



IRREGULARITY FEE

The company is monitoring all bookings created in your inventory to ensure compliance with booking procedures described in LATAM's Booking Policies and Procedures, published in www.preferredpartnersclub.net. Failure to comply with the policies may result in fees, Agent Debit Memos (ADMs) or invoices to travel agents. Repeated violations to policy and/or failure to pay any fine/ADM/invoice can result in modification to LATAM inventory access (reserve and/or issue).

FEES PER TYPE OF IRREGULARITIES

The company is monitoring all bookings created in your inventory to ensure compliance with booking procedures described in the Booking Policies and Procedures, published in preferred partners club.com. In the event the audit discovers irregularities, this will derive in fines, Agent Debit Memos (ADMs) or invoices to travel agents. Repeated violations to policy and/or failure to pay any fine/ADM/invoice can result in modification to LATAM inventory access (reserve and/or issue).

NO SHOW:

PAX-SEGMENT/CABIN	Economy	Premium Economy	Premium Business
Domestic	USD 20	-	-
Within South America	USD 50	USD 75	USD 100
Long Haul	USD 100	USD 150	USD 200

(*) Passenger segment values; taxes not included

FICTITIOUS NAMES, DUPLICATE BOOKINGS, REDUNDANT SEGMENTS, CHURNING, PASSIVE SEGMENTS, INACTIVE SEGMENTS, WAIT LIST, HIDDEN GROUPS, MINIMUM CONNECTION TIME, ADULT FARES ISSUED AS CHD/INF & EMD:

PAX-SEGMENT/CABIN	Economy	Premium Economy	Premium Business
Domestic	USD 15	-	-
Within South America	USD 20	USD 30	USD 50
Long Haul	USD 50	USD 75	USD 100

(*) Passenger-segment values, taxes not included



INVALID TICKET, APPLICABLE FARES, MARRIED SEGMENTS, OVERBOOKING IN CLASSES ALREADY CLOSED:

PAX-SEGMENT/CABIN	Economy	Premium Economy	Premium Business
Domestic	USD 150	-	-
Within South America	USD 150	USD 150	USD 150
Long Haul	USD 150	USD 150	USD 150

(*) Passenger-segment values, taxes not included

Communication and collection process:

After the sales month closing date, information and communication will be processed as follows:

01-10 days, LATAM will process data for each type of irregularity

11-25 days, LATAM will send out the information; agency appeal period begins

26-50 days, ADM collection will be made through ARC; agency appeal period continues

As of September 11st, all information will be sent via zendex through this account <https://rprotectionlatam.zendesk.com> (within your servers to avoid receiving it as spam), and the appeal channel will be accessed through this link <https://rprotectionlatam.zendesk.com/hc/en-us/requests/new>

LATAM reserves the right to incorporate new irregularity and charge penalties estimated following prior information. LATAM also reserves the right to change rates related to irregularity charges.