

ISTA – Application Form Checklist

Administration

As a Full Member, I will:

- Accept eligible travelers of other airlines with which I have an agreement. (A.1.a.ii)
- Have an agreement (concurrence) with IATA. (A.3.a.iii)
- Pay the annual membership fee (currently \$500) and other fees as agreed by the members in a timely manner. (A.1.a.iv, A.4.a.i, A.6.a.i, A.10.a.i)
- Resign my Full Membership if at any time I become an Associate Member or an SAF of another airline. (A.2.a.vi)
- File fares upon request of the airlines with which I have an agreement. (A.1.a.vi, B.6.b.i, B.6.b.ii)
- Update www.flyzed.info (via www.zedmiba.org) with information pertinent to travel on my airline
- Maintain my online concurrence list and update www.zedmiba.org with required information regarding my airline. (A.1.a.viii, A.4.a.v, A.4.a.vii)
- Maintain an agreement (concurrence) with IATA to provide personal standby travel at the ZED High fare level (or lower if my airline desires) to eligible employees of IATA, their spouse, and children under the age of 24. (A.1.a.ix, A.4.a.viii)
- Advise other members of changes to my SAF list as they occur. (A.5)
- Respond to online votes. (A.4.a.iii, A.8.d.ii, A.9.d., A.9.e., A.10.d.iii) As an Associate Member, I will:
- Have an agreement (concurrence) with at least one other airline. (A.2.a.ii)
- Pay the annual membership fee (currently \$500) and other fees as agreed by the members in a timely manner. (A.2.a.iii, A.4.a.i, A.6.a.i, A.10.a.i)
- Resign my Associate Membership if at any time I become an SAF of another airline or am able to join as a Full Member. (A.2.a.viii)
- Update www.zedmiba.org with required information regarding my airline. (A.2.a.x)

In addition, as a Member (Full or Associate), I will:

- Respond to online surveys, and information gathering exercises in a timely manner. (A.4.a.iii)
- Respect the confidentiality of the agreement as well as information made available to the members. (A.4.a.iv)
- Provide no less than 30 days written notice of my airline's desire to resign its membership. (A.6.b.i)
- Make every effort to participate in Working Groups and/or Task Forces. (A.7.c., A.7.d., A.7.e.)
- Participate in the annual general meeting (and special general meetings, if called). This includes researching voting items in advance and voting in accordance with my airline's needs/requirements. (A.8.)

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Core Agreement

Eligibility

- Any individual associated to my airline traveling under the conditions of the ISTA must first be eligible for discount staff travel on my airline. (Definitions)
- Subsidiaries/Affiliates/Franchisees (SAF) are companies affiliated to my airline which meet the criteria of a SAF and to which I wish to extend travel on other airlines. (Definitions, Appendix SAF)
- Employees must have completed a minimum of 6 months of service with my airline before they can be eligible for personal travel. They may travel for duty on day 1 of employment. (Definitions)
- The ISTA does not extend travel to consultants, general sales agents, and employees of other companies who are on assignment to my airline or any of my SAF. (Definitions)
- Any individual employed by my airline or one of my SAF who leaves under the retirement program of my airline or that of my SAF may be considered a retiree. (Definitions)
- Any individual employed by my airline or one of my SAF who leaves under an exceptional program/agreement (e.g., in an effort to reduce headcount and/or reduce costs) may not be considered a retiree. (Definitions)
- My airline and my SAF are not required to accept children under 16 years of age without an accompanying adult holding a similarly discounted ticket. (B.3.d.i)

Travel Types

- Personal travel includes any travel for pleasure and other purposes not involving compensation to the employee or traveler (e.g., conducting business for my airline or a third party). This extends to travel for the purpose of commuting between one's home and one's place of work. (Definitions)
- Operationally Significant Travel is travel by a crew member (pilot or flight attendant) of my airline or one of my SAF to position to/from a scheduled flight operation to/from his/her designated base or turn-around station or an aircraft mechanic/technician of my airline traveling to repair an aircraft of my airline. (Definitions)
- Duty travel is solely to accomplish the business needs of my airline for which my airline will reimburse all normal travel expenses. This specifically excludes travel for the purposes of commuting between one's home and one's place of work. (Definitions)
- Commuting Travel, i.e., between one's home and one's place of work, is a form of Personal Travel. (Definitions)

Travel Requirements

- Employees/travelers will be required to present proper identification to the transporting airlines, but will not be required to provide airline ID or proof of employment. (B.2.a)
- Employees/travelers must be prepared to present all pertinent travel documents (e.g., passport, visas) required by the country of destination and all points en-route. (B.2.c)
- Employees/travelers must provide the transporting airline with the eTicket number and/or booking reference upon request. (B.2.c.)

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- Employees/travelers must make a reservation (booking or listing) in accordance with the transporting airline’s policy, and may not hold a standby listing and a confirmed ticket on the same flight (B.2.e.)

Baggage

- My airline and my SAF are required to grant a minimum free baggage allowance of either one (1) piece, where the piece system applies, or 20 kilos on all other services. My airline and my SAF may, however, choose to provide more than this minimum. (B.3.b.i)
- My airline and my SAF shall compensate employees/travelers for delayed, misrouted, damaged, or lost baggage in the same manner as our commercial passengers. (B.3.b.iii)

Non-Acceptance/Deplanement

- My airline and my SAF shall not subject Operationally Significant Travelers (C1) to involuntary denied boarding and/or deplanement even if we must deny boarding and/or deplane a commercial passenger (subject to governmental/regulatory, and tariff requirements). (B.3.g.i)
- My airline and my SAF shall absorb the costs of hotel accommodation, ground transportation to/from hotels, and meals, not exceeding what is routinely granted to commercial passengers, for employees/travelers traveling on confirmed tickets (e.g., S1, R1 for all fare types) who are deplaned or denied boarding, if such action is required to avoid involuntary denied boarding of commercial passengers. (B.3.g.ii)
- My airline and my SAF shall rebook employees/travelers traveling on confirmed tickets (e.g., S1, R1 for all fare types) who are deplaned or denied boarding on the next available flight operated by my airline or my SAF. (B.3.g.ii)

Embargoes

- My airline can impose an embargo only if the same embargo applies to employees/travelers of my airline as well. (B.3.h.i)
- When such an embargo is necessary, my airline will provide a minimum of 30 days’ advance notice to Members with which I have a bilateral concurrence. (B.3.h.i)
- My airline cannot impose a system-wide embargo that is longer than three months without risking change in Membership status. (B.3.h.iv)

Fulfillment

- My airline may enter into either employing airline ticketing agreements (also referred to as IET and Self-Ticketing) or transporting airline ticketing (also referred to as NIET) agreements, or both, in order to fulfil the ticketing needs of employees/travelers. (C.)

As employing airline (self) ticketing, I will:

- Issue tickets in accordance with IATA Recommended Practice 1788 and Resolution 722, as well as the ISTA. (C.1.a.ii)

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- Issue tickets using the passenger type codes (PTC) described in the ATPCO Fare Filing Guide and the ISTA Appendix Fares. (C.1.a.iv)
- Collect taxes routinely exempt for transiting passengers, regardless of whether an immediate connection or stopover is intended. (C.1.c.i)
- Not be required to collect any tax, fee, or charge imposed by the transporting airline (e.g., the YQ, YR, or Q surcharge). (C.1.c.ii)
- Issue tickets with a validity of no more than 90 days from the date of issue. (C.1.d.i) As transporting airline ticketing, I will:
 - Set up an automated ticketing process (e.g., through a third party vendor such as iBS, ID90Travel, or myIDTravel) (C.2.a.i)
 - Not collect any tax, fee, or charges imposed by my airline (e.g., the YQ, YR, or Q surcharge). (C.2.c.i)
 - Accept and complete a request for a full or partial refund of fare and applicable taxes of any unused portion of a ticket within 30 days from the date the request is submitted which must be applied to the original form of payment. (C.2.e.i)
 - Notify the Authorizing Airline within 6 months of any charges disputed for tickets issued by my airline. (C.2.f, if agreed at the 2022 AGM)
 - Ensure that the Transporting Airline is compensated within 6 months of receiving notification of a disputed charge made by an employee/traveler of my airline. (C.2.f)

Fares

- Update applicable ZED and or MIBA fares based on the annual adjustment mechanism. (Appendix Fares B.)
- Zone fares are fixed amounts (published in USD) determined based on the ticketed point mileage of a segment, with a total of nine (9) zones, and applied per segment or ticketed coupon. (Appendix Fares, C., D.)
- Zone fares vary also by level (Super Low, Low, Medium, High, Super High) which I may bilaterally concurred with another airline. (Appendix Fares, C., D.)
- For children ages 2-12, inclusive, collect a fare equivalent to 67% of the adult fare. (Appendix Fares, C.1.d.)
- For infants under 2 not occupying a seat, collect a \$0 fare. (Appendix Fares, C.1.e.)

By signing below, the undersigned confirms that they have reviewed and understood all items contained in this ISTA Application Checklist and hereby certifies that the applying airline complies with, and agrees to adhere to, all applicable requirements, conditions, and obligations set out therein and in the ISTA Agreement.

Name _____

Signature: _____

Date _____