

ADMISSION AND POLICIES



JetSMART
2024-2025



In the following list, you can see the points that we will address in this manual.

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Introduction

This document defines the Booking policies and procedures for tickets, which applies to JetSMART companies. For the purpose of this document, JetSMART refers to JetSMART Chile ("JAT"), JetSMART Argentina ("JES"), JetSMART Colombia ("JEC"), and JetSMART Perú ("JAP").

The policies and procedures established here take into account and are based on the resolutions agreed upon in industry forums (IATA-APJC, IATA-PaConf); the obligations of travel agents are described in IATA resolutions 824, 830a, 850m, and 049x.

In numeral 3.2 of resolution 824, it is established that the travel agency must adhere to the airline's policies and regulations, for this reason this document is published on JetSMART.com. We expect the cooperation of our travel agents (internal and external, IATA/ARC and non-IATA/non-ARC) to comply with these policies and procedures, as they serve mutual benefit including our customers.

Consolidators and/or agencies that sell or issue tickets for bookings made by third-party agencies will be solely responsible to JetSMART for ensuring compliance with this policy. In the event that those bookings do not meet the requirements of this policy and/or the procedures and regulations published by JetSMART, the consolidators and/or ticket issuers will be subject to the penalties established in this policy.

In light of the above, JetSMART audits all booking transactions to identify potential violations of these policies and procedures. Such violations could result in fines, Agent Debit Memos (ADMs), or invoices.

Repeated violations of the policy and/or failure to pay any fine/ADM/invoice may result in modification or loss of access to JetSMART's inventory, whether to view, book, and issue.

It should be noted that the policies and procedures established here do not constitute a closed list of violations, but are merely indicative; in this sense, any practice that has the effect or purpose, directly or indirectly, of restricting, preventing, or distorting the correct availability of seats for sale and/or Ancillaries on JetSMART flights will constitute a violation of



our booking policies that could result in fines, Agent Debit Memos (ADMs), or invoices.

ADM ISSUANCE POLICY

- JetSMART is governed by IATA resolutions 850m and 890 for the issuance of ADMs.
- The charging of ADMs will apply in the event of any type of irregularity, non-compliance, or error related to fare rules, booking policies, issuance, reissuance, refunds, tax calculation, sales settlement, commissions, taxes, and penalties.
- JetSMART may include administrative fees associated with the issuance of the ADM or the type of irregularity. This fee is non-refundable.
- The minimum ADM amount set by JetSMART is 10 USD or its equivalent in local currency, and it may be modified if frequent irregularities are detected.
- The exchange rate used for the ADM will correspond to that of the day of its issuance.

ADMINISTRATIVE CARGO

The administrative fee applied will be per PNR with a value of 15USD per ADM.

The administrative fee is non-refundable, unless the agency's dispute is accepted due to an error attributable to JetSMART.

The administrative charge can be identified within the ADM under the code (TX).

Omissions of information in the issuance of Tickets that consequently generate ADMs will be subject to the administrative charge, even if the amount of the irregularity is disputed later. Therefore, even if the ADM is reversed, the administrative charge will remain.



DISPUTES

The ADM dispute process must consider the following:

- Disputes and appeals will be conducted through the only open channel that the company has available, which are currently BSP LINK (where this functionality is enabled) and ARC.
- If the ADM has not been invoiced yet, the agency can search for the ADM by number and the option "Dispute" will appear.
- If the ADM has already been billed, they must file the dispute through the PBD (Post Billing Disputes) option.
- The deadlines associated with disputes are those indicated in the aforementioned IATA resolutions and are summarized below:

Travel Agency	14 days post issuance ADM	12 months post-issue ADM
Airline	60 days post dispute	30 days post dispute

Disputes must include all necessary documentation for case review.

JetSMART reserves the right to withdraw the issuance authorization in case of rejection of the payment of ADMs included in the corresponding settlement.



ADM penalty definitions

Incorrect Fares

In case an incorrectly applied fare is detected or it does not match the fare construction, an administrative charge will be made to the agency plus any difference that may arise accompanied by a FEE.

Fees, Penalties, and Surcharges

Incorrect application of codes, amounts of fees and penalties made by the agency which will not allow for a charge will generate an ADM with an administrative charge value plus the difference that occurs in the difference of fee, penalty or surcharge.

Penalties for Incorrect Changes

Request channel error (GDS or BSP) and refunded amount. Refunds entered by BSP that meet the requirements to be processed through GDS or incorrect amounts in returns.

Commissions

JetSMART Airlines does not pay any commission to agencies; if an agency places a percentage higher than the established 0.00% in BSP, JetSMART will generate an ADM for an administrative charge equivalent to 15 USD per ticket, plus the value of the calculated commission.

Tour code

The tour code (Tour Code) is a unique identifier of five alphanumeric characters used in travel fares, whether published fares or fares.



special negotiated. In the event that a unique fare component contains tour codes from different categories, the code with the highest priority is used for ticket issuance.

Use of Agency Cards

Resolution 890 issued by IATA that establishes the rules for the sale of customer cards (the "IATA Resolution 890") is considered the basis for the construction and application of the procedures described.

JetSMART does not authorize the use, instead of the customer's credit card or the payment method chosen by the customer, of credit cards from travel agencies, travel agency owners, and/or travel agency executives, without prior express and written consent from JetSMART.

All the terms defined below in IATA Resolution 890 are applicable to this procedure. Notwithstanding the above, JetSMART will not copy the complete resolution, but only the relevant and applicable paragraph for the purposes of this document.

IATA Resolution 890, section 3.4 on Customer Card Acceptance. "3.4 This Resolution grants authorization to accept only one customer card when using the Member/Airline's merchant card acceptance agreement to receive payment for the sale of passenger air transportation and ancillary services. The Agent may not accept any other card or payment method that uses the Member/Airline's merchant card acceptance agreement, including any card issued in the name of the Agent or a person authorized to act on behalf of the Agent, unless specifically authorized by the Member/Airline. The Agent shall be fully and solely responsible for any breach of this Paragraph 3.4 to the Member/Airline in question."

To avoid falling into this type of irregularities, the following is recommended:

- Do not change the card that the customer originally used to make their payments.
- In case of requiring an exception or authorization, prior express authorization from JetSMART for card use must be requested. The request may be reasonably approved or denied.



- Exceptions may be authorized by JetSMART in a general or specific manner.
- General exception authorizations will be approved if the alternative payment method requested by the agency has a cost equal to or lower than the cost of the JetSMART payment method. Specific exception authorizations will be evaluated on a case-by-case basis by JetSMART.

In the event that JetSMART detects the irregularity described above, fines or Agent Debit Memos ("ADMs") may be generated for travel agencies in an amount equivalent to an administrative charge of USD 15 per ADM issued.

In those countries where, according to the current and applicable legislation, this fine or ADM is not applicable, it will not be imposed on travel agencies.

Churning

Up to four bookings and four cancellations will be allowed for the same passenger segment, same travel date, same or different flight number, and service class, in one or more PNRs or GDSs. From the fifth booking onwards, it will be considered Churning. Transactions made by the airline are excluded from this count.

In case any case of Churning is detected, a charge of 25 USD per passenger-segment will be made to the agency, regardless of whether the ticket was issued or not (plus administrative charge for ADM).

Example: 9th CHURNING

ROUND TRIP BOOKING FOR 2 PAX, SCL / ANF

$2 \text{ (PASSENGER)} * 2 \text{ (SEGMENT)} * 25 \text{ USD} = 100 \text{ USD} * 5 \text{ (amount of Churning from the fifth)} = 500 \text{ USD}$

Recommendations:

Before finalizing the booking or making changes to the service class, please check the availability of the desired class to avoid making unnecessary bookings.



Do not evade issuance deadlines by canceling and rebooking the segments.

The travel agent must cancel a booking and release its inventory immediately when it is no longer required by the passenger. The failure to cancel these bookings promptly will be considered a breach of these policies. The no-show status under these circumstances generates a loss for the airline due to the capture of its inventory under unproductive segments.

No Show charges will apply to the bookings:

Those without an issued ticket will incur an ADM for the full fare plus a penalty of 20 USD per passenger-segment plus their administrative charge.

Bookings with issued ticket in Void status, that remain active until the flight date, in which case the charge will be the full fare plus 20 USD per passenger-segment and its administrative fee.

In the case of No Show bookings with a ticket issued in Void or Refund status, the charge will be the full fare value plus a penalty of 20 USD per passenger segment, in addition to the administrative fee.

To avoid falling into this type of irregularities, the following is recommended:

Immediately issue the tickets associated with bookings generated on the same day of the flight.

Have internal control of unissued bookings, with the purpose of ensuring they do not remain active longer than the established necessary time.

Confirm the flight intention of passengers with tickets not yet issued.

Cancel bookings without issuance with little notice before the flight departure.



Create separate PNRs for separate tickets in order to avoid cancellations of non-concatenated trips (for example, when using one way fares).

- Timely cancel those segments derived from the different statuses, for example: REFND (tickets with refund)

Misuse of Waivers

JetSMART through its authorized contact channels will be the one to grant waivers. The waivers may be for any of the reasons that JetSMART stipulates, as follows:

- Retract
- Date change for affected flights
- Full refund for affected flights
- Commercial Authorization
- Cases applied by law

The reasons for waivers may be dynamic and will be notified by JetSMART through the established channels.

JetSMART will periodically conduct audits to validate the proper and due use of the waivers granted.

The improper use of waivers will generate an ADM for an administrative charge equivalent to 15 USD per ADM issued, plus the value of the ticket on which the improperly used waiver was applied and a penalty Fee of 10 USD.

Inactive segments

Canceled segments by the airline that are sent to an agency queue, with any of the following statuses: UC, UN, US, NO, HX. These segments must be modified or removed from the GDS inventory by the agency to avoid incurring in this improper practice no later than 48 hours before the flight time.

Some of the reasons why the airline cancels bookings are:

- Expiration of ticket issuance deadline
- Duplicate segments



- Abuse of Married Segments
- Speculative bookings
- Uncancelled booking in GDS

- **Expiration of ticket issuance deadline**

The ticket issuance deadline refers to the timeframe established to request the issuance of a ticket on a specific date and time. This deadline varies depending on the conditions of each PNR (Passenger Name Record) and it is important to adhere to it to avoid inconveniences. If this deadline is missed, there may be penalties, such as the need to cancel and rebook flight segments.

- **Abuse of Married Segments**

The abuse of married segments refers to improper practices related to the cancellation or modification of flights whose segments are interconnected. If the segments of an itinerary are married, they cannot be canceled, priced, rebooked, or issued individually. The booking systems manage this to ensure integrity in the passenger's journey.

- **Speculative bookings**

These are bookings that are created without the real intention of traveling, such as for price quoting or without a concrete plan. These bookings can be fraudulent, fictitious, or duplicated, and are often prohibited by the policies of many travel agencies and airlines. It is important to refrain from making this type of booking to avoid problems.

It is the responsibility of the travel agency to review the queues and cancel the segments daily in order to avoid ADM for un-canceled segments.



The applicable charge for non-canceled segments will be 25 USD per passenger segment (plus administrative fee for ADM).

- **Uncancelled Bookings in GDS**

These are bookings created in GDS that are not confirmed. These bookings must be canceled at least 24 hours before the flight date to avoid penalties; otherwise, they will be subject to a penalty of \$10 USD per passenger segment plus administrative charge. Bookings that are created and canceled on the same day of the flight are exempt from penalties.

Fictitious Connections

When the travel agency forces the issuance of multiple segments within the same PNR that the airline does not recognize as a general connection, multiple errors and complications for the passenger will arise, the applicable charge will be 20 USD per passenger segment plus administrative fee.

Non-cancelable booking in GDS

These are bookings created in GDS that do not get confirmed. These bookings must be canceled at least 24 hours before the flight date to avoid penalties; otherwise, they will be subject to a penalty of \$15 USD per segment/passenger plus an administrative fee. Bookings that are created and canceled by the agency on the same flight day are exempt from penalties, while bookings that are canceled by the GDS and not by the agency will also be penalized.

ADM PENALTIES FOR AGENCIES

The ADMs generated by tariff rule violations result in amounts that amount to the difference between the issued fare and the published fare applicable on the date of issuance, for the issued booking class or the immediately higher applicable class. These irregularities include:

Incorrect Fare	Incorrect application of amounts and fare	Fare difference + administrative charge + Fee 10 USD
Fees, Penalties, and Surcharges	Incorrect application of codes, amounts of fees and penalties	Differences found + Administrative charge + Fee 10 USD
Penalties for Incorrect Changes	Incorrect calculation of penalties, fares, or fees submitted	Differences found + Administrative charge + Fee 10 USD
Incorrect Commission	The commission charged exceeds what is established by the Market.	Commission difference + Administrative charge + Fee 10 USD Diferencia de comisión + Cargo administrativo + Fee 10 USD
Tour code Incorrect	Misuse of the field and code provided (only agreements)	Fare difference + Administrative fee + 15 USD
Return Incorrect *	Request channel error (GDS, BSP or ARC) and refunded amount Refunds entered by BSP or ARC that meet the requirements to be processed through GDS	-Total refund + Administrative charge + Fee 10 USD -Administrative



		charge + Fee 10 USD
Use of credit cards Agencies**	Use of travel agency credit card, subsidiaries, employees, agency executives, etc., in place of the one selected by the passenger at the time of purchase, in accordance with IATA Resolution 890, section 3.4. Exception: with prior and clearly authorized by JetSMART.	2.5% on the value used with the agency's exchange rate + Administrative fee
Churning	Use more than 4 bookings for the same passenger segment.	25 USD per passenger/segment + administrative fee
Against charges	No recognition of purchases by the passenger will be considered as a chargeback.	Ticket value + administrative charge + Fee 10 USD
NOshow	Same passenger on multiple bookings at the same time generating a No show.	20 USD per passenger/segment + administrative fee
Misuse of Waivers	<ul style="list-style-type: none"> Misuse of Waiver 	Ticket value + administrative charge + Fee 10 USD
Inactive Segment	<ul style="list-style-type: none"> Ticket issuance deadline expiration Abuse of Married Segments Speculative bookings Non-cancelable GDS bookings 	15 USD per passenger / segment + administrative fee
Fictitious connection	Force connections not recognized by JetSMART	20 USD per passenger/segment + administrative fee



* According to the statement of June 30, 2023

** "IATA Resolution 890, section 3.4 This Resolution grants authorization to accept only one customer card when using the Member/Airline's merchant card acceptance agreement to receive payment for the sale of air passenger transportation and ancillary services. The Agent may not accept any other card or payment method that uses the Member/Airline's merchant card acceptance agreement, including any card issued in the name of the Agent or a person authorized to act on behalf of the Agent, unless specifically authorized by the Member/Airline. The Agent shall be fully and solely responsible for any breach of this Paragraph 3.4 to the relevant Member/Airline."

Gloss Reasons for ADM/ACM issuance

ADM	Incorrect Fare	IRTAR	Incorrect application of amounts and fare
ADM	Fees, Penalties, and Surcharges	IRTAR	Incorrect application of codes, amounts of fees and penalties
ADM	Penalizaciones por cambios incorrectos	IRTAR	Incorrect calculation of penalties, fares, or fees submitted
ADM	Incorrect Commission	COMIS	La comisión cobrada excede lo establecido por el Mercado.
ADM	Tour code Incorrect	IRTAR	Misuse of the field and code provided (only agreements)
ADM	Incorrect Refund	REFND	Incorrect refund
ADM	Use of credit cards Agencies**	IRVTA	Use of credit cards Agencies
ADM	Churning	CHRNG	Use more than 4 bookings for the same passenger segment.
ADM	Against charges	IRVTA	No recognition of purchases by the passenger.
ADM	NOshow	IRVTA	Same passenger on multiple bookings
ADM	Misuse of Waivers	IRVTA	Misuse of Waiver



ADM	Inactive Segment	SEGIN	Expiration of deadline, abuse of married segment, speculative bookings.
ADM	Fictitious connection	COFIC	Force connections not recognized by JetSMART
ACM	Incentive	INCEN	Incentives
ACM	Cargo without issuance	IRVTA	cargo without issuance
ACM	Charge Duplication	IRVTA	Duplicate charge
ACM	REFUND	REFND	Regularization of refund payment / Expired sale
ACM	Charge error	IRVTA	Incorrect charge amount

Contact Channels

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