

## **FLEXIBILITY POLICY**

### **GROUPS**

At JetSMART we know that plans change, that is why we have designed the following flexibility alternatives for Group bookings, 10 or more passengers.

For flights that have NOT been rescheduled or cancelled, you may select the following alternatives:

#### **CHANGES**

- You may request a name change free of charge, up to 4 hours before the flight.
- If you need to change the date or route, you will not pay the change fee, only the fare difference if applicable. This must be requested up to 48 hours before the flight.
- For less than 48 hours and up to 2 hours before the flight, you may request changes to a maximum of 10% of the group, with no change fee, paying only the fare difference if applicable. Or, make a change to the entire group, paying the change fee and the fare difference, if applicable.

#### **REFUNDS**

- Now you can request up to 2 hours before the flight, the refund of up to 10% of your group through a JetSMART Giftcard, in case you need it. Does not apply for reservations with partial payment.
- If one or more passengers in your group is diagnosed with Covid-19, you may request a full refund of your ticket on a JetSMART Giftcard, sending all the information that proves it, up to 24 hours before the flight.

Remember that for all these steps and more, you must contact:

[soporte.grupos@jetsmart.com](mailto:soporte.grupos@jetsmart.com)

#### **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**