

## FLEXIBILITY POLICY

Given the contingency that the country is facing as a result of the Coronavirus (COVID-19) and the sanitary measures set forth by the different countries, we have designed the following flexibility alternatives for your trip:

**A - If you purchased between April 21, 2021 and until December 05, 2021, and your flight has "NOT" been rescheduled or cancelled you will be able to choose between the following alternatives:**

1. Change of date without paying the "Change Fee", only paying "fare difference in case it applies. The change can be made as long as there is availability on the selected flight and up to 12 months after the original flight date.
2. If you still do not know when to travel, you can request a refund through a JetSMART Gift Card for the same value of your purchase, to fly until June 30, 2022.
3. Only applies to bookings with less than 10 passengers (Does not apply to group bookings).

To request a change of date or refund in Gift Card JetSMART you can do it up to 1 hour before the flight. Enter the following link <https://bit.ly/395v1KC>

**B - If your flight was cancelled or rescheduled\* you may request one of the following alternatives:**

1. You will be able to make a date change at no cost (one time only) without paying the "change fee", nor the "fare difference" to fly up to 12 months after the original flight date as long as there is availability on the selected flight. To request a change, go to <https://bit.ly/395v1KC>
2. If you still do not know when to travel, you can request a refund through a JetSMART Gift Card for the same value of your purchase, to fly until June 30, 2022 or choose one of our alternatives available in our customer service channels. To generate the request go to <https://bit.ly/395v1KC>
3. If your flight was rescheduled and you did not show up for the flight, you may request a free (one-time) change of date to fly within the following 12 months from the original flight date or a JetSMART Gift Card. To request the above or other alternatives, you may do so during the validity of the ticket, i.e. 12 months from the original flight date. Request it at <https://bit.ly/395v1KC>.
4. Only applies for bookings with less than 10 passengers (Does not apply to group bookings).

\*Flight rescheduled for more than 59 minutes.

## **TRAVEL REQUIREMENTS**

Remember that the requirements are imposed by the Governments of each country and Local Authorities, which are constantly changing, so you should review and make sure you meet all the requirements requested at the time of your trip.

For more information visit our website [www.jetSMART.com/cl/es/minisitios/covid-19](http://www.jetSMART.com/cl/es/minisitios/covid-19)

We recommend that you keep an eye on JetSMART.com where we will be updating all the information about our flights.

**JetSMART Team**