

CHAPTER - Ticket validity extension due to covid-19

Description:	This is to remind you that all changes requested by a customer <i>must be processed</i> within the ticket validity period . To <i>check validity, proceed as follows</i> :
Scope:	Passengers who request to change their ticket
Implementationdate:	N/A
Considerations:	<ol style="list-style-type: none">1. <u>Fully UNUSED tickets:</u><ol style="list-style-type: none">1.1 Fully unused tickets are valid for 12 months from the date of trip commencement. <i>E.g.:</i><div data-bbox="483 1174 1664 1248" style="border: 1px solid black; padding: 5px; margin-top: 10px;">TKT 0452123333333 issued 12MAR20 for the following flights:</div>

OUTBOUND → LA500 15SEP SCL MIA OK

RETURN → LA 501 28SEP MIA SCL OK

The trip commences on Sep 15, 2020, therefore, the time limit for requesting a change will be Sep 15, 2021.

1.2 The trip is considered not commenced if the 1st flight coupon is still “unused” and is the origin for the fare construction. *E.g.*:

OUTBOUND → LA500 15SEP SCL MIA OK

RETURN → LA 501 28SEP MIA SCL OK

Fare Construction

SCL LA MIA 213.00LA SCL213.00 NUC426.00 ROE...

1.3 If the ticket presented has been reissued and the trip has not commenced, the date to be considered is that of the 1st flight coupon of the **new** ticket. *E.g.*:

TKT 0452123333333 reissued on **15AUG20** generated TKT 0452125555555 for flights:

OUTBOUND → LA500 **10NOV** SCL MIA **OK**

RETURN → LA 501 30NOV MIA SCL OK

This "new ticket" may be reissued until **10 NOV 2021**

1.4 Exception for CHANGES to **fully unused tickets**: All tickets with trip commencement date between **01MAR20** and **31DEC20** may be changed until **31DEC2021**. *E.g.:*

TKT 0452124444444 issued **24FEB20** for the following flights:

OUTBOUND → LA500 **28DEC** SCL MIA OK

RETURN → LA 501 02JAN MIA SCL OK

The trip commences on Dec 28, 2020, therefore, the time limit for requesting a change will be Dec 31, 2021.

2. **PARTIALLY used tickets:**

2.1 Partially used tickets are subject to the maximum stay allowed by the fare paid (i.e. reissue and fly until the latest date allowed by the fare). *E.g.:*

TKT 0452127777777 issued **20APR20** for the following flights:

OUTBOUND → LA500 31AUG SCL MIA **USED**

RETURN → LA 501 17SEP MIA SCL OK

07.MAXIMUM STAY

TRAVEL FROM LAST STOPOVER MUST COMMENCE NO LATER THAN **12 MONTHS** AFTER DEPARTURE FROM FARE ORIGIN

For customers requesting changes, the trip must end no later than 31AUG21

2.2 Customers with affected flights (01 MAR 2020 through 31 JUL 2021) and partially used tickets who, due to operation reduction, are not protected for the maximum stay allowed (e.g.

promotional fares with maximum stay under 12 months) may reschedule their return flight up to 12 months after the trip commencement date, regardless of whether the change exceeds the maximum stay allowed.

3. **The new ticket validity applies to all tickets available in our systems, regardless of the ticketing date. *E.g.:***

TKT 04521299999999 issued 07JUL19 for the following flights:

OUTBOUND → LA500 23OCT SCL MIA OK

RETURN → LA 501 28OCT MIA SCL OK

The trip was due to commence on October 23, 2019. Therefore, changes will be permitted until October 23, 2020 (if the fare allows so).

To new date will be limited to the flights displayed in our systems (Sabre displays flights up to 330 days from the date of reissue).

Exception:

N/A

LT Sección:

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