

## REFUND - Refunds for travel agencies reporting to BSP

<b>Description:</b>	This is to inform that we have temporarily disabled the Refund of LATAM documents via GDS (Global Distribution System) for travel agencies reporting to the BSP of each country.
<b>Scope:</b>	Refunds via GDS.
<b>Implementation date:</b>	Immediate.
<b>Considerations:</b>	<p>In those cases where the refund needs to be processed, the refund must be entered via the BSP Link (indirect method).</p> <p>LATAM will change the coupon status to R after the request via BSP Link has been received and once the refund process has been activated.</p> <p>Due to the high number of requests for refund as a result of the COVID19 situation across the industry, time limits for processing refunds are longer than usual. Please review the current flexibility options as a travel alternative.</p>
<b>Exception:</b>	N/A