

**JETSMART**

**Commercial Policies**

**Indirect Sales**

**GDS Channel**

**Last Update: 20-February-2025**

**1. Available Operation Code and License Plate.** The GDS channel has available for sale the flights operated by JetSMART Chile (JA), JetSMART Argentina (WJ) and JetSMART Peru (JZ). The license plates issued depend on the country from which the sale is made:

- a. 973 license plate issued for Chile, Brazil, Colombia and Uruguay.
- b. 974 license plate issued for Argentina and Paraguay.
- c. 981 license plate issued for Peru.

**2. Commission:** Except in those specific cases where local regulations provide otherwise and without prejudice to any agreement reached on the matter by the Agency and JetSMART in relation to the terms, amounts and conditions of any payment ordered by said regulation, the Agency will not have the right to demand any type of commission, incentive or payment from JetSMART under any circumstances.

In the case of agencies located in Paraguay, they must expressly waive any commissions that may correspond to them according to the legislation in force in said country.

**3. Channel Fee:** A channel fee is charged for domestic and international routes, per leg per passenger. This fee is already included when pricing a route. This applies both in Amadeus and in the API connection. In Amadeus, this fee is shown under the code YQ. JetSMART reserves the right to arbitrarily update the channel fee per route without prior notice or notification to agencies.

**4. Fare Parity.** JetSMART will make the same fares available on the GDS channel as on its direct or API connections. JetSMART reserves the right to publish differentiated fares on its website, Portal, Contact Center and other direct channels. The conditions associated with each fare can be reviewed in the Amadeus system.

**5. Special fares.** JetSMART does not have private fares, promotional codes, or discounts from alliances with banks or the Discount Club program enabled in Amadeus.

**6. Optionals.** JetSMART will allow the sale of optionals in the GDS channel and API via Bundles. These Bundles will be available for all fare classes. It is important to note that all passengers within the same PNR must be issued with the same bundle. These are:

- a. Basic. Fare Family code: TS. This fare includes the base fare and a backpack or personal item.
- b. Standard. Fare Family code: G1. This fare includes the base fare, backpack or personal item, cabin baggage, and FlexiSMART (change of tickets without penalty before the flight date).
- c. Premium. Fare Family code: G2. This fare includes the base fare, backpack or personal item, cabin baggage, checked baggage, full seat, priority boarding, and FlexiSMART (change of tickets without penalty before the flight date). Exceptions for Brazil, please review the appendix.
- d. Travel. Family Fare Code: G3. This fare includes the base fare, backpack or personal item, and checked baggage.

The sale of post-booking options will only be available through the JetSMART website or through the Agency Portal, in the manage your flight section.

## **7. Passenger Types**

- a. Lap Infant (INF). Ticket issuance is permitted for Infants (direct channel age: 0-23 months until the final date of travel).
- b. Child (CHD). Ticket issuance is permitted for Children (direct channel age: 2-13 years until the final date of travel).
- c. Adult (ADT). Passengers over 13 years of age.
- d. Unaccompanied Minor. JetSMART does not have the unaccompanied minor service. The sale of this type of passenger is not permitted.
- e. Senior Adults and passengers with reduced mobility. This type of passenger can only be issued through JetSMART.com

**8. Time Limit (TL).** The time limit for issuing a ticket is 12 hours after the reservation is created and 2 hours before the flight date.

## **9. Fares types.**

- a. Combination with Other Airlines. Tickets are not allowed to be issued with airlines with which there is no agreement. For this reason, if you wish to create a ticket with JetSMART plus a different airline, the agent is requested to issue them in two different reservations.
- b. Bulk Fares. Bulk Fares are not allowed in the GDS.
- c. Tour Fares. Tour Fares are not allowed in the GDS.
- d. Group Fares. Group fares are not allowed in the GDS. However, they can be issued through our direct channels by contacting [groups@jetsmart.com](mailto:groups@jetsmart.com) or by quoting on our website.
- e. Free Fare. Free Fares are not allowed.
- f. Nego Fares. Nego fares are not allowed.
- g. IT Fares. IT fares are not allowed.
- h. Open Tickets. Open tickets are not allowed.

## **10. Requirements for sale/Exchange**

- a. FOID (Form of ID). The agency is required to request a document to issue a ticket. Accepted formats are National Identity (NI) and Passport (PP).
- b. Name Match. When making an Exchange, the agency is required to keep the passenger's name the same.
- c. The issuance of a PNR must include all passengers on the itinerary, including infants. Partial issuance of a PNR is not permitted, since this will result in the entire itinerary remaining in an "on hold" status and the reservation being cancelled.

## **11. Changes, Cancellations and Endorsements**

a. Voluntary changes: The agency may make changes to the date and/or destination, if these are made before the flight time and in compliance with the penalty policy and conditions associated with the fare. JetSMART has the Amadeus automatic change functionality (ATC). In case the automatic pricing does not work, the agent must perform the calculation manually considering the value of the ticket, the penalty corresponding to the change, and the difference with the current value of the new rate if there is one.

i. The penalty for change will be charged with the code (Tax Code) CP.

ii. The value of the penalty for change is specified in the rate policy.

b. Involuntary changes They apply to segments affected by irregular operations. It works in the same way as voluntary changes, but without charging a penalty or rate difference.

c. Endorsement. The agency will not be able to make name changes, these will have to be requested through JetSMART at the following link:

<https://jetsmart.com/cl/es/minisitios/cesion-retracto>

d. VOID. The agency is allowed to make cancellations (VOID) of the reservation until 23:59 on the same day of issue. However, the agency must always cancel the reservation segments of the cancelled ticket, otherwise it will be subject to fines.

e. Revalidation. Revalidations (a change within the same date and route) of a ticket are not allowed. For any change in the ticket, the agency is required to make an Exchange.

f. Wait List (RQ). Tickets are not allowed to be issued when a sales class is closed. There are no waiting lists.

g. Refunds. JetSMART rates do not allow refunds before or after the flight date. For exceptions by country, check the annexes at the end of the document.

**12. Exchanges for higher amounts.** Fare changes must always be made for fares of equal or greater value.

## **13. Maximum number of segments/coupons**

a. Maximum number of segments: The maximum number of segments per ticket that can be issued is 16.

b. Maximum number of passengers: The maximum number of passengers that can be issued per ticket is 9.

**14. Stopovers (Connections)** JetSMART offers flights with stopovers (Connections). When quoting a permitted connecting flight, the Sales Agent will see the following message on the Amadeus screen: SOLD IN CNX WITH.

```
RP/SCLJA1200/
1 JA 659 A 18MAY 4 CLOANF HK1 1437 2004 321 E 0
JA 659 SOLD IN CNX WITH 29 MUST BE CXL TOGETHER
SEE RTSVC
2 JA 029 A 18MAY 4 ANFSCL HK1 2134 2326 321 E 0
JA 29 SOLD IN CNX WITH 659 MUST BE CXL TOGETHER
SEE RTSVC
```

Please note that the Sales Agent must issue the same fare for both stopover (connection) flights. That is, if the first flight is issued with “Bundle Premium (G2)”, the second flight is also issued.

For any other flight that does not comply with the above, the Agent must issue the flights independently and generate two different ticket numbers.

When quoting a stopover (connection) flight that does not allow sales, the Sales Agent will see one of the following messages on the Amadeus screen:

**“INVALID PLACE OF CONNECTION CODED”**

```
SN1A18MAYCCPFMC/AJA -MN-
** AMADEUS SCHEDULES - SN ** FMC PUERTO MONTT.CL 2 TH 18MAY 0000
1 JA 251 A9 B9 C9 D9 E7 F5 G5 /CCP FMC 0704 0812 E0/320 1:08
H3 I3 J3 KS LS MS NS OS PS QS RS SS TS US
2 JA 106 A9 B9 C9 D9 E8 F6 G6 /CCP SCL 1637 1746 E0/320
H4 I4 JS KS LS MS NS OS PS QS RS SS TS US
JA 157 A9 B9 C9 D9 E9 F9 G9 /SCL FMC 2037 2220 E0/320 5:43
H9 I9 J9 K8 L4 MS NS OS PS QS RS SS TS US
>ssla2

JA 106 A 18MAY 4 CCPSCL INVALID PLACE OF CONNECTION CODED
JA 157 A 18MAY 4 SCLFMC INVALID PLACE OF CONNECTION CODED
```

- **“NOT AVAILALE AND WAITLIST CLOSED”**

```
>sslul

JA 251 U 18MAY 4 CCPPMC NOT AVAILALE AND WAITLIST CLOSED
```

If the Sales Agent issues separate flights with a different rate simulating a stopover (connection), JetSMART will not consider that sale as a stopover (connection) and the passenger must pick up his/her luggage. In the case of flights sold in stopover (connection) mode when this has not been enabled by the carrier, JetSMART informs that it does not manage nor is responsible for the transfer of passengers' luggage or eventual stopover (connection) times of passengers between one flight and another. It is the responsibility of the agency to

inform the passengers of their itinerary and the times between flights for the correct pick up and transfer of their luggage to the second flight.

If the Sales Agent issues a stopover (connection) flight that is not permitted by JetSMART, the agency will be subject to penalties as established in the conditions established in the document "Policies on audits of reservations, tickets and charges in travel agencies" published in the Agency Help Center, as well as any other policy applicable to the agency.

15. Open-jaw and multi-segment: JetSMART does not allow open-jaw, ARNK, multi-segment or manually forced connections.

16. Passengers with Two Surnames. Agents are advised that the passenger's name on a broadcast contain only one surname, to avoid confusion when using our post-booking services (example: Check-in).

## **Annex 1.**

### **Exceptions for Chile:**

#### **17. Changes, cancellations and endorsements.**

a. Endorsement. The agency will not be able to make name changes, these will have to be requested through JetSMART at the following link:

<https://jetsmart.com/cl/es/minisitios/cesion-retracto>

b. Withdrawal The withdrawal action is allowed according to what is established by law. To execute it, a waiver code must be requested through JetSMART at the following link:  
<https://jetsmart.com/cl/es/minisitios/cesion-retracto>

## **Annex 2.**

### **Exceptions for Colombia**

**18. Commissions.** Based on what is established by law, 1% commission will be paid on sales to travel agencies based in Colombia.

## **Annex 3.**

### **Exceptions for Brazil**

#### **19. Optional**

a. Premium. Fare Family code: G2. In addition to the above, this bundle includes the right to a refund before the flight date. This request must always be made through BSP Link.