Contract is valid for tickets issued July 1, 2021 through June 30, 2022

TOUR CODE = CCRA20

VALID ONLY For Tickets Issued in the USA			
Origin	Destination	Booking Class	Commission on Published Fares
JFK/IAD (OW or RT)	Cairo & Points Beyond Cairo	(Business Class) C, D, J, Z	15%
		(Economy Class) Y, B, H, M, Q, K, V, L, S, T	10%

VALID ONLY For Tickets Issued in the USA			
Origin	Destination	Booking Class	Commission on Published Fares
Egypt (excluding domestic travel within Egypt unless part of an Int'l itinerary)	Any	(Business Class)	15%
		(Economy Class)	10%

VALID ONLY For Tickets Issued in the USA			
Origin	Destination	Booking Class	Commission on Published Fares
Points beyond Egypt	Any	All Classes/All Fares	5%

TERMS AND CONDITIONS:

1. Tickets must be validated on MS (077) only
2. Tickets must contain agency **TOUR CODE CCRA20**
3. Ticket time limits are automatically assigned through the system and cannot be overruled.
4. **All tickets must be auto priced**.
5. EgyptAir at times will offer special promotional fares that are non-commissionable. If the system does not permit commission to be deducted, you may NOT override to claim commission.
6. Valid on services of EgyptAir only. Not valid on code share flights
7. For booking code combinations, the lower discount level will apply to the entire ticket

8. Mandatory to show in Endorsement/Restrictions box on Tickets
    A. NON-ENDORSABLE / VALID MS ONLY
    B. NON-REFUNDABLE must also be noted on Non-Refundable tickets
9. Discount amount claimed must be repaid to Egypt Air on refunded tickets
10. Only Visa, Mastercard, American Express & UATP are accepted from Agencies authorized to utilize payment by credit card. Credit card payment is limited to the cardholder and his/her immediate family members only
11. Debit Memos MUST be paid within 30 days or this agreement will be suspended.
12. Signature on file is acceptable for credit card payments, provided that there is address verification, CVV match, and all TARIFF rules & regulations are followed, including signature or initials of card holder accepting cancellation policy
13. This agreement supersedes any other existing with EgyptAir. Any violation of the Terms & Conditions will result in immediate cancellation of agreement, without notice.

RESERVATION REQUIREMENTS:
1. All CRS's generate ticket numbers when a ticket is issued. Ticket numbers must be Auto-Generated
2. Manually inserted ticket numbers will result in cancellation of the PNR
3. After ticketing, any changes (i.e. cancellations/reinstated segments) necessitate ticket to be Re-Issued, with new ticket number also Auto-Generated
4. The following information is MANDATORY by the D.O.T. – for all flights into & out of the USA, and by the government of Saudi Arabia for all flights into & out of Jeddah/Medina:
    a. Full names (First, Middle, Last) as they appear on the passport
    b. Country of issue for passport
    c. Passport number
    d. Passenger's nationality
    e. Passport expiration date
5. For Security purposes and to avoid duplicate name cancellation by the auto system, it is mandatory to include:
    a. Full names (First, Middle, Last) as they appear on the passport
    b. Date of birth
    c. Gender
    d. Contact information including both Local and Overseas Telephone numbers and Passenger E-Mail address
6. When EgyptAir cancels a segment booked through the CRS by the HX/UC/UN or US method, you must action by either canceling the segment or rebooking and adding information requested by EgyptAir (i.e. ticket #'s, passenger phone #'s)
7. If an e-ticket is already issued **NAME CHANGES are NOT PERMITTED. The original ticket must be refunded – with applicable penalties deducted – and a new PNR created.
8. Schedule changes and updated information regarding bookings are auto-transmitted by our CRS system to your offices on a Queue. It is the Agency's responsibility to check the queues daily and to action these Queues without any delay- advising passengers accordingly
9. Fines will be implemented for any GDS abuse, such as, but not limited to, duplications, falsely voided tickets, churning, passive segments, etc.

RULES, REGULATIONS and RESTRICTIONS:
    I.   Changes / Refunds / Cancellations / No-Shows
- a. It is the Agency's responsibility to advise passengers of all PENALTIES of the Published Fares in the CRS.

    II.   Combinations
- a. Booking code combinations: rules, regulations, etc. of the lower RBD/more restrictive fare apply

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PRICING:

1. Fares should auto-price in the GDS. Often times EgyptAir offers promotional fares that will override the CCRA agreement. If that happens and you prefer to use the CCRA agreement, you will need to store the commission, tour code and endorsement box manually.
2. Sabre pricing – if not auto-pricing, please try WPPV

Agency debit memo:

Agencies electing to utilize this CCRA/Egypt Air agreement agree to reconcile all debit memos received from Egypt Air within thirty (30) days of billing or notification.

Agencies utilizing CCRA's 24/7 Call Center: You must add the necessary Egypt Air 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.