

Airlines' remuneration

	Domestic	Europe	International	Last changes effective	Comments / Current negotiations on new remuneration scheme / Airlines service fees
Austria	Up-dated July 2004				
Austrian Airlines	5	5	5	01/04/03	Travel agents can invoice a ticket service charge in the XP-box. Service fees of AUA: Euro 8,- from corporate clients with a turnover of more than Euro 30.000,- Euro 18,- from individual clients (and leisure) Euro 13,- for internet bookings. For ETIX-Tickets Euro 5,- will be deducted from the payable ticket price. The ticket service charge will only be used for international traffic, otherwise VAT-legislation would apply.
Lufthansa		5	5	01/05/03	Ticket service charge: If travel agents charges more than 20€ ticket service charge, then airline receives 2%
LH		0	0	01/11/04	For flights departing from Germany and Austria. TA can no longer use XP box for service fee on ticket
United Airlines		0	0	01/11/04	For flights departing from Germany. TA can use XP-box
Air France		0	0	01/02/05	Not known whether service fee can be included in XP-box
KLM		0	0	01/02/05	TA can no longer use XP box for service fee on ticket
Swiss		0	0	01/04/05	For flights departing from Germany and Switzerland. TA can use XP-box
United Airlines, Air Canada, Iberia, SAS, KLM,		5	5	01/06/03	United Airlines, Air Canada, SAS: ticket service charge like OS KLM: ticket service charge as LH Iberia: ticket service charge except on netto fares
Alitalia, Luxair		5	5	01/07/03	Ticket service charge
Air New Zealand, Singapore Airlines		5	5	01/08/03	Singapore airlines: ticket service charge as OS Air New Zealand: no agreement
Finnair, Korean Air, ANA, Icelandair, American Airlines		5	5	01/09/03	Finnair, Icelandair ticket service charge as SO Other airlines no agreement
Malev		5	5	01/11/03	Carrier coded fares 5%, market fares 7%, ticket service charge as LH
LOT, Swiss, SN Brussels, South African Airways		5	5	01/01/04	Ticket service charge: no agreements
Air France		7	7		
Lanchile, BMI, JAL, Delta, United Airlines, Continenttal Airlines		7	7	Various	No ticket service charge
American Airlines, United Airlines, Delta, Continental		0	0	Various	0% commission for flights departing from the US

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Belgium	Up-dated November 2004				
					The Belgian travel agents' associations have agreed with the airlines to introduce the 0% remuneration model as of 01/01/2005, but until then the 7% commission is maintained. This will allow enough time to consider all the required changes, such as the relations with IATA, coordination with CRSs, the VAT rate, etc. Open points to be clarified: 1/ BSP/GDS coordination with the introduction of the zero commission 2/ Possibility to sell tickets at a global price – without price indication on the ticket 3/ VAT: we are waiting for a fiscal ruling 4/ commitment of airlines to charge fees for their direct selling in line with their costs 5/ One single creditcard operation per transaction; Agreement with IATA to use the TASF in Belgium or other systems proposed by GDS Most BTO members are waiting for additional information from the airlines before signing the new contracts
SNBA		7 0	7 0	01/01/05	Ticket service charge On line sales 10 and 15 euro Call center 20 and 40 euro economy and business class
AF-AY-AZ-BA-BD-CO-DL-IB-KL-LA-LH-LO-LX-MA-NH-OK-UA		0	0	01/01/05	Ticket service charge: Europe 30 € Intercontinental 40 € Internet tickets 20 € Additional fee for paper tickets 8 €
EI		1	1	01/01/05	
OS –SK		0	0	01/02/05	
TP		0	0	01/03/05	
AA-SQ-TG		0	0	01/04/05	
CX		1	1	01/04/05	
Croatia	Up-dated November 2004				
Croatia Airlines	5	7	7		Since 1 April 2004 agencies charge a 4 € service fee, which attracts VAT of 22% for domestic flights. Agenst expect change, as Croatia Airlines as very recently joined the Star Alliance.
OK and JP		9	9		
Cyprus	Up-dated June 2004				
Cyprus Airways + all major airlines		7	7	01.01.03	
All other airlines		9	9		

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France	Up-dated November 2004																																								
Air France,	7	7	7		Agreement between SNAV and Air France signed in July 2002 for the next three years: <ul style="list-style-type: none"> • Base commission of 7% remains • 4% commission for net remit fares & internet sales • PSC are commissionable but VAT on domestic flights (19.5%) is taken out of the price as of 01.01.03 • Abolition of incentive scheme 'Plan Qualité Performance' but maintenance of 'Qualité Plus' incentive scheme, which remunerates agents, who have signed a contract with Air France, for quality. 																																				
AF, KLM, Iberia, SNBA, CSA	0	0	0	01/04/05	As of 01/04/05, AF applies the net fare scheme Service fees of AF on their direct sales as of 2005 (in €). <table border="1"> <thead> <tr> <th>Short -haul flights</th> <th>Agency</th> <th>Distance selling</th> <th>Internet</th> </tr> </thead> <tbody> <tr> <td>Economy</td> <td>10</td> <td>7</td> <td>5</td> </tr> <tr> <td>Business</td> <td>20</td> <td>15</td> <td>10</td> </tr> <tr> <td>Medium-haul flights</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Economy</td> <td>20</td> <td>12</td> <td>5</td> </tr> <tr> <td>Business</td> <td>35</td> <td>20</td> <td>10</td> </tr> <tr> <td>Long-haul flights</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Economy</td> <td>30</td> <td>20</td> <td>15</td> </tr> <tr> <td>Business</td> <td>70</td> <td>40</td> <td>20</td> </tr> </tbody> </table> AF will also provide a financial compensation so that agents keep their status of intermediary. So between 1 April 2005 and 31 March 2006 AF will pay 1€ for low fares and 2€ for business / first class tickets.	Short -haul flights	Agency	Distance selling	Internet	Economy	10	7	5	Business	20	15	10	Medium-haul flights				Economy	20	12	5	Business	35	20	10	Long-haul flights				Economy	30	20	15	Business	70	40	20
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Business	70	40	20																																						
Iberia BA, LH, AA, UA	0	0	0	01.04.05 01.05.05																																					
Germany	Up-dated June 2004																																								
		C/Y	F/C/Y																																						
Cathy Pacific		-	7/7/9	08.01.01	Cathy Pacific: As of 01.12.01 nego fares: business and first class 7% and economy 9%.																																				
Quantas				01.08.01																																					
Aer Lingus,	-	-/5	-/5/5	01.10.03																																					
Air Malta,	-	-/7	-/-/7	01.01.01																																					
Luxair,	-	5	-/5/5	01.09.00																																					
ANA, Singapore Airlines	5	-	7/7/9	01.01.01																																					
Malaysia A.,	5	-	7	01.01.01	Between BN, SG, MY Malaysian A. pays 9% for all classes if travel agents renounce on the repayment of commissions on PSC.																																				
South African Airways	7	-	7/7/9	01.08.01	*Origin: US, CA, PR, Vi = 0%; **VUSA, Enter FM Manually,																																				

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Delta VARIG American Airlines AA Continental Airlines	9(a)	-	7/7/9 (b) (c)	01.07.00 01.01.01, 01.06.01, 01.09.01	<ul style="list-style-type: none"> VUSA, Enter FM Manually Origin: US, CA, PR, Vi = 0% Origin: US, CA, PR, VI, GU, MP, FM, PW, MH 0%
Bmi, Austrian Airlines Deutsche BA	5	5	-	01.01.01, 01.05.00	
Gandalf Finnair	5	5	-/5/5	01.01.02, 01.08.03	
Icelandair	5	5	-/7/9	01.08.00	
KLM Air Littoral	5	5	-/9/9	01.06.01, 01.07.00	
Air Canada	1	7/9	7/7/9	01.01.01	Air Canada: 1% commission if flight from USA, Canada, Puerto Rico, US, Virgin Islands
Cyprus A.	5	5	5	01.10.01	
Lufthansa	5 0	5 0	7 0	01.01.00 01.09.04	Service fees of LH: Domestic and Europe 30€ Intercontinental 45€ Paper ticket +8€
Swiss, LOT Polish A. Air Portugal, SAS British Airways Iberia	5	5	7/7/9	01.01.00, 01.01.01, 01.05.00, 01.11.02	
Air France	-	5	7/7/9 (a)	01.06.01	(a) France to French overseas territories
United Airlines Alitalia	-	5	7/7/9 (a)	01.02.03 01.08.00	(a) Origin: US, CA, PR, Vi = 0%
Czech A.	7	7	7	01.01.03	
Lan Chile	9	5	7/7/9	01.05.03	
Emirates	9	9	9	01.03.02	

Greece	Up-dated July 2004				
Domestic airlines to Destinations: AXD, CHQ, HER, IOA, KGS, KVA, RHO, SKG	Olympic 8,5% net Aegean 8% net				01.11.01
Other domestic destinations	Olympic 6,94% Aegean 8%				

	Domestic	Europe	International	Last changes effective	Comments / Current negotiations on new remuneration scheme
Generally all airlines except below	-	9	9		
American Airlines (CO, US, UA, AA)			7		
LH, AF, AUA		5	5	01/01/04	HATTA introduced a court case against these airlines. The Court ruling in first instance was favourable to HATTA's complaint.
KLM		5	5	01/08/03	
BA, Iberia, LX		7	7	01/01/04	BA and Iberia wanted to reduce commission to 5%, but with the threat of court case decide to keep the 7% commission.
Hungary	Up-dated November 2003				
MALEV and all other airlines	1	1	1	01.02.04	As of 01/02/04 Malev and all other foreign carriers have reduced commission from 7 to 1%. Travel agents are allowed to charge a service fee to the customer. An incentive scheme based on turnover will continue, but this will only benefit the large travel agents.
EI AI		7	7		
Ireland	Up-dated June 2004				
Aer Lingus, Air France, Continental	-	1	1	01/01/03	Since 01.01.03 the commission has been reduced to 1% with an incentive scheme applying to agents selling at least 250.000€ of net flown revenue/six months, i.e. 500.000€ per year. The incentive ranges between 1,2% to 8,4% for net flown revenue between 250.000€ to 9.000.000€.
British European, City Jet, Delta, Loganair				01/02/03	
				01/05/03	
British Midlands	-	1	1	01/01/04	
Air Canada, Air Portugal, American Airlines, Finnair, Lufthansa, Scandinavian Airlines, United Airlines		4	4	01/01/03	
Iceland Air				01/03/03	
British Airways				01/04/03	
Luxair				01/05/03	
Alitalia, British Airways, Iberia, KLM		5	5	01/01/03	

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Air Malta, Air New Newland, Austrian Airlines, Cyprus Air, Czech Airlines, Malev, Quantas, Swiss Int., US Airways, Varig, Virgin, Air Luxair		7	7	01/01/03	
Cathay Pacific, Malaysian Airlines, Singapore Airlines			9	01/01/03	
Ryanair	-	-	-	01.12.01	

Italy	Up-dated in June 2004																																		
Alitalia	0.90	1	1	01/03/04	Service fees of Alitalia: <table border="1"> <thead> <tr> <th></th> <th colspan="2">Paper ticket</th> <th colspan="3">E-ticket</th> </tr> <tr> <th></th> <th>Ticket Counter</th> <th>Call centre</th> <th>Ticket counter</th> <th>Call centre</th> <th>Internet</th> </tr> </thead> <tbody> <tr> <td>Domestic</td> <td>10€</td> <td>10€</td> <td>8€</td> <td>6€</td> <td>3€</td> </tr> <tr> <td>EU + Switzerland</td> <td>30€</td> <td>25€</td> <td>25€</td> <td>10€</td> <td>5€</td> </tr> <tr> <td>Rest</td> <td>45€</td> <td>30€</td> <td>35€</td> <td>20€</td> <td>15€</td> </tr> </tbody> </table>		Paper ticket		E-ticket				Ticket Counter	Call centre	Ticket counter	Call centre	Internet	Domestic	10€	10€	8€	6€	3€	EU + Switzerland	30€	25€	25€	10€	5€	Rest	45€	30€	35€	20€	15€
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	3.64	1	1	01/05/04																															
	3.64	7	7																																
Volare, Meridiana, Air Alpes A. Air Dolomiti	0.90 (a) 0.90 (b) 0.90 (c)	1 1 -	1 1 -	(a) 01/07/04 (b) 01/04/04 (c) 01/04/04																															
Austrian Airlines	-	1	1	01/01/05																															
Aer Lingus	-	1	1	01/06/04																															
Air France	-	1	1	01/04/04																															
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American Airlines	-	1	1	01/06/04																															
BA, British Midlands	-	1	1	01/05/04																															
SN Brussels Airlines	-	7	4	01/04/04																															
Bulgaria Air	-	7	7	01/04/04																															
Cathay Pacific	-	1	1	01/04/04																															
China Airlines	-	7	7	01/04/04																															
Continental	-	1	1	01/04/04																															
Cyprus Airways	-	4	4	01/08/04																															
Czech Airlines	-	1	1	01/05/04																															
Delta, United Airlines	-	1	1	01/04/04																															
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KLM	-	1	1	01/04/04																															

Lufthansa	0.90	1	1	01/04/04	Service fees of LH : Europe € 30 paper ticket / € 25 ETIX, Intercontinental € 40 paper ticket / € 35 ETIX, Internet € 25 paper ticket, € 20 ETIX
Swiss	-	1	1	01/10/04	
TAP, Portugalia	-	1	1	01/05/04	
SAS	-	1	1	01/08/04	

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The Netherlands	Up-dated in June 2004				
AF, Alitalia, BA, Iberia, Martinair, SAS, Transavia, Air Lingus, LH, AUA, Bmi, Cyprus A., Finnair, SAS, SN Brussels, Swiss, TAP, EI, SU, etc	-	7	7		
AA, Continental A., Delta, United A.			7		
KLM, Kenya Airways, NW		0	0	01.01.2002 01.01.2005	Service fee of 34 euro until 01/01/05 Implementation of a net-fare scheme as of 01/01/05. An incentive scheme will be maintained and laid down in a contract between KLM and the travel agent. The current Commission of €34 per ticket paid to travel agents will disappear and these latter will be able to charge their client a service fee. As of 01/01/05, passengers who buy ticket directly from KLM will be charged "booking fees" (=service fees), i.e.: <ul style="list-style-type: none"> • Via the KLM website = €10 per ticket • Via Telephone reservations = €25 per ticket to European destinations and €35 per ticket to intercontinental destinations • Via KLM Ticket Offices =€45 per ticket
Malev				01.04.2002	Service fee of 34 euro
Olympic A., Tarom, Turkish A., AH, PS, MS, TK, VS, VG, Aerolineas, etc	-	9	9		

Norway	Up-dated July 2004				
All airlines	Net fare scheme				Individual market support and incentives schemes See service fees on last page for SAS' direct sales. For paper tickets an additional NOK 50 is charged.

	Domestic	Europe	International	Last changes effective	Comments / Current negotiations on new remuneration scheme
Poland	Up-dated September 2004				
LOT Polish Airlines, AF, Finnair, Alitalia, BA, BMI, Air Baltic, Iberia, KLM, LH, Swiss, Malev, AUA, SN Brussels,	1	1	1	Various	
American Airlines, Continental Airlines, United Airlines			5		Except VUSA fares
Other, e.g. Cyprus Airways, Tarom, Lithuanian Airlines, Turkish Airlines, TAP Air Portugal		7-9	7-9		
Portugal	Up-dated October 2004				
TAP Air Portugal, PGA Portugalia Airlines and Air Luxor, VARIG	4.5 3 2 1	4.5 3 2 1	4.5 3 2 1	01.07.04 01.01.05 01.07.05 01.11.05	Gradual decrease of the level of the commission with introduction of ticket service fee in XP-code (VARIG calls this tax DU instead of XP) Ticket service fees of these airlines until end of 2004: Domestic flights 14 € Europe 17 € Intercontinental 25 €
Sata Air Açores British Airways	6		6	01.01.03 01.06.03	
Air France, Alitalia, AUA, Iberia, KLM, LH, Varig, Swiss, SN Brussels			4,5		Air France, Iberia, KLM, LH and Swiss are forcing the market to introduce TASF (Travel Agency Service Fee) solution, without success
Romania	Up-dated for TAROM in November 2004				
KL, RO, MA, AF, AZ, LK, OS, OK		7	7	01.12.02	Incentive scheme of RO and MA (to Budapest) for C class = 10% TAROM confirmed that they will continue to pay 7% commission in 2005.
LX		7	7	01.02.03	
LO, EK, AA		9	9		

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Spain	Up-dated in October 2004																																																																										
Iberia	2 1,5 1	2 1,5 1	2 1,5 1	From 01/07 – 31/12/04 From 01/01 – 30/06/05 From 01/07/05 – 31/12/06	Iberia will progressively reduce the basic commission paid to travel agents from 3 to 1% over a period of three years. Travel agents can invoice ticket service fees. Iberia will also invoice ticket service fees as follows <table border="1"> <thead> <tr> <th></th> <th colspan="2">2004</th> <th colspan="2">2005</th> </tr> <tr> <th></th> <th>Paper</th> <th>e-Ticket</th> <th>paper</th> <th>e-Ticket</th> </tr> </thead> <tbody> <tr> <td>Domestic</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Full fare</td> <td>20 €</td> <td>17€</td> <td>23€</td> <td>20€</td> </tr> <tr> <td>Economy far</td> <td>15€</td> <td>12€</td> <td>18€</td> <td>15€</td> </tr> <tr> <td>Europe</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Full fare</td> <td>40 €</td> <td>37€</td> <td>45€</td> <td>42€</td> </tr> <tr> <td>Economy far</td> <td>30€</td> <td>27€</td> <td>35€</td> <td>32€</td> </tr> <tr> <td>Transatlantic</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Full fare</td> <td>70 €</td> <td>67€</td> <td>60€</td> <td>77€</td> </tr> <tr> <td>Economy far</td> <td>50€</td> <td>47€</td> <td>60€</td> <td>57€</td> </tr> <tr> <td>Internet</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Full fare</td> <td>12 €</td> <td>9€</td> <td>15€</td> <td>12€</td> </tr> <tr> <td>Economy far</td> <td>18€</td> <td>15€</td> <td>18€</td> <td>15€</td> </tr> </tbody> </table>		2004		2005			Paper	e-Ticket	paper	e-Ticket	Domestic					Full fare	20 €	17€	23€	20€	Economy far	15€	12€	18€	15€	Europe					Full fare	40 €	37€	45€	42€	Economy far	30€	27€	35€	32€	Transatlantic					Full fare	70 €	67€	60€	77€	Economy far	50€	47€	60€	57€	Internet					Full fare	12 €	9€	15€	12€	Economy far	18€	15€	18€	15€
	2004		2005																																																																								
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Air Europa	4* 3	4 3	4 3	01/01/04 01/07/04	* 12% USA																																																																						
British Airways				01/01/04	Same scheme as Iberia																																																																						
Spanair	3.5 2.5	3.5 2.5	3.5 2.5	01.01.04 01.07.04																																																																							

Sweden	Up-dated November 2004				
SAS, Lufthansa, Austrian, United	0	0	0	01/01/03	TAs charge service fees to the customers See service fees on last page for SAS' direct sales. For paper tickets an additional SEK 50 is charged.
Finnair		1 0	1 0	01/09/03 from 01/01/05	
AF, Iberia, KLM, NW		0	0	01/07/03	
BA, Swiss		0	0	01/08/03	
Aer Lingus, SN Brussels		0	0	01/09/04	
Alitalia, LOT		0	0	01/01/04	
Malmö Aviation	1	7	7		
Estonian		1	1	01/03/04	
American		1	1	01/10/03	
TAP		1	1	01/01/04	
Malev		5	5	01/04/04	

Cathay, Continental, CSA, Delta, Luxair		7	7		
Aeroflot, EIAI, Malaysian, South African			9		

Switzerland	Up-dated for Swiss June 2004				
Swiss	7 0	7 0	7 0	Until end 04 01/01/05	Service fees charged by SWISS: Europe paper ticket: CHF 50 Intercontinental paper ticket: CHF 80 Europe & intercontinental internet: CHF 25 TA service fee on 5 th coupon.
Star Alliance	7	7	7		
One world	7	7	7		
Sky Team	7	7	7		

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United Kingdom	Up-dated November 2003				
British Airways	1	1	1	01/12/03	1% commission remuneration. Payment of 1.25% where the agent makes a cash payment through BSP. Service fees of BA: Ticketing: 15£ for shorthaul bookings sold over the telephone or though a BA Travel Shop (no charge for online). Prepaid tickets 25£ Immediate refunds 25£
BMI British Midland	1	1	1	01/01/04	
Virgin Atlantic			See comment	01/04/03	Varies according to market share/volume. Maximum paid is 4% in J, 5% in Premium Y, 7% in Y
AA, AF, AY, AZ, CO, EI, flyBE, IB, KL, LH, NW, NZ, OS, QF, SK, SR, UA		1	1	01/01/04	
Other major European & North American carriers		4	4		Some North American airlines will not pay commission on tickets issued for travel originating in the USA (including Puerto Rico and the US Virgin Islands) and Canada
Other airlines		7 or 9	7 or 9		

Service Fee of SAS in Denmark, Norway and Sweden

The table shows the structure of the service fee for E-ticket in Denmark, Norway and Sweden.

Destination	Booking Class	Denmark				Norway		Sweden	
		Sales Center DKK	SAS Internet DKK	Sales Center 01 July 04 DKK	SAS Internet 01 July 04 DKK	Sales Center NOK	SAS Internet NOK	Sales Center SEK	SAS Internet SEK
Domestic within any country worldwide *)	Business	100	25	150	75	200	25	250	100
	Economy	50	25	100	75	150	25	150	100
Intra-Scandinavia	Business	275	100	300	125	230	25	250	100
	Economy	200	100	225	125	180	25	150	100
Europe	Business	350	100	375	125	330	25	400	100
	Economy	250	100	275	125	230	25	250	100
Intercontinental	Business	650	100	675	125	580	25	700	100
	Economy	450	100	475	125	380	25	500	100
Round the World Fare (RTW)	Business	450	N/A	475	N/A	380	N/A	500	N/A
	Economy	450	N/A	475	N/A	380	N/A	500	N/A

*) Danish domestic includes Faroe Islands and Greenland

- Definition of booking classes on Business Class: F, P, A, C, D, I, J, R, Z, Y.
- Denmark, Norway and Sweden: a paper ticket fee of DKK 50 (NOK 50 and SEK 50) will be added.
- Denmark, Norway and Sweden: No paper ticket fee for infant.
- Norway: for wholly domestic travel in Norway VAT is applicable and included in below fees.
- Sweden: VAT is charged on the service fee and the paper ticket fee domestic Sweden, when applicable.