	COMMERCIAL POLICY	CUSTOMER SERVICE
Revision: 1	SMARTICKETS – GROUPS (CL)	of 3
Start Date: 05/31/2022		

OBJECTIVE:

To inform about new benefits available on all our tickets.

TERMS OF USE:

Only applicable to purchases made in Chilean territory and under the group booking option (10 or more passengers in the same booking).


COMMUNICATION CHANNELS:

All inquiries and/or requests should be directed through our following channels of assistance:

- a) **Email:** Contact us at soporte.grupos@jetsmart.com and someone from our team will get back to you as soon as possible.
- b) **Contact Center:** Contact our executives by calling 600 600 13 11 or +562 2731 8787. Please request contact with our support team groups.

DESCRIPTION:

By using SmarTickets, all ticket purchases made through the group booking option are more flexible, providing the following benefits to the tickets:

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CHANGES TO TIME, DATE OR ROUTE


All changes (time, date or route) will have the following benefits depending on the type of flight and its conditions:

Domestic and International Flights

- a) A change of date, time or route will be possible for all the passengers in the group by paying the change fee plus the fare difference, as long as the request is made with more than 72 hours prior to the flight.
- b) If the request is submitted within 72 hours prior to the flight, changes can only be arranged for 10% of passengers in the group, upon payment of the change fee plus fare difference.
- c) Changes may be made up to one hour prior to departure for both domestic and international flights.

TRANSFER YOUR TICKET TO ANOTHER PERSON

- a) The group manager may request the transfer on behalf of the original passenger (as long as he/she agrees). For both domestic and international flights.
- b) For both domestic and international flights, the ticket may be transferred to another person on an unlimited basis, as long as it is requested more than 24 hours prior to departure.
- c) In case the request is submitted within 24 hours before the flight, the fee associated with such service must be paid.
- d) Name changes can only be made on unused reservations. In the event there is a leg already completed in the reservation, it will not be possible to manage such a change.
- e) All necessary data must be submitted for validation. Original passenger's full name, RUT/DNI/Passport, telephone number. And the personal information of the new passenger.

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PURCHASE CANCELLATION

SmarTicket allows you to cancel your purchase as long as you comply with the conditions specified for each type of flight:

Domestic flights

- a) For flights within the next 6 days, cancellation of the purchase of up to 10% of the passengers in the group may be requested. The refund will be made through a JetSMART Gift Card or to the original means of payment used in the purchase, as long as the request is made more than 72 hours before the flight.
- b) For flights within the next 7 to 180 days, refunds can be requested in the form of a JetSMART Gift Card or to the original means of payment used in the purchase, as long as the request is made more than 48 hours after the purchase.
- c) For flights over 180 days, refunds can be requested in the form of a JetSMART Gift Card or to the original means of payment used in the purchase, up to 7 days after the purchase.
- d) Notwithstanding the foregoing, passengers may always request a refund of boarding fees for unused tickets.

International Flights

- a) Purchas cancellation of up to 10% of the passengers in the group may be requested. The refund will be made through a JetSMART Gift Card or to the original means of payment used in the purchase, as long as the request is made more than 72 hours before the flight.
- b) Notwithstanding the foregoing, passengers may always request a refund of boarding fees for unused tickets.