



BOOKING POLICY

TABLE OF CONTENTS

1. INTRODUCTION	3
2. BOOKING POLICY	4
2.1 NO SHOW	4
2.2 FICTITIOUS NAMES	5
2.3 DUPLICATE BOOKINGS	6
2.4 REDUNDANT SEGMENTS	7
2.5 CHURNING	8
2.6 FICTITIOUS TICKET	9
2.7 PASSIVE SEGMENTS	11
2.8 INACTIVE SEGMENTS	11
2.9 WAITING LISTS	11
2.10 HIDDEN GROUPS	11
2.11 APPLICABLE FARES	12
2.12 MINIMUM CONNECTING TIME	12
2.13 O&D CIRCUMVENTION	12
2.14 OVERBOOKING IN CLOSED CLASS	13
2.15 ADULT BOOKINGS WITH ISSUANCE OF CHD/INF FARES)	14
2.16 USE OF EMD	14
3. BOOKING AUDIT	15
4. RELEVANT IATA RESOLUTIONS	16
5. GLOSSARY	22

1. INTRODUCTION

The current document defines **LATAM booking procedures and policies which apply to LATAM Airlines Group companies (henceforth, LATAM)**. For the purposes of this document, LATAM Airlines Group refers to LAN Airlines S.A. and its affiliated carriers, in other words, LATAM Colombia S.A. (“LA”), LATAM Peru S.A. (“LA”), LATAM AIRLINES Ecuador (“LA”), LATAM Argentina S.A. (“LA”), and LATAM Brasil (“LA”).

These policies and procedures allow optimum handling of the seat inventory on LATAM flights. This enables LATAM to put the right number of seats available for sale, minimizing the unproductive spaces on the inventory which, in addition, generate a distribution and/or travel cost for LATAM. This guide is intended to help travel agents to avoid errors which could possibly generate fines, ADMs or other measures.

The policies and procedures set out herein consider, and are based on, the resolutions laid down by IATA; travel agent obligations are described in the IATA resolutions 824, 830a, 850m and 049x which are attached at the end of this document. As mentioned in paragraph 3.2 of IATA resolution 824 and any other local regulation applicable, LATAM may provide this booking policy to travel agents who are obliged to comply with it. We expect the cooperation of our travel agents (internal and external, IATA/ARC and non-IATA/non-ARC) to abide by these policies and procedures as they are of mutual benefit, including our customers.

In view of the above, LATAM audits all booking transactions to identify any possible breaches of these policies and procedures. These breaches could result in fines, Agent Debit Memos (ADMs) or invoices. The associated fines for such breaches can be found in the document “IRREGULARITY FEE” repeated violations of the policy and/or failure to pay any fine/ADM/invoice may result in a modification or loss of access to the LATAM inventory, whether to look for, book or issue.

If a travel agent has carried out practices which conflict with these policies and procedures, LATAM shall inform said agent, providing clear and documented evidence, and may take the abovementioned measures.

It should be pointed out that the policies and procedures set out herein do not constitute a final list of breaches, but merely examples; with this in mind, any practice whose direct or indirect effect or purpose is to restrict, prevent or falsify the correct availability of seats on sale on LATAM flights, shall constitute a breach of our booking policies which may result in fines, Agent Debit Memos (ADMs) or invoices.

2. BOOKING POLICIES

2.1 NO SHOW

A “no show” occurs when a travel agent does not cancel a booking no longer required by the passenger, and which may lead to an inventory loss.

LATAM has an automatic program which applies to bookings with flights operated and marketed by LATAM. This program cancels all subsequent segments after a no-show segment on the same PNR.

Bookings involving No Show will be charged when:

- They have no ticket issued
- They have a ticket with a Void, Exchange, Refund or Flown status which remains active until the flight date.

To avoid this type of irregularity, please follow the recommendations below:

- Immediately issue any tickets associated with bookings generated on the same day as the flight.
- Keep internal control of any unticketed reservation, so they do not remain active longer than necessary.
- Confirm the flight intention of passengers with tickets not yet issued.
- Cancel unticketed reservations with short notice before departure.
- Create separate PNR’s when you have more than one ticket for the same passenger. For example, when one way fare is used.

Example:

```

OLQKWZ
1.1ROJAS/VICTOR
NO ITIN
TKT/TIME LIMIT
1.T-25APR
LA FACTS
PCTC DATA EXISTS - PLEASE USE *P4 TO VIEW
1.SSR FOID LA HK1/NI116639629
2.OSI LA CTCB SCL564848484 B
3.SSR DOCS LA HK1/F///CL//M//ROJAS/VICTOR
REMARKS
1.H-PLS ADV TKT NBR BEFORE 25APR18 1623 SCL LT OR AUTO CNL
2.H-PLS CHK POSS DUPE OR LAN WILL CNL AFTER 6 HRS
3.H-NOSHOW PNR QUEUED
RECEIVED FROM - HDQRM1S250723/DK0C0A75C11C76/00000040A601FBBC
D8623C0-001
RECORD LOCATOR - HDQ1SQCWYDX/BA4F/75502711/SCL/1S/T/CL/CLP
TTY.TTYRM1S 0223/25APR18 OLQKWZ H

*HI<<
SC 273Q 03MAY PMCBBA HK/NS1 1052 1157 /E
R- PDCLAPMC
PMC PMC5PD 0900/03MAY18
SC 285Q 02MAY SCLPMC HK/NS1 1350 1533 /E
R- PDCLASCL
SCL SCL5PD 1257/02MAY18
    
```

2.2 FICTITIOUS NAMES

Any bookings with fictitious names and/or not directly related with a passenger's request to buy a ticket are not allowed.

Fictitious names shall be deemed to be any names entered incorrectly or which have a high probability of not being real passengers; examples of such bookings are the ones with names on the PNR like: TRIP/A/B/C, MOUSE/MICKEY, and TEST/AIRLINE.

PNRs should not be created for testing or training purposes. The training mode provided by the GDSs must be used when a functionality is being tested or travel agents are being trained.

To avoid this type of irregularity, please follow the recommendations below:

- Enter the passenger's full name, without abbreviations.
- Avoid creating bookings without any intention to travel, just to quote or submit the itinerary to the passenger.
- Carry out training and testing in the TEST/Training environment of your GDS.

Example:

KXDRRQ	KXDRRQ
1.1CORTES/CORTES	1.1TEST/TEST
1 LA 1440 18NOV J SCLCJC HK1 0700 0910 /E	1 LA 1440 18NOV J SCLCJC HK1 0700 0910 /E
TKT/TIME LIMIT	TKT/TIME LIMIT
1.T-	1.T-
PHONES	PHONES
1.CRC999999999999	1.CRC999999999999
REMARKS	REMARKS
1.HR TEST	1.HR TEST
RECEIVED FROM - LC	2.H-RENAMING DETECTED
OAC - LA CRC LS 0334939	RECEIVED FROM - LC
CRC-CRC-LS.CRC8LB0 1131/15NOV17 KXDRRQ H	OAC - LA CRC LS 0334939
	CRC-CRC-LS.CRC8LB0 1131/15NOV17 KXDRRQ H

2.3 DUPLICATE BOOKINGS

Duplicate Booking means cases in which the same passenger is involved in several bookings at the same time, created by the same Travel Agency (same PCC/Office ID), that are simultaneously active in the booking system, and where it is clear that it is not possible to fly on both bookings without doing No Show in one of them.

LATAM prohibits a duplicate reservation where two or more flights are booked for the same traveler.

For LATAM flights on a domestic route, they will be catalogued as duplicate if the difference in the departure time between them is less than or equal to 24 hours. For flights on routes to South America, this range will be 72 hours, while for all other LATAM international routes, it will be 120 hours.

To avoid this type of irregularity, please follow the recommendations below:

- Check that the passenger does not hold similar bookings in the system before creating a new one (implementation of new sales protocols, use of transactions in passenger search system).
- If there is a similar booking, cancel it before creating a new PNR.
- Avoid creating several bookings for the same passenger with the same itinerary and a different flight number.
- Avoid creating several bookings for the same passenger with different itineraries, but with overlapping dates, or when it is impossible for the same passenger to fly.
- There are situations where two customers with the same name could be traveling on the same itinerary (i.e father/son). Even if the reservation is ticketed, please ensure that both customers include their contact information; if they are enrolled in our frequent flyer program, enter each customer's respective number in the PNR to prevent cancellation.

Example:

RTGFHY	HGTYUH
1.1RODRIGUEZ/JUANPABLO	1.1RODRIGUEZ/JUANPABLO
1 LA2245Y 22OCT M AQPLIM HK1 1805 1935	1 LA2245Y 22OCT M AQPLIM HK1 1805 1935 /E
/E	
/OPERATED BY LANPERU	/OPERATED BY LANPERU
GENERAL FACTS	GENERAL FACTS
1.OSILA CTCT LIM 5112536241	1.OSILA CTCT AQP 5222345678
REMARKS	REMARKS
1.H-FRAUD FAKE NAME CALIDRIS	1.H-FRAUD FAKE NAME CALIDRIS
RECEIVED FROM - EDIRM1G150250	RECEIVED FROM - EDIRM1G456070
DSCO-001	DSCO-001
RECORD LOCATOR - SWI1GXXXXXX	RECORD LOCATOR - SWI1GXXXXXX
TTY.TTYRM1G 2050/14NOV12 RTGFHY H	TTY.TTYRM1G 2100/14NOV12 HGTYUH H

2.4 REDUNDANT SEGMENTS

When two segments co-exist in a booking with the same origin and destination, where the difference in dates between them makes it impossible for the passenger (per the paragraph below) to fly in both segments, a Redundant Segment irregularity is established.

LATAM does not allow duplicate segments. The creation of bookings in one or more PNRs/GDSs, simultaneously active in systems where it is logically impossible to travel, are not allowed.

The criteria used to determine when two segments with the same origin and destination are regarded as redundant are the same as those used for duplicate bookings: 24 hours for flights on LATAM domestic routes, 72 hours for flights on routes to South America and 120 hours for all other flights on international routes.

To avoid this type of irregularity, please follow the recommendations below:

- Avoid duplicating a routing partially within a booking, same segment with a different flight number or date.
- Avoid creating itineraries which are difficult or impossible to fly.
- If it is necessary to change a flight, cancel the original flights before booking the new ones.
- If the above is impossible, you are recommended to follow the timeframes determined to put in order each of the cases.

Example:

```
EDRFTG
1.1ECHEVERRIA/JUAN 2.1RODRIGUEZ/JUANCARLOS
1LA2115L 12NOV M LIMAQP HK2 0500 0625 /E
/OPERATED BY LANPERU
1LA2145L 14NOV M AQPLIM HK2 0800 0925 /E
/OPERATED BY LANPERU
2LA2115L 12NOV M LIMAQP HK2 0500 0625 /E
/OPERATED BY LANPERU
REMARKS
21.H-FRAUD REDUNDANT SEGMENT CALIDRIS
22.H-REDUDANT SEGMENT QUEUED
RECEIVED FROM - HDQRM15XXXXXX
CFA218A-001
RECORD LOCATOR - HDQ15XXXXXX/XXXX
TTY.TTYRM15 1259/10NOV15 EDRFTG H
```



Same segments confirmed in one single booking

2.5 CHURNING

All bookings created on the GDS must be issued in accordance with fare rules or canceled immediately on the GDS before the departure date, when they are no longer required by the passenger.

Churning is canceling and rebooking the same itinerary in the same or different class of service across one or more PNRs or GDSs, and this is prohibited. This type of “churning” is not permitted for any reason including, without limitation, to circumvent or extend ticketing time limits, to hold inventory, or to find a fare. Important: Do not book and cancel continuously to circumvent ticketing time rules.

To avoid this type of irregularity, please follow the recommendations below:

- Only make changes to a booking per the passenger’s request, without exceeding the maximum permitted (4 cancellations).
- Issue on the fourth booking.
- Avoid circumventing the ticketing time limit by canceling and relocating segments.

Example

COQDCX

1.1SCOTT/JEFFREY WAYNE 2.1MERRITT/PATRICIA

1 LA7552Y 14DEC Q AEP S LA HK2 1230 1450 HRS /E
/OPERATED BY LATAM AIRLINES ARGENTINA

2 LA 347Y 23DEC J CJC SCL HK2 1819 2019 HRS /E
/OPERATED BY LATAM AIRLINES CHILE

3 LA 69Y 24DEC S SCL MHC HK2 1000 1155 HRS /E

4 LA 274Y 02JAN T BBASCL HK2 1727 1944 HRS /E
/OPERATED BY LATAM AIRLINES CHILE

TKT/TIME LIMIT

1.T-13JUN

2.TE 0458679387567-68 SCOTT/J SYSSYS 1349/13JUN*

3.TE 0458679387569-70 MERRI/P SYSSYS 1349/13JUN*

VCR COUPON DATA EXISTS *VI TO DISPLAY

GENERAL FACTS

2.OSI YY CTCT SFO 415 922-0448 GEOGRAPHIC EXPEDITIONS

3.OSI LA SC.REAC 2133/23MAY17

7.OSI LA SC.REAC 0339/12NOV17

REMARKS

1.H-TTL T100 WILL BE APPLIED

2.H-PLS ADV TKT NBR BEFORE 14NOV17 1805 NYC LT OR AUTO CNL

3.H-PLS ADV TKT NBR BEFORE 13NOV17 0105 NYC LT OR AUTO CNL

4.H-PLS ADV TKT NBR BEFORE 13NOV17 2305 NYC LT OR AUTO CNL

5.H-PLS CHK POSS DUPE OR LAN WILL CNL AFTER 12 HRS

6.H-PLS ADV TKT NBR BEFORE 14NOV17 1505 BUE LT OR AUTO CNL

7.H-PLS ADV TKT NBR BEFORE 14NOV17 1145 BUE LT OR AUTO CNL †

8.H-POSSIBLE CHURNING †

*HI

X5 278Y 29DEC PMCBBA SC/HK2 1527 1634 HRS/E †

A5 278Y 28DEC PMCBBA HS/HK2 1527 1634 /E

R- EDIRM1A12162016 4CCD2062-001

TTY TTYRM1A 1120/12JUN17

SC 347Y 23DEC CJC SCL HK/WK2 1710 1914 HRS/E

A5 347Y 23DEC CJC SCL SC/HK2 1819 2019 HRS/E

SC 278Y 29DEC PMCBBA HK/WK2 1522 1630 HRS/E

A5 278Y 29DEC PMCBBA SC/HK2 1527 1634 HRS/E

R- SC.REAC 2133/23MAY17

A5 69Y 24DEC SCL MHC HS/HK2 1000 1155 HRS/E

R- EDIRM1A22192651 9A1FFE81-001 BPR

TTY TTYRM1A 1426/22MAY17

X5 347L 23DEC CJC SCL HS/HK2 1710 1914 /E

X5 274L 02JAN BBASCL HS/HK2 1730 1950 /E

A5 347Y 23DEC CJC SCL HS/HK2 1710 1914 /E

A5 274Y 02JAN BBASCL HS/HK2 1730 1950 /E

R- EDIRM1A27010635 4C386131-001

TTY TTYRM1A 2006/26APR17

X5 341Y 23DEC CJC SCL HS/HK2 1454 1658 HRS/E †

MD=

A5 347L 23DEC CJC SCL HS/HK2 1710 1914 /E †

A5 274L 02JAN BBASCL HS/HK2 1730 1950 /E

R- EDIRM1A27010613 4A212097-001

TTY TTYRM1A 2006/26APR17

X5 7550L 14DEC AEP S LA HS/HK2 0845 1105 HRS/E

X5 341L 23DEC CJC SCL HS/HK2 1454 1658 HRS/E

X5 273L 29DEC PMCBBA HS/HK2 1522 1630 HRS/E

2.6 FICTITIOUS TICKET

Each PNR has a date and time at which the issuance of the respective tickets is requested. Each fare has its own ticketing time limit which is determined in the paragraph of CAT 5/AP. If there is any discrepancy between the ticketing time limit in the system and the encoded content in CAT 5 of the fare, the most restrictive ticketing time limit will be regarded as valid.

LATAM has automatic programming which cancels segments when the issuance has not occurred within the established times. In cases of PNRs with multiple names and with ticket numbers issued only for some names, LATAM will split the PNR, and the names without any associated ticket number will be canceled.

A false ticket number is regarded as an intention to circumvent the ticketing time limit. A false ticket is taken to have different numbering from a real ticket, including in the ticket format in the booking. Some examples of this malpractice are the input of the following data in the ticket field:

- Totally fictitious numbering.
- Real numbers used previously in other bookings.
- Ticket issued for a route which is different from that booked.
- Ticket issued in the name of someone different from the booking.
- Canceled ticket.
- Ticket with invalid check digit.
- MCO or any other form of accounting used as fictitious ticket.
- Ticket numbers incorrectly entered.

To avoid this type of irregularity, please follow the recommendations below:

- Refrain from creating bookings and entering an invalid ticket number with the intention of preventing the airline from canceling said booking or to block the airline inventory.
- Avoid issuing tickets in the booking and then voiding them with the intention of keeping the inventory blocked.
- If you void a ticket, cancel the booking immediately; the inventory in this booking will be returned to availability.

To avoid this type of irregularity, please follow the recommendations below:

- Refrain from creating bookings and entering an invalid ticket number with the intention of preventing the airline from canceling said booking or to block the airline inventory.
- Avoid issuing tickets in the booking and then voiding them with the intention of keeping the inventory blocked.
- If you void a ticket, cancel the booking immediately; the inventory in this booking will be returned to availability.

Example:

CWEDHC
 1.1HA/KANG SOO MR
 1 LA 600N29FEB MSCLLAXHK1 2255 0730 01MART HRS /E
 2 OZ 201E 01MART LAXICN HK1 1100 1730 02MAR W /E
 TKT/TIME LIMIT
 1.T-03FEB
 2.TK 9883749162947 HA/K SYSSYS 0424/03FEB
 TICKETING DATA EXISTS - *T TO DISPLAY
 SEATS/BOARDING PASS
 1 LA 600N29FEB SCLLAX HK 31D NA 1.1 HA/KANG SOO MR
 1 LA 600N29FEB SCLLAX HK 31F N 2.1 HAKIM/CHUNG IN MRS
 LA FACTS
 1.OSI LA CTCT SCL 562 22476277 OK CORPORATION LTDA.
 2.SSR TKNM LA HK1 SCLLAX0600N29FEB/9883749162947
 3.SSR TKNM LA HK1 SCLLAX0600N29FEB/9883749162948
 4.SSR SEAT LA LK2 SCLLAX0600N29FEB.31D31F/RS
 GENERAL FACTS‡
 VCR*9883749162947*
 TICKET NUMBER NOT FOUND
 VCRH*9883749162947*
 ‡TICKET NUMBER NOT FOUND IN HISTORICAL DATABASE‡
 VCRH*9883749162947*H*
 ‡TICKET NUMBER NOT FOUND IN HISTORICAL DATABASE‡

2.7 PASSIVE SEGMENTS

LATAM only allows the creation of passive segments (which have status: AK, BK, BL, GK, GL, MK, PK, PL, DS, YK) when the booking belongs to a group so that tickets can be issued. LATAM does not allow the creation of passive segments associated with individual passenger bookings or for administrative or other purposes.

To avoid this type of irregularity, please follow the recommendations below:

- To avoid incurring in this practice, the passive segment generated must be canceled when individual bookings are involved.
- Only use the passive segments to issue tickets in group bookings (with 10 or more passengers) and it is split bookings.

2.8 INACTIVE SEGMENTS

Airlines respond to certain booking requests with status codes like HX, NO, UC, US and UN which are generated by processes of the Host of each airline, or by automatic applications (such as dupe checks, notifications of passive segments or others). These responses occur in cases in which LATAM Booking policies have not been respected or when it is not possible to confirm the sale on LATAM flights or on itinerary changes.

All inactive segments with codes such as HX/NO/UC/UN/US must be removed 24 hours prior to departure time. The Travel Agency should monitor the queues regularly and remove all inactive segments to avoid any kind of charges.

To avoid this type of irregularity, please follow the recommendations below:

- Check the queues of your respective system regularly and cancel all segments with HX/NO/UC/UN/US status.

2.9 WAITING LISTS

LATAM does not allow waiting lists, under any circumstances, for any flight segments.

2.10 HIDDEN GROUPS

Booking 10 or more passengers on at least one common flight segment within their itinerary shall be requested as a group booking. Booking them in two or more individual PNRs is considered “hidden group”, which is not allowed. Hidden group bookings are subject to cancellation.

2.11 APPLICABLE FARES

The agent commits to offering its customers the fares that LATAM has available in its system at the time of the booking and/or purchase in accordance with the applicable and published regulations and standards, as well as with the legislation in force. The agent must offer, book and issue the fares applicable in the country in which the booking is made, in accordance with the registered IATA code of the Travel Agency.

2.12 MINIMUM CONNECTING TIME

In order for passengers to be able to take their connecting flights without any problems, it must be ensured that there is enough time between the arrival of the first flight and the departure of the following one. The time between flights is known as the minimum connecting time, and it needs to enable the passenger to carry out the security checks and any change of terminal and/or gate, if necessary. The minimum connecting time (MCT) is specified in the GDSs and it varies in line with the airport, the connection type and the airlines involved in such connection.

It is not allowed to generate bookings which contain connecting flights whose connecting time is less than that required in the MCT table specified in the GDS.

2.13 O&D CIRCUMVENTION

When LATAM submits an availability level for an origin-destination (O&D) requested by the travel agent, the latter could be different from the availability level submitted if the flight segments are requested separately and not under a full O&D scheme.

LATAM strictly forbids any manipulation of these bookings and their subsequent tickets. Such manipulations will be known as O&D Circumvention. The O&D present in the PNR must clearly show the availability requested at the time of generating the booking, as set out in IATA resolution 830a, section 1.

Any PNR which has not been booked in line with the availability submitted for this O&D or which contains bookings received by means of manipulations before or after ET, are monitored. When said manipulations are detected, LATAM will be entitled to cancel the PNR PNR and /or generate an ADM / Invoice.

The travel agents that generate these reserves are responsible for these bad practices, therefore, they will be penalized with the cancellation of the PNR by the airline and / or charge of ADM / Invoice. In case that the reservation is issued, the travel agents who carry out the issue will be responsible for this bad practice, although they are not the agents that originally generated the reservation, since when issuing those reservations they take full responsibility for them, therefore, will be penalized with ADM / Invoice charge.

When an PNR is created or modified, the travel itinerary must be booked in the order in which it will be used. Complete O&D availability is mandatory, regardless of whether the booking includes only LATAM flights and/or includes codeshare flights and/or flights from other airlines. The O&D availability requested must reflect and ensure the minimum authorized connecting times.

To avoid this type of irregularity, please follow the recommendations below:

- Book PNRs based on full O&D availability
- When there is re-booking or changes in the booking, all the connecting segments of an O&D must be canceled
- Re-bookings or changes must be carried out of all new segments selected in an O&D on the same entry
- Do not circumvent the O&D logic by trying to achieve a space in a closed class in order to obtain a lower fare that does not apply, owing to the fact that there is no longer any availability for the service class requested.

2.14 OVERBOOKING IN CLOSED CLASS

This refers to the forced sale of flight segments in closed classes, and they are identified as overbooking in the LATAM inventory.

Overbooking in a closed class is deemed to be those bookings created in a service class not available for sale, and which has been confirmed by the travel agent in a forced manner by using a series of entries to circumvent the system logic (GDS/Host).

To avoid this type of irregularity, please follow the recommendations below:

- Book segments based on availability, in other words, only book service classes which are available
- Do not try to sell spaces in closed classes using entries which circumvent the system logic, trying to confirm classes which are not available for sale.

Example:

```

YPCZLN
1.1NOGUEIRA/NESTORJOSE 2.1RIOS/LITTA
1 LA2242Q 23DEC J LIMMOT HK2 1910 2105 /E
  /OPERATED BY LATAM AIRLINES PERU
2 LA2243Q 25DEC M IQLTIM HK2 2145 2330 /E
  /OPERATED BY LATAM AIRLINES PERU
TKT/TIME LIMIT
1.T-05NOV
2.TE 5445946579247 NOGUE/N SYSSYS 1401/05NOV*
3.TE 5445946579248 RIOS/L SYSSYS 1401/05NOV*
VCR COUPON DATA EXISTS - *VI TO DISPLAY
TICKETING DATA EXISTS - *T TO DISPLAY
LA FACTS
1.SSR FOID LA HK1/NI76064461
2.SSR FOID LA HK1/NI73174108
3.OSI LA CTEP CKP511 720031 TCTC
REMARKS
1.H-PLS ADV TKT NBR BEFORE 05NOV17 1719 LIM LT OR AUTO CNL
RECEIVED FROM - WSPRM1P051919/DKA5434F100139203/000000122B02D12
6 7FD65B9C-001
RECORD LOCATOR - HDQ1POL7EP7/6T5/99003774/LIM/1P/T/PE//GS
TTY.TTYRM1P 1319/05NOV17 YPCZLN H
***** PNR SEGMENT HISTORY *****
NO HIST
  
```

```

***** PNR SEGMENT HISTORY *****
VIN2242/23DEC*Q
12.AU 0555/19OCT PROS * Z
  LIM Q OLD 0 NEW 30
6.AU 0340/30AUG PROS * Z
  LIM Q OLD 100 NEW 0
2.AU 0404/26AUG PROS * Z
  LIM Q OLD 0 NEW 100
1.AU 1930/22AUG REAPPLY
  LIM Q OLD 0 NEW 0
END
VIN2242/23DECLIM-AVS
2242 LIM FACTS
EQUIP 320
CL AC AU SA SS AS
Y 174 188 105 0 83
B 186 103 0
H 184 101 0
K 182 99 0
M 151 68 0
L 158 55 0
V 125 42 1
X 110 28 0
S 92 10 6 CR
N 74 -2 43 CL
Q 30 -3 30 CL
O 0 -3 0 CL SL
G 0 -3 0 CL SL
T 0 -3 3 CL
A 0 -3 0 CL
E 0 -3 0 CL
FFI-AE G N O Q S T
  
```

2.15 ADULT BOOKINGS WITH ISSUANCE OF CHD/INF FARE

All bookings must indicate the type of passenger (ADT, CHD, INF); otherwise, it will be assumed to be an adult passenger (ADT).

The type of passengers (ADT, CHD, INF) must be consistent with the real age of the passenger at the time of the journey, which is determined in CAT 1 (Eligibility) or CAT 19 (Children Discounts) of the fare.

2.16 USE OF EMD

An EMD is defined by IATA resolutions 725f, 725g and 725h as the method for documenting a sale and tracking the use of some charges (for example, rebooking fee, ASR and FBAG).

An EMD is issued for a certain Reason for Issuance Code (RFIC) which determines the group of services/purposes it contains. Each coupon of an EMD has a precise Reason for Issuance Subcode (RFICSC) which determines the specific service/charge which generates, within the RFIC category. In addition, the value of each EMD is provided by the fare Brand chosen and this value cannot be manipulated.

An EMD may contain one single coupon or several coupons with different values where up to 4 coupons may have the same number of EMD. If an EMD contains more than 4 coupons, an associated EMD must be issued (up to 4 different document numbers).

Each EMD coupon has the following characteristics:

- 1) Indicates the service paid (or charge)
- 2) Contains an RFIC and an RFICSC
- 3) It belongs to the same RFIC as all the other EMD coupons
- 4) It has its own status (e.g., open, used, void, refunded)

3. BOOKING AUDIT

LATAM Airlines Group states that if a booking audit shows that practices have been committed, such as those set out below (this list is not exhaustive nor necessarily final), the travel agents will see effects like those described in the attached document “LATAM Airlines Bookings

Audit Effects”:

- Booking manipulation (for example: O&D Circumvention, Married Segment breakage, overbooking in closed class)
- No show
- Fictitious names
- Duplicate Bookings
- Redundant Segments
- Churning
- Fictitious ticket
- Passive and/or inactive segments
- Passengers/Segments on waiting lists (WL)
- Hidden groups
- Application of incorrect fare (cross border selling), set out in point 2.11
- Violation of minimum connecting times
- Adult bookings with issuance of CHD/INF fare
- Incorrect usage of EMD
- Taxes, fees and surcharges missing, altered or miscalculated
- Incomplete use or usage out-of-sequence of the coupons of a ticket
- Obtaining cheaper fares with a fictitious roundtrip
- Obtaining cheaper fares with a fictitious initial/final coupon

4. RELEVANT IATA RESOLUTIONS

The resolutions issued by IATA, some of which are described below, form the basis for the air industry distribution system, and they are considered to sustain the construction and application of the LATAM booking policies and procedures described in this document. These resolutions provide the terms & conditions that the requesting parties and the Accredited Agents have to comply with to make sales on behalf of the IATA member airlines, in other words, they are mandatory.

All the terms defined below in IATA resolutions are applicable, without prejudice to the above, and LATAM will not necessarily copy the complete resolution but rather the paragraphs which are relevant to this document. Said resolutions are transcribed in the original language provided by IATA.

IATA Resolution 824, section 3.1 and 3.2 Passenger Sales Agency Agreements

“**3.1** The Agent is authorized to sell air passenger transportation on the services of the Carrier and on the services of other air carriers as authorized by the Carrier. The sale of air passenger transportation means all activities necessary to provide a passenger with a valid contract of carriage including, but not limited to, the issuance of a valid Traffic Document and the collection of monies therefor. The Agent is also authorized to sell such ancillary and other services as the Carrier may authorize;”

“**3.2** All services sold pursuant to this Agreement shall be sold on behalf of the Carrier and in compliance with Carrier’s tariffs, conditions of carriage and the written instructions of the Carrier as provided to the Agent. The Agent shall not, in any way, vary or modify the terms and conditions set forth in any Traffic Document used for services provided by the Carrier, and the Agent shall complete these documents in the manner prescribed by the Carrier;”

IATA Resolution 830a, section 1 Consequences of Violation of Ticketing and Reservation Procedures

WHEREAS IATA Members are granting IATA Accredited Agents access to Standard Traffic Documents; and WHEREAS custody, completion, issue, reissue, validation and revalidation of such traffic documents are governed by Members' tariffs and the ticketing procedures furnished to Agents through ticketing systems, and as described in the Travel Agent's Handbook, copies of which are furnished to Agents by the Agency Administrator and compliance with which is mandatory upon each Agent under the terms of the Passenger Sales Agency Agreement; it is

RESOLVED that,

1. all Agents be reminded that practices such as those listed herein, in other applicable Resolutions, or in Carriers' written instructions, but not limited thereto, violate the governing conditions referred to above. They harm Members' legitimate interests and can accordingly result in action being taken under the provisions of the Sales Agency Rules and Passenger Sales Agency Agreement, e.g. charging the Agent with the difference between the fare applied and the fare applicable to the service in accordance with Members' tariffs.

1.1 Entering incomplete or incorrect reservation entries, such as reservation booking designators that do not correspond to the fare paid, or reservation requests on a ticket/miscellaneous charges order (MCO), thereby allowing travel at less than the applicable fare,

1.2 Inaccurately completing or omitting to complete the 'not valid before' and/or 'not valid after' boxes on a ticket contrary to the conditions governing the fare applied, thereby allowing travel at less than the applicable fare,

1.3 Issuing a ticket or MCO for more than one passenger, except as authorized for certain MCOs,

1.4 Changing or omitting the name of the passenger,

1.5 Changing the "Form of Payment" or failing to carry this forward to the new ticket or MCO,

1.6 Changing the currency of payment or failing to carry this forward to the new ticket or MCO,

1.7 Failing to carry forward all restrictions to the new ticket or MCO,

1.8 Failing to obtain endorsement(s) from carriers when required,

1.9 Failing to complete correctly the "Issued in Exchange For" entries and/or the "Original Issue" entries, and/or failing to carry these forward to the new ticket or MCO,

1.10 Failing to ensure that when conjunction tickets or MCOs are issued, the conjunction ticket or MCO numbers are shown on all conjunction tickets or MCOs,

1.11 Changing the point of origin,

1.12 Issuing/selling a ticket with a fictitious point of origin or destination to undercut the applicable fare (cross border selling),

1.13 Failing to observe the applicable rules for Designation and Selection of Ticketing Airline (Resolution 852) and/or designating transportation on such parties' services where a valid interline agreement between the ticketing airline and the transporting party does not exist,

1.14 Canceling or amending a customer booking and/or Electronic Ticket without the express permission of that customer,

1.15 Deliberately making duplicate reservations for the same customer,

1.16 When reservations for a group are not confirmed, attempting to secure the required service by requesting this in smaller numbers in individual transactions,

- 1.17 Making reservation transactions without the specific request of a customer and/or,
- 1.18 Making an amendment to a booking that has previously been issued as an eticket without either revalidating or reissuing, as applicable, the original ticket to reflect the new itinerary and/or,
- 1.19 Voiding tickets without canceling corresponding reservations and/or,
- 1.20 Failing to split PNRs in cases where not all passengers included in the PNR are ticketed and/or,
- 1.21 Failing to observe the prescribed minimum connecting times.

IATA Resolution 850m, Issue and Processing of Agency Debit Memos (ADMs)

WHEREAS the Passenger Agency Conference (“the Conference”) wishes to promote a consistent and standard set of rules for BSP practices,

1. INTRODUCTION

- 1.1 The ADM serves to notify an Agent that, unless there is some justification to the contrary, the Agent owes the issuing BSP Airline the amount shown on the ADM for the reasons indicated,
- 1.2 ADMs are a legitimate accounting tool for use by all BSP Airlines to collect amounts or make adjustments to Agent transactions in respect of the issuance and use of Standard Traffic Documents issued by the Agent. Alternative uses of ADMs may exist provided that consultation has taken place either individually with the Agent or a local representation of Agents, or through the applicable local joint consultative forum,
- 1.3 ADMs are to be specific in their detail as to why a charge is being made.

2. AIRLINE POLICY

- 2.1 Airlines are required to publish their ADM policies to Agents through BSPlink (ASD in China) in advance of Implementation,
- 2.2 Where possible, the model shown in the Attachment to this Resolution should be applied.

3. BSP PROCESSING OF ADMS

- 3.1 ADMs shall only be processed through the BSP if issued within nine months of the final travel date. ADMs referring to refunds made by the Agent shall be processed through the BSP if issued within nine months after such refund has been made by the Agent. Any debit action initiated beyond this period shall be handled directly between the BSP Airline and the Agent,
- 3.2 ADMs/ACMs may be processed through the BSP, for a maximum period of 30 days following default action

taken against an Agent in accordance with Resolution 818g, Attachment 'A', Section 1.10.

4. ISSUANCE PRINCIPLES

4.1 Airlines should consider establishing policies for a minimum value for the issuance of a single ADM. Where such minimum is established it may be published to Agents,

4.2 In principle, ADMs should not be raised for the collection of administrative fees,

4.3 If there is an administrative cost associated with the raising of an ADM, it should be incorporated in the same ADM document raised for the adjustment. The inclusion of the administration fee must be communicated to the agent,

4.4 Airlines shall provide Agents with the phone or fax number and email address of a person or department that has knowledge of the concerned ADM,

4.4.1 Whenever a Fare Calculation Mode Indicator (FCMI) has been provided by a ticketing system to the Airline, the Airline shall include the FCMI in any ADM raised to an Agent,

4.5 An Agent shall have a maximum of 15 days in which to review and dispute an ADM prior to its submission to BSP for processing,

4.6 All disputes are to be settled by the Airline within 60 days of receipt,

4.7 If it is established that an ADM is not valid it must be canceled,

4.8 Where ADMs are withdrawn by BSP Airlines, any administration fee that may have been levied will be withdrawn, or refunded to the Agent. In the event the ADM is refunded to the Agent, the Airline cannot charge an administrative fee associated to the refund,

4.9 Following consultation and if both parties agree a disputed ADM may be referred to the Travel Agency Commissioner to be resolved,

4.10 An ADM that has been included in the BSP billing will be processed for payment. Any subsequent dispute of such ADM, if it is upheld by the Airline, will be dealt with directly and, where applicable, may result in the issuance of an Agency Credit Memo (ACM).

ISSUANCE AND PROCESSING OF AGENCY DEBIT MEMOS (ADMs)

It is RESOLVED that the following principles will be adhered to.

MODEL ADM INDUSTRY PROCEDURES

1. DESCRIPTION

1.1 ADMs are a legitimate accounting tool for use by all BSP Airlines and should only be used to collect amounts or make adjustments to agent transactions in respect of the issuance and use of Traffic Documents issued by or at the request of the Agent,

1.2 Alternative uses of ADMs may exist provided the consultation has taken place either individually with the Agent or through the applicable local joint consultative forum,

1.3 ADMs are to be specific in their detail as to why a charge is being made,

1.4 Any ADM relates to a specific transaction only, and may not be used to group unrelated transactions together; however, more than one charge can be included on one ADM if the reason for the charge is the same, and a detailed supporting list is provided with the ADM.

1.5 In the event an airline decides to apply a charge for under-collection or incorrect ticketing on a sale or for the adjustment of a refund issued incorrectly or incorrectly calculated, such charges must be clearly explained in the carrier's published ADM policy or must be agreed with Agents bilaterally in writing,

1.6 No more than one ADM should be raised in relation to the same original ticket issuance. When more than one ADM is raised in relation to the same ticket it shall be specified for a different adjustment to previous issues,

1.7 All rejected or disputed ADMs must be handled by BSP Airlines in a timely manner,

1.8 Except where otherwise agreed to in a market, ADMs should not be used to collect third party costs nor be directly associated with the initial ticket issuance of a passenger journey,

1.9 When ADMs are raised for administration fees, the level of such fees should be commensurate with the cost of the work incurred,

1.10 When the Agent has used an automated pricing system to generate the total ticket price including fare, tax, fees and charges specific to the purchase, and subsequent issuance of a ticket for a journey, and there has been absolutely no manipulation by the Agent on such price, the ticketing systems shall send a Fare Calculation Mode Indicator (FCMI) to the airline, in accordance with the provisions of IATA PSC Resolutions 722f and 722g, to identify automated pricing has been used. The airline shall ensure the FCMI indicator is passed to an Agent in the event an ADM is issued.

IATA Resolution 049x, Fare Changes (Travel Agent's Handbook)

“Resolved that:

- 1.** Transportation shall be subject to the fares and charges in effect on the date full payment is made, for travel on the specific dates and journey shown on the ticket.

- 2.** Provided no voluntary change made to the originating flight, no increase in fare effected through a change in fare level, no change in conditions governing the fare, or cancellation of the fare itself, shall apply.

- 3.** In the event of a voluntary change to the originating flight, the fares and charges for the passenger's journey shall be recalculated in accordance with the fares and charges in effect on the date when the change is made and is reflected on the ticket.

- 4.** in the event payment is made prior to confirmation of reservations for the originating flight, the fares and charges for the passenger's journey shall be recalculated in accordance with the fares and charges in effect on the date the confirmation is made”.

725f Electronic Miscellaneous Document – Airline

725g Electronic Miscellaneous Document – Neutral

725h Electronic Miscellaneous Document – Ground Handling

5. GLOSSARY

ABBREVIATION	DESCRIPTION
ACM	Agency Credit Memo
ADM	Agency Debit Memo
BSP	Billing and Settlement Plan
CAT	Tariff note category
EMD	Electronic Miscellaneous Document
ET	End of Transaction
GDS	Global Distribution System
IATA	International Air Transport Association
O&D	Origin-Destination
PNR	Passenger Name Record
RBD	Reservation Booking Designator



THANK YOU
