- C.1.e.iii Except for the above, settlement will be in accordance with the applicable provisions of the interline traffic agreement currently in effect between the parties.

C.1.f. Reissue/Exchange/Refund

- C.1.f.i Requests for exchanges or re-issuance of tickets must be made to the Ticketing Airline. If this is not possible, the Transporting Airline at its discretion, may either reissue or issue a new ticket.
- C.1.f.ii Tickets issued under this Agreement shall not qualify for a refund if used on a lower class/fare level than was ticketed unless bilaterally agreed.

C.1.g. Ticket Acceptance

- C.1.g.i Tickets/coupons issued under the terms of this Agreement will be accepted without endorsement by any other Member and its S/A/Fs when bilaterally agreed, provided that:
- ~ the fare paid is the same as, or more than, the concurrence between the Authorizing and Transporting Airlines, and
 - ~ the origin and destination of the flight coupon(s) are for the same city pair, and
 - ~ The class of travel shown on the ticket is the same as, or lower than, the concurrence between the Authorizing and Transporting Airlines.
- C.1.g.ii For Duty Travel this applies as well for re-routings via various intermediate points to reach the final destination.

C.2. TRANSPORTING AIRLINE TICKETING

C.2.a. Ticketing

- C.2.a.i The Transporting Airline will arrange procedures for authorization of travel on its airline to the Eligible Persons of the other Member with which it has a concurrence.
- C.2.a.ii Tickets shall be issued to Eligible Persons upon verification of eligibility from the Authorizing Airline.

C.2.b. Fares

- C.2.b.i Members must collect fares applicable for the passenger type and bilateral concurrence in compliance with Appendix Fares.

C.2.c. Taxes/Fees/Charges

- C.2.c.i With the exception of an administrative or ticketing handling fee, any tax, fee, or charge imposed by an airline (i.e., charges that are not remitted to a third-party government or airport authority) must not be collected from the passenger by the Transporting Airline, unless bilaterally agreed specifically for industry discount travel.
- C.2.c.ii The ticketing carrier, if it is the transporting carrier, may waive or reduce transit taxes at its discretion, regardless of whether an immediate connection or stopover is intended.

C.2.d. Validity

- C.2.d.i The travel authorization or ticket validity shall be no more than **90 days** ~~three (3) months~~ from the date of issue, unless bilaterally agreed. It is the responsibility of the employing carrier to ensure that any tickets held by employees that have been terminated, or who have resigned, are not valid after the last date of employment.

C.2.e. Reissue/Exchange/Refund

- C.2.e.i The Transporting Airline must accept and complete a request for full or partial refund of fare and applicable taxes of any unused portion of a ticket within one year from the original date of issue. The refund process must be initiated by the ticketing carrier within 30 days from day of request. The airlines may bilaterally agree to extend or reduce these time limits
- C.2.e.ii Requests for exchanges or re-issuance of tickets must be made to the Ticketing Airline. If this is not possible, the Transporting Airline at its discretion, may either reissue or issue a new ticket.

C.2.f. Disputes and Chargebacks

As for disputes arising in connection with tickets issued under this Agreement, it is the responsibility of the Authorizing Airline to ensure the Transporting Airline is compensated within six (6) months, or as bilaterally agreed, for transportation provided.”

-- End --