

Exception tables ADM Values 2025

United States of America

In addition to the Air France and KLM Booking, Ticketing & ADM Policy

Fee Scenario	Description	USD
Charge-backs	Rejected credit card charge as invalid or unbilled due to incomplete information	75.00 /ticket
Duplicate Usage	Agency action resulting in duplicate usage – flown, refund, exchange	75.00 /ticket
Late ADM payment	For payment received after 90 days from the ADM issue date	35.00 /ADM
Manual Document Processing	Agency request for manual handling of documents. This will include Exception Transactions	100.00 /ticket
Reinstate Ticketing Ability	Agency ticketing inhibited; Agency requests release	150.00 /agency
Reverse ADM for unauthorized exceptional refund	Agency refunds a refund-restricted fare directly through ARC, rather than submitting to AF Refunds Department for consideration, and receives a debit memo. Agency disputes the ADM with supporting documentation, such as death or hospitalization certificate, to justify the exceptional refund	75.00 /ADM
Sales Summary Adjustments	Agency request for ACM for sales reporting omission	75.00 /ticket
Termination Reinstatement	Agency appointment terminated; Agency requests reappointment	500.00 /agency
Unreported Sale	Agency fails to remit on sales report or incomplete void	100.00 /ticket
Administrative Fee	If ADM exceptionally closed, an administrative fee applies	75.00 /ADM

United Kingdom

In reference to the Air France and KLM Booking, Ticketing & ADM Policy

Chapter Paragraph	Topic	GBP
2.1 ADM minimum amount	Minimum amount of an ADM related to surcharges, commissions, taxes and fees	1,00
2.1 ADM minimum amount	Minimum amount of an ADM for other reasons than above	7,00
2.2 Administrative fees	Additional fee on top of each ADM equal or greater than GBP 7,00 except for: -ADM on missing information and -ADM on non-compliance with the Booking Policy (listed in § 3)	22,00

Indonesia

In reference to the Air France and KLM Booking, Ticketing & ADM Policy

Chapter Paragraph	Topic	IDR
2.1 ADM minimum amount	Minimum amount of an ADM related to surcharges, commissions, taxes and fees	17,000
2.1 ADM minimum amount	Minimum amount of an ADM for other reasons than above	134,000
2.2 Administrative fees	Additional fee on top of each ADM equal or greater than IDR 134,000 except for: -ADM on missing information and -ADM on non-compliance with the Booking Policy (listed in § 3)	450,000
3.2 Contact details	Missing or incorrect contact details in the PNR/Order	420,000
3.2 Contact details	In case missing/incorrect contact details in a PNR/Order lead to litigation with a passenger	10,500,000
3.3 Day of departure – Un-ticketed bookings	Un-ticketed bookings per segment	270,000
3.4 Cancellations	Exceeding the cancellation ratio	10,000
3.5 Churning	Bookings in Economy, Premium & Premium Comfort cabin	840,000
3.5 Churning	Bookings in Business & La Première cabin	2,100,000
3.6 Duplicate bookings / Segments	Dupe segment in Economy cabin, Premium & Premium Comfort cabin	335,000
3.6 Duplicate bookings / Segments	Dupe segment in Business & La Première cabin	840,000
3.7 Fraudulent, Fictitious, Speculative and Test Bookings and Segments	Fraudulent, fictitious, speculative and test bookings – Economy, Premium & Premium Comfort cabin	335,000
3.7 Fraudulent, Fictitious, Speculative and Test Bookings and Segments	Fraudulent, fictitious, speculative and test bookings – Business & La Première cabin	840,000
3.7 Fraudulent, Fictitious, Speculative and Test Bookings and Segments	Fictitious segments – Short / Medium Haul flights in Economy cabin	2,500,000

Chapter Paragraph	Topic	IDR
3.7 Fraudulent, Fictitious, Speculative and Test Bookings and Segments	Fictitious segments – Short / Medium Haul flights in Business cabin	5,000,000
3.7 Fraudulent, Fictitious, Speculative and Test Bookings and Segments	Fictitious segments – Long Haul in Economy, Premium & Premium Comfort cabin	8,000,000
3.7 Fraudulent, Fictitious, Speculative and Test Bookings and Segments	Fictitious segments – Long Haul in Business & La Première cabin	25,000,000
3.8 Distribution Costs	Exceeding the ratio of availability requests, per excessive transaction	15
3.9 Group Bookings	Hidden groups	900,000
3.10 Inactive Segments	Inactive segments in a PNR	270,000
3.11 Inventory control circumvention	Change of PoC – Economy, Premium & Premium Comfort cabin	5,000,000
3.11 Inventory control circumvention	Change of PoC – Business & La Première cabin	12,600,000
3.11 Inventory control circumvention	Broken or circumvented Married Segments – Economy, Premium & Premium Comfort cabin	8,370,000
3.11 Inventory control circumvention	Broken or circumvented Married Segments – Business & La Première cabin	20,900,000
3.12 Passive and informative Segments	Unpermitted passive segment	270,000
3.13 Name Changes / Name corrections	Name change outside scope	4,500,000
3.14 Waitlist Segments	Unpermitted waitlist segment	270,000
3.15 Ticket Time Limit circumvention	Economy, Premium & Premium Comfort cabin	840,000
3.15 Ticket Time Limit circumvention	Business & La Première cabin	2,100,000
3.16 Partial ticketing	Economy, Premium & Premium Comfort cabin	840,000
3.16 Partial ticketing	Business & La Première cabin	2,100,000

Chapter Paragraph	Topic	IDR
4.1 Fares and fare rules, surcharges, commissions and taxes	Short & Medium Haul Flights – Economy cabin	5,700,000
4.1 Fares and fare rules, surcharges, commissions and taxes	Short & Medium Haul Flights – Business cabin	11,000,000
4.1 Fares and fare rules, surcharges, commissions and taxes	Long Haul Flights – Economy cabin / Premium & Premium Comfort cabin	18,600,000
4.1 Fares and fare rules, surcharges, commissions and taxes	Long Haul Flights – Business cabin / La Première cabin	55,400,000
4.1 Fares and fare rules, surcharges, commissions and taxes	Dual Inventory – Medium-haul flights	7,5550,000
4.1 Fares and fare rules, surcharges, commissions and taxes	Dual Inventory – Long-haul flights	16,800,000
4.2 Contractual information missing or incorrectly reported on the ticket	Contractual info missing or incorrectly reported on the ticket	1,000,000
4.3 Name Change on the ticket	Unpermitted Name Change	4,500,000
4.5 Selection and designation of ticketing airline / Misplating	Short & Medium Haul Flights – Economy cabin	5,700,000
4.5 Selection and designation of ticketing airline / Misplating	Short & Medium Haul Flights – Business cabin	11,000,000
4.5 Selection and designation of ticketing airline / Misplating	Long Haul Flights – Economy cabin / Premium & Premium Comfort cabin	18,600,000
4.5 Selection and designation of ticketing airline / Misplating	Long Haul Flights – Business cabin / La Première cabin	55,400,000
4.6 Air France and KLM plates usage	Misuse of AF or KL plate	1,000,000
4.8 Incorrect/missing Baggage Allowance	Short & Medium Haul flights	1,100,000

Chapter Paragraph	Topic	IDR
4.8 Incorrect/missing Baggage Allowance	Long Haul flights	1,900,000
4.10 Tour Operator fares	Short Haul flights – Economy & Business cabin	1,800,000
4.10 Tour Operator fares	Medium Haul flights – Economy cabin	2,700,000
4.10 Tour Operator fares	Medium Haul flights – Business cabin	9,000,000
4.10 Tour Operator fares	Long Haul flights – Economy	4,500,000
4.10 Tour Operator fares	Long Haul flights – Premium & Premium Comfort cabin	8,500,000
4.10 Tour Operator fares	Long Haul flights – Business cabin / La Première cabin	44,000,000
4.11 Group fares	Booking class, routing and issuing travel agency group fares	920,000
4.11 Group fares	TourCode group fares	217,00
4.11 Group fares	Fare basis group fares	217,00
4.11 Group fares	Plating on different carrier ticket stock than specified in the contract	1,900,000
4.11 Group fares	Each no-show customer of a group booking with less than 10 customers– Short Haul Flights	1,500,000
4.11 Group fares	Each no-show customer of a group booking with less than 10 customers– Medium Haul Flights	6,000,000
4.11 Group fares	Each no-show customer of a group booking with less than 10 customers– Long Haul Flights	11,600,000
4.12 Aftersales service	Not refunding full amount unused coupons or not providing proof of refund within 7 days	10,600,000
4.13 Referring passengers to claim agencies	Referring passengers to claim agencies without first referring to operating airline	10,600,000