

03/12/2020

GROUPS - New Time Limits (TL) for Groups

Publish Date: December 03, 2020

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| Description: | This is to inform of new time limits for groups |
| Scope: | <i>Group ticketing</i> |
| Implementationdate: | December 14, except Asia, where it will apply as from January 01. |
| Considerations: | <p>Time limits will now be grouped into international and domestic routes. In group reservations where the itinerary includes more than one business, the following TL conditions will apply:</p> <ul style="list-style-type: none">• International if there is at least one international segment• Domestic in case of 100% DOM flights |

Prepaid amounts remain unchanged.

There will be 2 types of Time Limit:

1. Time Limit for acceptance of Sale and Fare conditions: This is the number of days for accepting the sale conditions (time limit, itinerary and fare) once the reservation has been booked. If conditions are not accepted, the reservation will be canceled automatically.
2. Time Limit for payment: This is the day when the reservation will be canceled if no payment or ticket has been issued.

The following time limits (TL) will apply to all group reservations (ad-hoc) created in Argentina, Bolivia, Chile, Colombia, Ecuador, Peru, Paraguay, Uruguay, United States, Mexico and Oceania:

| Internacional | Pre-pago | Pago Total | Emisión |
|---------------|----------|------------|---------|
| Mayor que 90 | 14 AB | 30 BD | 3BD |
| Entre 60 y 89 | 7 AB | 30 BD | 3BD |
| Entre 31 y 59 | 5 AB | 30 BD | 3BD |
| Menor que 30 | - | 1 AB | 3BD |

| Doméstico | Pre-pago | Pago Total | Emisión |
|---------------|----------|------------|---------|
| Mayor que 90 | 14 AB | 30 BD | 2BD |
| Entre 60 y 89 | 7 AB | 30 BD | 2BD |
| Entre 31 y 59 | 5 AB | 21 BD | 2BD |
| Menor que 30 | - | 2 AB | 2BD |

**AB: After Booking*

**BD: Before Departure*

Managing Time Limits:

*Once the customer accepts the fare and commercial conditions, they must contact the Group Desk / Group Sales Support so they can enter a note in the reservation which guarantees their blocked seats until the payment of the deposit. DCP agencies must enter the acceptance note: **ACCEPTED GRP CONDITIONS.***

TLs Acepto Política

TLs

| | |
|-------|----------|
| >=90D | 5D* AB** |
| >=45D | 2 D AB |
| >=14D | 1D AB |
| < 14D | 12H AB |

**Days*

**After Bookings*

- The first 5-day deadline for accepting the quote is considered within the Prepayment time limit.
- Please consider that TL days are calendar days. All cancelation times are local.
- Indirect Sale Reservations (GDS): Once the prepayment or full payment EMD has been issued, enter the corresponding notes in the reservation:

Prepayment Note

SSR OTHS LA PREPAYMENT 20 PSGRS EMD 045 XXXXXXXXXXXX DATE 300 USD

Full Payment Note

SSR OTHS LA TTL GRP PAYMENT 20 PSGRS EMD 045 XXXXXXXXXXXX DATE

Exception:

N/A

Section:

Groups