



# ▶ TRAVEL AGENCIES HANDBOOK

The following handbook details the procedures and processes that apply to agency issuance with **GDS SABRE AND AMADEUS.**



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## RESERVATIONS

A maximum of up to **9 individual passengers** can be included in one SKY reservation. Reservations with Ten (10) or more passengers are considered a group.



The following are mandatory elements for a SKY reservation:

First & last name



Flight segments



Cell number



email



FOID



Time limit

It is important to include **telephone (cell) & email elements** within the reservation:



SSR CTCE - Customer Contact Mobile Telephone



SSR CTCM - Customer Contact E-mail



SSR CTCM - Customer Contact Refused



**Law 21,398** establishes that the carrier must request from the passenger, **directly or through their authorized agents**, their contact information, such as address, phone number, and email, to inform about any changes in the itinerary, whether it's an advance, delay, or cancellation of the flight, through written communication by the most expedient means possible, indicating the reason for the change. In case the passenger refuses to provide this information, a record of it must be made in the reservation.

### Considerations:

- The NAME element must reflect the data of the travel document that the passenger will use for his/her trip.
- CHD (02 to 14 years minus 1 day) and INF (0 to 02 years minus 1 day) passengers must be properly identified in the reservation, with their passenger type. Additionally, it is mandatory for these passengers to carry SSR CHLD and SSR INFT elements. Agencies may combine bundles, for example, outbound segments in Zero and return segments in PLUS. This applies to all passengers in the reservation.
- INF passengers may be added post-issuance, according to the following process:
  - Generate a new reservation with an adult (ADT) and the infant (INF) traveling, including FOID and date of birth (DOB) of the minor.
  - Issue only the infant's (INF) ticket and cancel the created reservation.
  - In the original reservation, enter the infant's ticket number, DOB and FOID (INF) through an OSI message, as informative.
  - In case of incidents in the GDS process, contact Agency Support for assistance with the infant passenger (INF) entry.
  - Agencies may combine bundles at initial issuance, e.g., outbound segments on ZERO and return on PLUS. The application is for all passengers in the booking.
- The **FOID** (Form of Identification) element corresponds to the document the passenger will use for their trip. It must specify the type (ID, PP, ID, etc.), country of issue (CL, PE, AR, BR, etc.), and document number. This element is mandatory for ticket issuance for SKY.
  - SSR FOID H2 HK1/NICL1234567890K
- The **time limits** (TL) defined by fare class as defined by SKY are the following:
  - **3 hours: U, A, X, Z, Q, N y M.**
  - **12 hours: T, R, L, B, S, H, V, K y Y.**
- Fare classes O, G and E will be visible in GDS, but cannot be sold, as they are for the exclusive use of Sky Airline. When trying to take these classes, the system will generate the following message:

H25016 G 27OCT 5 CUZLIM NOT AVAILABLE AND WAITLIST CLOSED  
AD27OCTCUZLIM1645

- › The agency must issue passengers in accordance to their specific type, i.e., **Adults (ADT), Children (CHD), or Infants (INF). The SSR CHLD and SSR INFT elements are mandatory in all reservations that include this type of passengers.**
- › Agency may void or cancel issued tickets, however, **only during the day of, until 23:59.**
- › Agency Support Agent can identify an agency reservation as follows:

Received From - HDQBB1S091505/DK1FBB21Z10004/0000000024060203 4FA6B4E3-001 on 09APR24 at 1005:1STTY

- › The ticket is valid for 12 months from the date of issue.
- › For the management of any request to Agency Support a new request must be created, **do not generate a request if the case is already closed.**



## NO SHOWS

The flight segments are independent of each other, therefore, in the event of a No Show, the passenger may use the next segment without any issues, and it will not be canceled.

### Considerations:

- › No show Will apply 25 hours after flight departure.
- › The No Show segment will result in the associated coupon being in **NOGO** status.
- › If the travel agent needs to process the refund of airport taxes for the No Show segment(s), they should contact the SKY Agency Support team and request the status change from **NOGO to OPEN.**
- › If the case involves the first No Show segment and the rest are still pending use, the travel agent must wait until the remaining segments are used before requesting the refund of taxes for the No Show segment.
- › The refund of airport taxes must be requested through the respective GDS as a direct refund (RD).

## PNR CLAIM

The PNR Claim process or transfer of a reservation generated by SKY, can only be performed by certain travel agencies that work with Amadeus or Sabre distribution system and that SKY has authorized them to do so. The Claim is made by the travel agency and not by the SKY agent, who only verifies the OSI within the PNR indicates that the CLAIM was made.

For these agencies to make a Claim, the reservations must comply with the following characteristics:

- › The reservation must be created by SKY
- › The reservation must be confirmed
- › The reservation must contain the name of at least one passenger.
- › The number of names must be the same as the number of slots in the segment.
- › There is no segment flown in the reservation.
- › The reservation must contain the agency's identification number (IATA/ARC), registered in SKY's system.
- › There is no "Claim" previously made by another agency.



The OSI to be included by the travel agency must **reflect the agency's IATA/ARC number and date of request.**

Example: "OSI H2 REQ-CLAIM H2 99999999 10JUL".

## ANCILLARIES

- › Travel agencies will have the option to sell Ancillaries SKY (seats, cabin baggage and hold) through their GDS, both Sabre and Amadeus, **only for initial sale (IS),** within the same day of ticket issuance, **and post-issuance (MMB),** as of the day after the ticket is issued. The option is waived **during the check-in process** (72 hours prior to flight departure), which must be done directly with SKY.
- › The time limit for EMD issuance is 12 hours. If the EMD is not issued within this time limit, the service will be automatically cancelled.

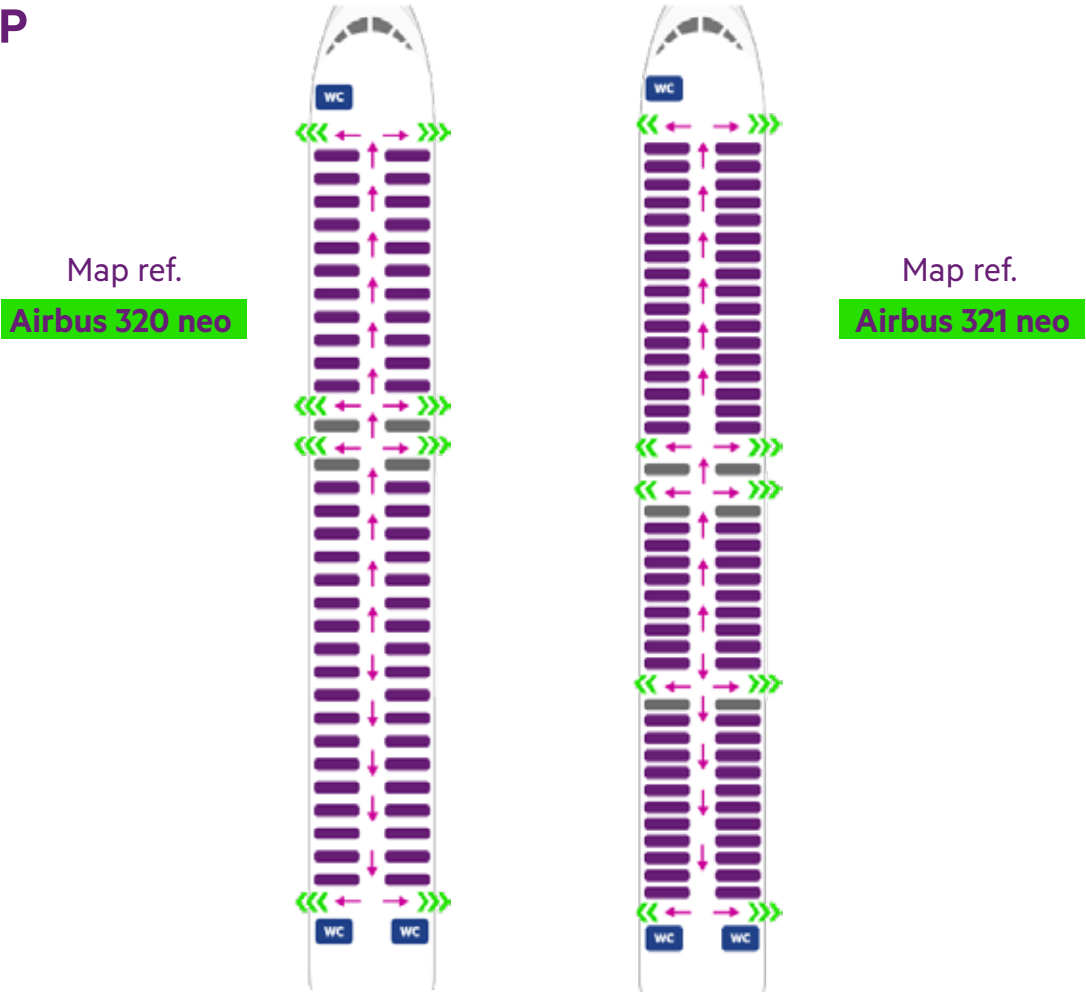
- Passengers of agencies who need to purchase ancillaries may also do so directly with SKY, through its customer service channels or the travel agency via Agency Support.
- The sale of these products must be reflected through an EMD-A and under the same plate as the original ticket (605).
- The sale of ancillaries on itineraries operated by H8 (LIMMIALIM route) cannot be booked through GDS and can only be done directly with SKY until further notice.
- The sale of ancillaries must be made by OD (origin/destination), with the exception of seats, which must be sold by segment.
- The values of each ancillary will be published dynamically in the GDS.
- The Ancillaries do not allow returns.
  - **Exceptions:** involuntary changes, name change, route change and retraction, depending on the process of each scenario, where a new EMD-A will be generated.
- Access the following document for a step-by-step guide on how to access ancillaries via **GDS Sabre here: [ANC Document](#)**.

	HANDBAG / PERSONAL ITEM	Max of <b>10 kg. allowed</b> & max dimensions <b>25 x 35 x 45 cm.</b> Can be handbag, backpack or any personal item in compliance with dimensions.
	CARRY-ON	Max of <b>10 kg. allowed (25 x 35 x 55 cm.</b> includes wheels, pockets and handle.
	CHECKED BAG	Max of <b>23 kg. y 158 cm.</b> linear dimensions (add heigh, width & lenght).

Service	Cod. RFIC (Reason For Issuance Code)	Cod. RFISC (Reason For Issuance SubCode)
1ST row seats	CH-K	OB5
Express Exit Seat	CH-FC	OB5
Seat Most Forward	CH-O	OB5
Extra Space Seat	CH-E	OB5
Standard Seat	CH	OB5
Cabin Baggage (IS)	C	07X
Cabin Baggage (MMB)	C	07Y
Baggage in the hold (IS)		OGO
Baggage in the hold (2nd IS)		0FA
Baggage in the hold (3rd to 5th IS)		OGP
Baggage in the hold (1ra MMB)		OE8
Baggage in the hold (2da MMB)		0FB
Baggage in the hold (3rd to 5th MMB)		OE9




SEAT MAP




OTHER SERVICES


For the rest of the Special Services (**UMNR, AVIH, PETC, etc.**) that have a cost associated with them, the travel agent must request it through Agency Support or the passenger may request it through SKY's direct service channels.




Unaccompanied Minor



Special baggage



Pet in the hold



Pet in the cabin

WHEELCHAIR

The travel agent must request **the appropriate** WCH service (WCHR, WCHS, or WCHC) **through an SSR**, including an informative message of the reason for requesting the service. The request must be made up to 48 hours before the departure of the flight. Confirmation will be automatic.



Examples:

**1S > 4WCHR/TEXTO LIBRE CON MOTIVO-1.1**

**1A > SRWCHR-TEXTO LIBRE CON MOTIVO**

REISSUES



## VOLUNTARY CHANGES

Corresponds to modifications made to tickets already issued, including **changes of flight date, route, or name.**

Products or Services	ZERO	LIGHT	PLUS	MAX FLEX (Not available for USA)
Change of date or flight	PNLTY Payment + Fare Difference			No PNLTY + Fare Difference
Deadlines	Up to 24 hours after flight departure			
Handbag	1 x Passenger			
Carry-on baggage	On- demand	1 x Passenger	1 x Passenger	1 x Passenger
Equipaje en bodega		On -demand	1 x Passenger	1 x Passenger
Seat	Standard & Random or On-Demand		Standard free or on-demand	Standard
Refund	0% (boarding fees only)			100% before 3 hours after flight departure

**FULL bundle:** As of January 15th, 2025, the " full bundle" fare will only exist in case of reissue. The agency must contact Agency Support to submit a request. In the case of a refund, the agency must proceed according to the current refunds policy.

## WAIVER FOR SICKNESS OR DEATH

These alternatives apply in the event of illness or death of the passenger(s) of the reservation, family members of the passenger, companions traveling on the same reservation or traveling on the same date and route of travel.

### Required documentation:

To manage the request, the travel agent must send to Agencies Support license, rest or medical certificate, depending on the country, with prescription of rest during the same period of travel or death certificate. In the specific case of COIVD, you may submit a positive PCR or antigen test result. Once authorization is obtained from Support Agencies, the travel agent may act.

### Options:

#### 1 - CHANGE

You may request a change of name and/or date and/or route (same country), without penalty, paid only fare difference if any. When making the reissue and waiving the penalty fee, you must enter **“W05”** in the **Endorsement field**, mandatory.

**Application deadline:** *up to 24 hours after flight departure for processing.*

#### 2 - REFUND

You may request the refund of 100% of the unused segments to the same form of payment, through BSPLink, attaching an email with authorization from Agency Support and including in the field reason for refund **“W05”**, mandatory.


**Application deadline:** *up to **30 calendar days**, for cases of **illness or hospitalization**, after the original flight date to request reimbursement and attach necessary documentation and up to **3 calendar months** after the flight date **for cases of death**.*

The travel agency must follow the voluntary reissue procedure using endorsement **“W05”** in a mandatory manner with the corresponding endorsement from Agency Support. Deadline up to 24 hours after flight departure to make a request for change or refund to Support.

## PENALTIES FOR FARE AND ROUTES

The charges detailed below will be applied per **OD** (origin/destination) and **passenger**.

	DOMESTIC CHILE/PERU		INTER	
FARE	PNLT CLP	PNLT USD	PNLT CLP	PNLT USD
MAX FLEX	0	0	0	0
PLUS	\$ 18.000	U\$ 20,00	\$ 26.000	U\$ 30,00
LIGHT	\$ 26.000	U\$ 30,00	\$ 45.000	U\$ 50,00
ZERO	\$ 26.000	U\$ 30,00	\$ 45.000	U\$ 50,00



In the case of **POS and DOM Peru**, the reissue fee is subject to the consumer law of that country, which establishes a charge of **U\$15.00** per complete reservation, regardless of the number of segments, the charge will be per passenger\*, for requests more than 4 hours after flight departure, making the reissue manually, modifying the value of the mask for the U\$15.00. In case the request is made within and up to 4 hours after the flight departure, the penalty to be charged will be according to the fare regulation.

*\*LIMCUZLIM reservation with 3 passengers, U\$15.00 will be charged per passenger, total charge of U\$45.00.*

### Considerations:

- In case of modifications, the same fare family(s) must be maintained.
- Family changes are not allowed by regulation. Ex: If it is issued in the ZERO tariff, it must be changed to the ZERO tariff.
- Credit balances are not allowed in reissues.
- In case you have one or more used segments (USED/FLOWN), the reissue can be historical.  
For changes on reservations of more than 1 and up to 9 passengers, a SPLIT of the passenger to be modified must be made.
- The penalty must be reflected through the **YR tax**, which is not commissionable and does not allow a refund.
- Reissues made directly by SKY will generate an auto transfer control of ticket to Sky Airline, therefore, subsequent changes should always be channeled through the airline.

## REISSUE DUE TO REROUTING

- Allowed for route changes from **Domestic to Domestic or International to International**. Changing from Domestic to International routes is not permitted.

Ex:

SSL ➤ PMC	BBA ➤ PMC
SSL ➤ EZE	EZE ➤ LIM

- The rate prevailing on the day of reissue must be applied, maintaining the fare family.
- The reissue must be performed as **an Exchange**.
- The original ticket is relinquished as a form of payment for a new ticket (total by total).
- The applicable penalty will be the one corresponding to the segment(s) to be modified.



## ANCILLARIES INCLUDED IN REISSUE (EMD-A)

Any modification made to the ticket will automatically desynchronize the EMD associated with the sale of ancillaries, so it will be necessary to synchronize it with the new ticket(s) and coupon(s) reissued.

### Considerations:

- The same passenger, service and route must be maintained.
- The re-association of the EMD-A must be carried out on **the same day as the reissue of the ticket**.
- The travel agent must reissue the ticket as normal and under the fare conditions.
- If the ticket had an EMD-A associated with it, for the purchase of seats, carry-on bag or suitcase in the hold, the travel agent must re-enter the product into the reservation.
- Once the product or ancillary has been re-entered, the travel agent must contact SKY Agency Support and request the re-association of the EMD-A to the new ticket generated.
- In cases of reissue **due to rerouting, name change and change of seats of different categories** (first row, express exit, emergency exit or seat most forward), the travel agent must issue a new EMD-A associated with the new ticket and then request the refund of the original EMD-A through ARC/BSP Link, including the number of the new EMD-A issued in the 'reason for refund' field.

## REISSUE DUE TO NAME CHANGE

The travel agent may use the ticket of one passenger and deliver it as a form of payment for another, under the following conditions:

- Allowed up to 24 hours before flight departure and for unused ticket changes.
- Valid only between natural persons.
- Applies to all routes operated by SKY.
- A new booking must always be generated for the new passenger.
- The reissue must be carried out as an **exchange**, and the entire trip must be re-quoted as a new sale and based on the date of reissue.
- The reissue must be made at a rate equal to (amount) or greater than the value of the original ticket.
- It is not allowed to use more than one ticket as a form of payment.
- A fine of **20,000 CLP/30,00 USD** must be charged via the code **OD**.
- Reissues may be audited, and the respective ADM may be generated in the event

## Markets Chile & PE:

- Allowed up to 24 hours before flight departure for CL and 4 hours PE.
- Maximum 1 transfer per semester is allowed for free.
- To waive the penalty, it is mandatory to enter **"ENDO"** in the Endorsement box.
- Only applicable for domestic CL and PE routes
- The change may be made between the same type of passenger. In the case of CHD passenger tickets, they may be assigned to ADT passengers.
- Passenger must express his/her desire to transfer his/her ticket to the travel agency, through an email, which the agency must maintain in case of audit by Revenue Accounting SKY.
- For the following name changes, the regular policy associated with the product (PNLTY payment) applies, which has an associated cost of 20,000 CLP/30.00 USD. **POS PE applies IGV.**

### Considerations:



- 1 Flights, date, class, route and fare must remain unchanged.
- 2 If when generating the new reservation the same original classes are not available, the travel agent may request the transfer of quotas from the original PNR to the new PNR through Agency Support.
- 3 Once the transfer has been made, the travel agent must cancel the original reservation and process the reissue in the new PNR. The travel agent must document the new reservation, through OSI messages, the passenger transfer. Example: ENDO OF (ORIGINAL PAX NAME FOR NEW PASSENGER NAME).
- 4 In the event of the existence of an Ancillary issued by the agency (EMD-A), it must be returned through ARC/BSP Link and the travel agent must generate a new EMD-A for the new reservation and passenger.

## REISSUE FOR NAME CORRECTION

Name correction is intended to correct any errors in the entry of personal information at the time of issuing a ticket.

It applies in those cases in which the travel agent or the passenger has incorrectly entered some of his/her personal information in the reservation or has made a legal name change after the issuance of the ticket.

It differs from the Endorsement or Ticket Transfer, since in the name correction the original passenger remains the same as the ticket holder.

### Conditions for name correction:

When making a name correction, the following conditions must be considered:

- Only one name correction is allowed per ticket.
- It allows the correction of only one of these data fields: first name, last name or ID card, without limitation of characters.
- In case the passenger wishes to modify two or more of the aforementioned elements, the commercial procedure of Endorsement or Change of Name product, as appropriate, will apply.
- Applies to unused SKY tickets (with uninitiated travel).
- Name corrections are allowed up to 24 hours before the flight.
- The travel agent is required must mandatorily to enter an OSI message on the original reservation, specifying the correction made, e.g. "Correction of last name Relles to Reyes".
- The travel agent must generate a new reservation, with the correct passenger data.
- In cases where the same classes are not available, the lowest available class may be booked.
- If there are no available seats, the travel agent must contact Sky Airline Agency Support and request the transfer of class to the new reservation, which must be generated for any future date, keeping the original reservation active and not canceled for this process.
- The reissue will be done "Manually", without penalty or fare difference (no ADC), keeping the original fare basis and submitting the original ticket as payment (FP).
- Depending on the type of correction, supporting documents may be required, according to the established procedure.
- For reservations where there is more than one passenger, only the passenger requiring name correction should be separated (split the reservation) before starting the correction process.
- If there is an EMD-A (suitcase, carry on or seats) associated with the original ticket, a new EMD-A must be issued and the original must be sent for refund via BSPLink/ARCLink, entering "Correct Name" in the reason for refund field, mandatory.

Type of corrections	Example	Requires documentation
Spelling or typing errors	GONZALES for GONZÁLEZ	No
First or last name reversed	JOSE LUIS FERNÁNDEZ for LUIS JOSE FERNANDEZ, PEREZ JUAN for JUAN PEREZ	No
Omission in name, surname or document number	PABLO SILA for PABLO SILVA, JUAN PEREZ for JUAN PEREZ COTAPOS	No
Change of travel document	Passenger wishes to travel with a passport instead of an identity card (or equivalent, depending on the country) or vice versa.	No

\*These examples are merely illustrative, and corrections of a similar nature may be made free of charge, provided that the conditions specified above are respected and that they do not involve a change of passenger, i.e., not a transfer of the ticket for another person to travel.

Conditions for change of legal name:

- This scenario occurs when for some legal reason the personal data of the original passenger of the reservation is modified in his identity document.
- This applies to situations such as adoption, change of name and/or surname by administrative or judicial means and change of gender, among others.
- The travel agent must channel the request through Sky Agency Support and attach the two official identity documents (old and new) that prove your identity (passport, identity card, ID card, etc.) and court order, if applicable.
- Upon submission of supporting documentation, in these cases more than one of the above-mentioned fields may be modified in the reservation (name, last name, courtesy title and ID card number).
- Corrections are allowed up to 24 hours before the flight.
- An OSI must be entered in the reservation specifying that a legal name change has been made.
- The reissue will be made by SKY, which will generate the loss of control of the ticket and any subsequent modification must be channeled with the airline.

TICKET REISSUE WITH PRIOR CHECK-IN

If the travel agency wishes to make modifications to the itinerary and the coupon to be reissued is in Check In **(CKIN)** status, it must contact Agency Support Desk and request the passenger to be checked out.

CPN	A/L	FLT	CLS	DATE	BRDOFF	TIME	PNR	BAG	STATUS
1	H2	453	N	23APR24	ANFSCL	235P	OK		CKIN
					F/B-NZERO				
20	H2	270	A	24APR24	SCLANF	412A	OK		CKIN
					F/B-AZERO				



INVOLUNTARY CHANGES

- Involuntary changes will be considered under the following conditions or scenarios:
  - ➊ **Advance:** from 15 minutes of the original flight time
  - ➋ **Delay:** from **30 minutes** of the original flight time
  - ➌ **Flight or route cancellations**
- The tickets are valid for:

Completely unused or partially used tickets: 12 months from the date of ticket issuance.
- The protection alternatives available for involuntary changes are as follows:
  - ➊ **Change of date or flight without penalty or fare differences, for travel within the validity of the ticket**
  - ➋ **Full refund to the original form of payment**

*The travel agent may choose one of the alternatives offered above and without the option of retraction.*

## PROCESSES:

### Changes:

- The travel agency will receive the SCHEDULE CHANGE via queue in its GDS and to the email registered in the reservation.
- The agency must confirm the new protective flight, if accepted, (UN/TK to HK status).
- In the event of disagreement with the proposed protection, the agency will seek a new protective flight in the original class, which will be the one to reissue the ticket. In case of not having the same class available, but the flight has availability, the agency must contact Agency Support for confirmation.
- The reissue must be automatic, not charging a penalty or fare difference,when an Involuntary Change is identified.

### Consideraciones:

#### Changes due to flight changes:

- The travel agency will receive the SCHEDULE CHANGE via queue in its GDS and to the email registered in the reservation.
- The agency must confirm the new protection flight, in case of acceptance (UN/TK to HK status).
- In case of disagreement with the proposed protection, the travel agent will look for a new protective flight in the original class, being the one to reissue the ticket as historical and manual. In the event that the same class is not available, the travel agent may take the lowest available class and reissue manual, maintaining the original fare basis and fare construction.
- If there is an EMD-A associated with the ticket, the agency must contact Agency Support to re-associate the EMD-A, which must be done on the same day of the reissue.
- The reissue can be made without penalty or fare difference, when an Involuntary Change is identified.
- The reissue due to date or flight change must be done as historical and manual, eliminating the PNLTY item from the mask.
- The **mandatory endorsement** to be used for this type of scenario is **“W04”**. Failure to use the endorsement will result in the issuance of ADM for the agency.
- This modification may be managed within the validity of the ticket.
- You may request a **change of date without additional charge**, to fly up to 12 months after the original date of your flight. This change can be made up to **24 hours after the flight departure**. If no change is requested, the fees will be refunded, and the agency must request a refund of the difference of the ticket via BSP.

Schedule change impacted	Action taken	Reservation Control
<p><b>More than 72 hours</b> after flight departure (commercial)</p>	<p>The agency must take action on involuntary changes received in GDS and reissue the ticket(s).</p>	<p>The agency does not lose control of the reservation</p>
<p><b>Less than 72 hours</b> from flight departure (operational)</p>	<p>SKY delivers protective flight and revalidates the ticket(s). Once this process is completed, the agency may act in case of disagreement with the alternative offered.</p>	<p>-If SKY <b>revalidates</b>, the agency does not lose control of the reservation.</p> <p>-If SKY <b>reissues</b>, the agency loses control of the reservation.</p>

## DIRECT AND INDIRECT RETURNS

- A** Travel agents may process **direct refunds (RD)** through their respective GDS, only for those cases that refer to **the refund of taxes or fees** (fare regulation).
- L8 and YR **taxes** are non-refundable
  - Refund for the **PE, AR, DL, ZK, QN, O5, Q1, S5, UY, MX, XO and DO taxes** , will depend on the tariff regulation and whether or not refunds are allowed.
  - **Exception:** in case of incidents during the process, it can be requested via ARC/BSP, including screen-shot displaying the error presented.
  - In case of **no show** contact Agency Support and request a change of status from **NOGO** to **OPEN (OK)** to request a refund of boarding fees through your GDS, specifying the reason for the refund, this must be done within 24hrs from the status change.

- B** Travel agents may submit requests via **ARC/BSPLINK** for a total refund (RI), **detailing fees and taxes**, for the following reasons:

REASON	BACKUPS	REMARKS
Commercial Exception	Attach email with KY authorization	
Waiver medical reason	Attach email with SKY authorization	Include in Reason for Refund field <b>“W05”</b>
Involuntary change		Must include <b>“W04”</b> in field designated “reason for refund“
Duplicate ticket issued (DUPE)	Attach both duplicate tickets	DUPE is considered to be the same Pax, route and date. Flight number may vary.
Death	Attach a death certificate or SKY authorization	Include in Reason for Refund field <b>“W05”</b>
Retract	Attach a simple declaration of the passenger (Name/Surname/ID of the passenger)	Must include <b>“W06”</b> in field designated “reason for refund “

- C** In all cases, a **Credit Note** (due to local tax requirements) must be included in the ARC/BSP application.
- D** In case of NOT complying with the points indicated, the application will be rejected and the respective charges are generated plus penalty for non-compliance with regulation through ADM.
- The refund will be for the full amount of the ticket as long as the ticket is valid. If the ticket is no longer valid, after 12 months of issuance, the passenger must apply directly to the agency for the refund of fees.
  - The ticket is valid for 12 months from the date of issuance.

### Mixed returns:

There may be cases where the refund process, if applicable, must be managed both through the travel agency and SKY, which we detail below:

- **Ticket issued through agency and EMD-A (ancillary) issued by SKY:** travel agency will process ticket refund and SKY will process EMD refund through Agency Support.
- **Ticket issued through an agency but modified by SKY:**
  - In operational window, for mixed refunds, the agency must in-put through BSP the ticket with “Exchange” status, the Credit Note commission corresponds with the value of the original ticket.

## Returns inquiries:

- The travel agent should always check the status of their returns directly through ARC/BSP Link, before channeling any inquiries through Agency Support.
- The travel agent may channel their queries regarding returns through the Agency Service Channels of their country, detailed below.
  - Inquiries may be channeled via email or telephone.
  - The type of queries that can be made are:
    - **Refund status:** whether it is submitted, pending, or processed. Validate directly in ARC/BSP Link, before generating a query.
    - **Reason for refusal:** to know the reason why your request for refund was rejected. Validate directly in ARC/BSP Link, before generating a query.
    - **Proof of payment for direct (RD) and indirect (RI) refunds:** obtain a copy of receipts associated with a return already processed.
  - The response time to these queries will be **6 business days** or as soon as possible.

## SERVICE CHANNELS

Available between **09:00-17:30 EST:**

COUNTRY	TELEPHONE	EMAIL
<b>Argentina (Buenos Aires)</b> <b>Argentina (Mendoza)</b>	54 11 2040 0777 54 261 461 2666	agenciasdeviajesar@skyairline.com
<b>Brasil (Sao Pablo)</b> <b>Brasil (Río de Janeiro)</b>	55 11 4949 0900 55 21 3858 8200	suporte.brasil@skyairline.com
<b>Chile</b>	56 2 2384 2991	contacto.agencias@skyairline.com
<b>Colombia</b>	57 1 423 2227	agenciasdeviajesco@skyairline.com
<b>Peru</b>	51 01 391 3570	agenciasdeviajespe@skyairline.com
<b>USA</b>	1 786 405 0680	travelagenciasus@skyairline.com
<b>Uruguay</b>	59 8 2400 4247	agencias.uy@skyairline.com

**The contact emails of the BSP SKY** area detailed in the communication “Returns - Direct and Indirect Returns Processes”, dated June 30, 2023, are automatically disabled, so we ask you not to send your queries to any of the following email addresses:  
**revenuebsp@skyairline.com (CL) bspbue@skyairline.com (AR) bspcolombia@skyairline.com (CO) bspbrasil@skyairline.com (BR) bsplim@skyairline.com (PE) and devolucionesbsp@skyairline.com.**

**Groups:**  
**Requests** should be submitted via the following e-mail addresses, according to country:

**Chile:** gruposform@skyairline.com  
**Peru:** grupospe@skyairline.com  
**Argentina:** gruposar@skyairline.com  
**USA:** skygroupsusa@skyairline.com

For proper handling, each application must contain the information detailed below:

### A Applicant's data:

- First name
- Last name
- Contact e-mail address
- Telephone number
- Country



B Make your request as:

- Travel agency (add name of agency(arc#) and route for invoicing (as applicable).
- Company (add name of company and tax ID for invoicing (as applicable)
- Natural person

C Reservation details:

Type of trip	Origin	Destination	Date of departure	Date of return	Timetable	N° of adults	N° of chilndes	N° of infants	Fare Type
Departure									
Return									

Note: it is recommended to check flight schedules in advance on our website **www.skyairline.com**.

D Additional products:

For example:

- Carry-on baggage
- Hold baggage
- Special baggage
- Seat selection
- Pet in cabin
- Pet in hold

Response times:

Quotations are made during business hours, Monday through Friday between 08:30 and 18:00 hours.  
Due to this, you must take into account that:

- A response will be given within 48 to 72 working hours from receipt of the request.
- If the client needs to quote more than one group, the maximum response time is 7 working days.

RETRACT

Passengers shall have the right to unilaterally terminate the contract of carriage by air and receive a full refund of the amount paid, without penalty, under the following conditions:

Applies to all POS and routes operated by SKY (domestic and international).

International routes (except 🇪🇨🇺🇾🇺🇸 & 🇧🇷) – Domestic routes 🇲🇽

Advance purchase prior to day of the flight	Detail of the cancellation period
Purchase made between 0-19 days before the flight	Non applicable
Purchase made between 20-179 days before the flight	Up to <b>48 hours</b> after purchase
Purchase is made with AP more than 180 days	Up to <b>7 days</b> after purchase

Domestic routes

&

Advance purchase prior to day of the flight	Detail of the cancellation period
Purchase made between 0 and 6 days before the flight	Not applicable
Purchase made 7 - 180 days before the flight	Up to <b>48 hours</b> after purchase
Purchase made with AP more than 180 days	Up to <b>7 days</b> after purchase

Market CO

Applies for purchases with a flight of origin in Colombia. Reactively, the withdrawal will also be granted when a passenger with Colombian nationality or residence requests it, regardless of the travel route.

Advance purchase prior to day of the flight	Detail of the cancellation period
Purchase made between 0 and 5 days before the flight	Not applicable
Purchase 6 or more days before the flight	Up to <b>5 business days</b> after purchase

Market UY

Applies for purchases with a flight of origin in Uruguay. Reactively, the withdrawal will also be granted when a passenger with Uruguayan nationality or residence requests it, regardless of the travel route.

Advance purchase prior to day of the flight	Detail of the cancellation period
This condition does not apply	Cancellation up to <b>5 business days</b> after purchase

Process your refund via BSPLINK (RI) or ARC (USA) for a total refund (includes fee and taxes) for the following reason: **"W06"**.

Considerations:

- The travel agent must attach a simple declaration by the passenger, confirming their wish for the cancellation of their ticket (include the passenger's name/surname/ID). Example: I, (name / surname of the pax), with route XX, confirm my willingness to request the cancellation of the ticket, with reservation number XXXXXX, with purchase date XX/XX/XX.
- To request the refund of additional services (EMD-A) associated with the reservation and purchased directly from SKY, submit request via the Agency Support email.
- SKY will process the refund to post to original form of payment, within a period of 10 days from the date of entry of the request, upon receipt of the refund data, which may be reflected in the account statement at later date, depending on the bank and country.

## ADM ISSUANCE POLICY

- SKY AIRLINE is governed by **IATA resolutions 850m and 890** for the issuance of ADMs.
- The collection of ADMs will be applied in the event of any type of irregularity, non-compliance or error related to the fare rules, reservation policies, issuance, reissue, refund, calculation of taxes, settlement of the sale, commissions, taxes and penalties.
- SKY AIRLINE may include **administrative charges** associated with the issuance of the ADM or the type of irregularity. **This fee is non-refundable.**
- The minimum amount of ADM established by SKY AIRLINE is **5 USD** or its equivalent in local currency, and may be modified if frequent irregularities are detected.
- The exchange rate used for the ADM shall correspond to that of the day of issuance of the latter.

### Administrative fee:

- The administrative fee applied is **USD 12 per issue.**
- The administrative fee is non-refundable unless the agency's dispute is accepted due to an error attributable to SKY AIRLINE.
- The administrative fee may be identified within the ADM under the code TX.
- The omissions of information in the issuance of Tickets that, as a consequence, generate ADMs, will be affected by the administrative charge, even if the amount of the irregularity is disputed later. Therefore, even when the ADM is reversed, the collection of the administrative fee will be maintained.

### Disputes:

The ADM dispute process shall consider the following:

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

SLA Dispute/Response	Pre-Billing	Post-Biling
Travel Agency	14 days post-issuance ADM	12 months post-issuance ADM
Airline	60 days post-dispute	30 days post-dispute

Disputes must incorporate all documentation necessary for case review.

SKY AIRLINE reserves the right to withdraw the issuance authorization in the event of refusal to pay for ADMs included in the corresponding settlement.

### ADM penalties for agencies:

The ADMs generated by non-compliance with fare rules are translated into balances that equate to the difference between the fare issued and the published fare applicable on the date of issue, for the class of reservation issued or the next higher class applicable. These irregularities include:

CONCEPT	CHARACTERISTICS	ADM APPLICATION
Incorrect Fares	Erroneous application of amounts and Fare Basis	Fare Difference + Administrative Fee 12 USD + 5 USD Fee
Taxes, Penalties and Surcharges	Erroneous application of fare amounts, taxes, and penalties	Difference in taxes, Penalties & Surcharges + Administrative Fee 12 US D+ 5 USD Fee
Penalties for Incorrect Changes	Miscalculation of penalties, fees, or taxes	Difference in Fees, Penalties & Surcharges + Administrative Fee 12 USD + 5 USD Fee
Incorrect Commission	Commission charged exceeds what is set by the Marketplace.	Difference in commission + Administrative fee 12 USD + 5 USD Fee <b>Market AR</b> has established agency agreements
Incorrect Tour code	Misuse of the field and code delivered (agreements only)	Fare difference (if there is a discount applied) + Administrative fee 12 USD + 5 USD Fee
Incorrect Return *	Wrong channel applied (GDS or ARC/ BSP) & wrong amount refunded.  Refunds entered by ARC/BSP that are eligible to be processed through GDS.	Full refund + Admin fee \$12 + \$5 fee  Admin Fee 12 USD + 5 USD Fee
Use of credit cards Agencies**	Use of a credit card from a travel agency, subsidiaries, employees, agency executives, etc., in place of the one selected by the passenger at the time of purchase, in accordance with <b>IATA Resolution 890, section 3.4.</b>  <b>Exception:</b> con prior and clear authorization from Sky.	2% sobre el valor pagado con tarjeta de crédito + Cargo administrativo 12 USD. <b>Colombia y Brasil</b> , por legislación de cada país, quedan exentos de este cobro.

\* According to a statement dated June 30, 2023

\*\* "**IATA Resolution 890**, section 3.4 This Resolution authorizes the acceptance of only one customer card when the Member/Carrier's commercial card acceptance contract is used to collect payment for the sale of passenger air transportation and ancillary services. The Agent may not accept any other card or payment method using the Member/Carrier's commercial card acceptance agreement, including any card issued in the name of the Agent or a person authorized to act on the Agent's behalf, unless specifically authorized by such Member/Carrier. The Agent shall be entirely and exclusively liable for any breach of this Paragraph 3.4 vis-à-vis the Member/Carrier concerned."

## Refunds for voids, charges for non-issued items & double charges:

The maximum period to receive these cases will be 3 months, from the date of the charge. No claims accepted afterwards.

The corresponding process is detailed as follows:

- Cancellations:** Cases in which the agency changes ticket status to VOID but the charge is not canceled on the passenger's card:
  - The status of the ticket and date of cancellation will be validated.
  - If it was successfully voided/cancelled, the transaction will be verified on the payment platform and will be credited if applicable.
  - In the event that it is not possible to override, ACM will be issued.
- Non-Issued with Charges:** Charges on the passenger's card that are not associated with any SKY product:
  - For charges not related to the purchase of a product, the indication is to manage the chargeback with the bank.
  - In the event this cannot be resolved, support will be requested ref. prior process from the bank.
- Double charges:** Duplicate charges for the same transaction:
  - For duplicate charges associated with the purchase of a product, the indication is to manage the chargeback with the bank.
  - In the event this cannot be resolved, support will be requested ref. prior process from the bank.

For queries related to **point 4**, these should be channeled through the Agency Support e-mails, depending on each country.

## WAIVERS

The following table displays the waivers authorized for use by travel agencies in case of exchanges, refunds or retractions:

REASON	BACKUP	WAIVER
Involuntary Change	-	Include in endorsement field (exchanges) or reason for refund (refund) <b>“W04”</b> .
Medical reasons	Attach email with SKY authorization.	Include in endorsement field (exchanges) or reason for refund (refund) <b>“W05”</b> .
Death	Attach passenger death certificate or SKY authorization.	Include in endorsement field (exchanges) or reason for refund (refund) <b>“W05”</b> .
Retract	Attach simple declaration of the passenger (Name/Last name/Passenger ID)	Include in endorsement field (exchanges) or reason for refund (refund) <b>“W06”</b> .
Lost Documents	Attach email with SKY authorization.	Include in endorsement field (exchanges) or reason for refund (refund) <b>“W07”</b> .
Name Correction	-	Include in endorsement field: <b>“CORRECT NAME”</b> .
Name Change	Applies only to CL and PE market due to consumer law.	Include in the endorsement field (Endorse or transfer): <b>“ENDO”</b> .





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