



Adherence to Google Flights Technical Policies

Bookmyairtravel LLC

Effective Date: 03/09/2025

1. Purpose

This document outlines the commitment of Bookmyairtravel LLC to fully adhere to the technical, content, and operational guidelines specified by Google Flights. It ensures that our platform integration supports user trust, system performance, and accurate travel data representation across all Google surfaces.

2. Scope

This policy applies to all systems, APIs, feeds, personnel, and partner integrations involved in the submission and management of flight data on Google Flights via:

- QPX Express API / QPX Enterprise
- Google Flights XML feeds
- Partner APIs or Merchant Center
- Direct integrations (e.g., Compare Ads, Metasearch)

3. Compliance Objectives

Accuracy of Fare & Availability

- Provide real-time, bookable fares with correct availability.
- Prevent ghost fares, stale pricing, or overbooking.
- Implement caching rules as defined by Google.

Latency & System Uptime

- Maintain average response times as defined by Google (typically 500ms).
- Ensure 99.9% uptime of pricing/booking APIs and endpoints.

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Booking Flow Consistency

- Ensure a smooth, uninterrupted user experience from Google Flights to our booking engine.
- Clearly match flight details, pricing, and seat classes shown on Google.
- Avoid pop-ups, redirects, or excessive upselling in booking flow.

Ad Format & Creative Compliance

- Use only approved ad formats.
- Respect Google's restrictions on misleading call-to-actions or offers.

4. Feed & API Management

Feed Updates: Fare and schedule data are updated at the required frequency (hourly, daily, or near real-time).

Data Quality Checks: Automated validation systems detect:

- Incorrect routing
- Mismatched taxes
- Time zone errors
- Duplicate or expired fare rules

API Authentication & Rate Limits: We adhere to Google's rate limits and avoid abusive traffic through:

- API throttling mechanisms
- Token-based authentication

5. Violation Handling Protocol

If a violation or error is reported by Google:

1. A dedicated compliance engineer will acknowledge the issue within 24 hours.
2. Resolution or patch within 48–72 hours for critical issues.
3. Root cause analysis documented and submitted to Google if requested.
4. Internal policy updates triggered for recurring violations.

6. Data Privacy & Security

- Compliant with GDPR, CCPA, and Google's data protection standards.
- No unauthorized tracking or cookie injection during redirects.
- Payment details are handled via PCI-DSS certified gateways only.

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7. Monitoring & Reporting

- 24x7 monitoring of API uptime, latency, and response accuracy.
- Weekly QA testing for booking flow alignment.
- Monthly reporting to internal compliance stakeholders and Google account managers.

8. Employee & Partner Training

- Technical and commercial teams trained on Google Flights policies every quarter.
- Any changes in Google's policies are disseminated via internal newsletters and enforced through product sprints.

9. Policy Review

- This policy is reviewed quarterly.
- Updated as per changes to Google's partner requirements or API specifications.

Summary

Bookmyairtravel LLC is committed to full compliance with Google Flights technical policies by ensuring system integrity, fare accuracy, and booking consistency. We value our partnership with Google and remain dedicated to delivering a seamless and high-quality user experience across all integrated platforms.

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