

TOUR CODE = not required

Valid for tickets issued – September 1, 2021 through August 31, 2022

POINT OF SALE COMMISSION AGREEMENT

Booking Classes	ECONOMY			PREMIUM	
	Promo US	Relax US	Freedom US	Relax Premium US	Freedom Premium US
G, A, C, B					3%
P, W, U, R, K				3%	
Q, T, I			3%		
J, Z, D, E, F, N		3%			
O, S, X, V, M, H, Y	2%				

TICKETING INSTRUCTIONS:

1. Applicable Carriers	<ul style="list-style-type: none"> Tickets must be plated on NO (703) All travel must be marketed and operated by NO
2. Effective Ticketing and Travel	<ul style="list-style-type: none"> Commission applies to tickets sold between: September 1, 2021 and August 31, 2022 Valid for tickets issued in the USA and paid for in the USA
3. Origin & Destination	<ul style="list-style-type: none"> Origin – United States including Alaska and Hawaii Destination – Any point in the Neos Spa scheduled route network Neos operated flights only
4. Tour Code	<ul style="list-style-type: none"> Not required for USA tickets
5. Commission Box and Payment	<ul style="list-style-type: none"> For GDS bookings, enter commission in the commission box at the time of ticketing. Payment processing via the ARC settlement process only.
6. Commission Applies To	<ul style="list-style-type: none"> New tickets and the additional collection (fare difference) of exchanged tickets only Published one-way, round-trip fares according to fare rule Meetings and conventions Published Base Fare only
7. Combination of Booking Classes	<ul style="list-style-type: none"> The lowest commission rate applies to the entire ticket
8. Seasonality/Routes	<ul style="list-style-type: none"> Point of sale commission applies regardless of seasonality and is not route specific
9. Open Jaw/Combination	<ul style="list-style-type: none"> As per Rules of the Fare
10. Refunds/Cancellations	<ul style="list-style-type: none"> Point of sale commission must be returned or will be recalled on all refunded and cancelled tickets

<p>11. Taxes/Fees/Charges, Surcharges</p>	<ul style="list-style-type: none"> • In addition to fare, CCRA Air agencies are responsible for the collection of all applicable taxes, fees/charges and surcharges valid at time of ticketing. When customer has requested a round-trip itinerary, Agency shall not issue TWO one way tickets in lieu of one roundtrip ticket
<p>12. Exclusions</p>	<p>Point of sale commission does not apply to:</p> <ul style="list-style-type: none"> • Change fees, seat selection fees and all other optional products and services fees • Corporate contract tickets identified with a corporate contract number, or other contract number in the tour code box, including tickets with no corporate discount applied • Loyalty Program redemption tickets, industry reduced rates, bereavement fares or any other discount program fares • Taxes, surcharges and all fees/charges entered in the tax boxes • Tickets already issued (retroactively)

Agencies utilizing CCRA's 24/7 Call Center (if applicable):

You must add the necessary Neos SPA contract information to the contract fare profile you have created for CCRA's use. This will allow CCRA Agents to determine if your agency wants this contract utilized when applicable. If you currently do not use any contracted or negotiated rates and would like to utilize this offering from CCRA's Air program, please contact your customer Care representative for assistance in creating the necessary profiles for after-hours utilization.

When bookings are handled by CCRA's 24/7 Call Center Agents the applicable tour code information will be included during the ticketing process. However, CCRA agents will not include the applicable commission information. Agency clients are required to update their IAR the next business day following ticket issuance with the applicable commission data. CCRA will not be liable for claiming of airline commissions.

Should you have any commission questions related to this agreement, please copy and paste your GDS flights segments along with the GDS pricing into an email. Send the email to us at Air@ccra.com and we will reply to you as quickly as we can.

We are available to assist with commission questions Monday through Friday between 830AM and 530PM ET. Outside of these hours, please use your best judgment when ticketing. We will reply to your email the next business day and adjustments may be made in IAR if necessary.