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1. ARAJET GDS TICKETING POLICY DM PLATE 181

The Policy applies to the sale by authorized ticketing agents of transportation performed by ARAJET using approved Global Distribution Services (“GDS”) to facilitate those sales. The Policy is for the guidance of authorized ticket agents and approved GDS providers only; it creates no legal obligations on the part of ARAJET to any party.

The Policy outlines rules that apply to any issuing agent and agency that sells Arajjet’s inventory using GDS, seeking to:

- Maintain efficient cooperation between travel agencies and the airline.
- Ensure the integrity of the inventory and prevent its controls from being circumvented.
- Discourage any practices that negatively affect the airline due to inventory abuse and/or misuse of the GDS.

The Policy applies to DM tickets (181) and may be revised and updated by ARAJET from time to time without notice, so travel agencies are encouraged to check this page regularly for any updates. All changes are made effective immediately when posted by ARAJET.

General Terms

- The sale of transportation performed by ARAJET is subject to and governed exclusively by ARAJET’s Conditions of Carriage found on Arajjet.com: [Conditions of Carriage](#).
- ARAJET offers its four fare bundles for purchase through GDS: Basic, Classic, Comfort and Extra
 - Seat selection included in bundles, where applicable, can be made via Arajjet.com or the Contact Center.
 - All other services included in these bundles apply when booking through GDS.
- When ticketing via GDS the booking value is not shown in the Manage My Booking page on Arajjet.com
- Bookings can be made up to 3 hours before flight departure.
- Changes to the flight date or time can be made up to 3 hours before departure.
- Name changes on the reservation can be made at least 24 hours before the first flight.
- Tickets must be issued within 24 hours of booking. If this time limit is not met, it will become inactive. Agency must remove segment form PNR.
- PQ time limit is 11:59 pm on the date of booking and fares are not guaranteed until ticketing.
- Agents must check their queues daily.
- Agents must provide date of birth, mobile contact numbers and passenger emails with the following entry:
 - Date of birth: 3DOCS/DB/04JAN83/F/SMITH/JONES/SARA-1.1
 - Telephone: 3CTCM/18091234567
 - Email: 3TCE/JOE.DOE//AOL.COM-3.2
- Agents must provide customer security information (SSR DOCS/DOCA/DOCO) in the PNR in the prescribed format as required, as well as review and report applicable government regulations and requirements.
- International agencies must be accredited by IATA and participate in the local Bank Settlement Plan (BSP) or ARC.
- Only accredited agencies have the authority to issue tickets. Agencies are not allowed to give access to inventory or license plates to an OTA. For country-specific accreditation information, contact IATA or ARC directly.
- Infants can be added via GDS, however they must be included in the original ticketing process.
- ARAJET may, at its discretion, revoke authorization if an agency does not comply with the airline's policies and procedures.
- Any agency ticketing through BSP in Argentina in ARS or USD must provide the corresponding CUIT for passengers that are Argentinean residents.
- For agents issuing tickets in Brazil with a credit card, payments in Brazilian reais are processed internationally and may generate IOF charges.

Payment Method

Forms of payment accepted are Cash and, in some markets, Credit Card. Should the agency accept a customer card not accepted by ARAJET or process a transaction that is subsequently disputed, ARAJET reserves the right to recover the non-payment from the agency through an ADM. Misuse of this payment method may result in the agency losing ticketing authority.

Voiding Tickets

Voiding tickets is allowed before 11:59pm on the day of ticketing. Voiding changes is not permitted.

Note: USA market tickets must be voided under ARC rules.

Ticket Reissue

When reissuing tickets on Sabre, "Collect Fee In TTL" must be selected. Arajet does not currently allow EMD issuance.

- **Common Reissue Error in Sabre:** When attempting to reissue a ticket in SABRE, the error "REISSUE NOT ALLOWED – VOLUNTARY CHANGE RULES FAILED" may appear. In most cases, this occurs when the fare rules and restrictions are not being met. It is recommended to review the applicable fare conditions to ensure compliance. For further assistance, refer to your GDS Help Desk.

Additional Services Impacted by Voluntary or Involuntary Changes

In the event of involuntary or voluntary changes affecting a reservation for which the customer has purchased additional services, the customer must contact the Arajet Contact Center to transfer any additional services purchased to the new itinerary. Additional services purchased with Arajet are non-refundable.

Refunds

For information on our refund policy, please refer to ARAJET's [Conditions of Carriage](#).

- **Refunds for reservations made via GDS:** These refunds must be requested through GDS. ARAJET does not allow refunds to be requested via BSP.
- **Refunds to payments made via Arajet.com or Contact Center:** In the case of involuntary or voluntary changes leading to a reimbursement, the customer must submit the request through: Sales@arajet.com. Any changes to the reservation must first be reflected in the GDS before sending this request. In the case of vouchers, they are issued in the name of the original passenger and may be used for purchases through Arajet.com or the Contact Center.

Not Available Through GDS

- **Ancillaries.** All ancillaries are available for purchase through Arajet.com or ARAJET's Contact Center, including, but not limited to:
 - Seats
 - Pets
 - Additional Baggage
 - Sports Equipment
- **Overweight Baggage.** Overweight baggage must be weighed and paid at the Airport counter.
- **Promotional fares and use of promo codes.** Promotional fares and use of promo codes are only available on ARAJET's Sales Portal.
- **Group and Series Bookings.** Group and Series bookings are not offered via GDS. Group requests must be made directly through the following link: [Request Group Quote](#). For block request please contact sales@arajet.com.
- **Name Corrections and/or Changes.** Name changes of any kind are not allowed via GDS; they can be requested via Contact Center, however, the agency will lose control of the ticket upon making this change and any future changes will have to be made through Arajet.com or via the Contact Center.
- **Seat Selection.** Seat selection included in bundles, where applicable, can be made via Arajet.com or Contact Center.
- **Waitlist and Standby Bookings.** These types of bookings are not offered or allowed by ARAJET.
- **Unaccompanied Minors.** ARAJET does not offer service for unaccompanied minors.

Charges to be Applied in GDS

Any additional charges must be applied by the travel agent or agency based on our [Conditions of Carriage](#). The ticketing agent must reissue the ticket and apply the fee on endorsement. ARAJET does not accept EMD.

Change Fee: USD 50 plus applicable sales taxes by country.

- Please verify ARAJET's [Conditions of Carriage](#) for information on the changes for which a Change Fee applies.
- The change fee applies per segment.
- Flight change rules by bundle:
 - **Basic** – Changes not allowed.
 - **Classic** – Changes allowed with a fee of USD 50 plus fare difference.
 - **Comfort** – Changes allowed with a fee of USD 50 plus fare difference.
 - **Extra** – Free unlimited changes included; fare difference applies.

Dividing PNR

Should the ticketing agent divide a PNR in GDS, both GDS PNR's will appear under the original PNR in Arajjet.com. This original PNR should be referenced when contacting ARAJET's Contact Center.

Markups

Arajjet does not allow use of markup during ticketing via GDS.

Debit Memos (ADM)

Debit memos are issued for policy violations, such as unauthorized refunds, duplicate bookings, or chargebacks. The debit memo will include the variation of the unpaid charge, or a fixed fee defined under these terms and conditions, in addition to a service charge of USD 25 plus applicable sales taxes by country per ADM issued. Agencies must resolve these debit memos within the time frame stipulated by the BSP calendar in order to avoid penalties.

An ADM can be sent by ARAJET within 9 months after the end date of the trip. When the end date of the trip cannot be established, the expiration date of the document will be used.

All of the charges will be applied in USD currency or will be converted into the corresponding currency of other markets at the applicable exchange rate.

ARAJET reserves the right to issue an ADM to the issuing agent or agency for performing any of the following actions:

Inventory abuse or misuse, including:

- Unauthorized exception of change/cancellation fees
- Chargebacks on credit card payments
- Refunds of non-refundable fees and/or taxes
- Unauthorized changes or cancellations
- Use of expired tickets
- Commission or tax errors
- Missing or altered endorsements
- Use of false names
- Inadvertent change of the status of a ticket
- The issuance of a ticket under an incorrect IATA

Cancelation of a segment within a connection:

It is forbidden to partially cancel segments within bookings originally made with a connecting itinerary. For example, if you book a EZE-PUJ-YUL, this connecting itinerary cannot be separated or partially cancelled. If the passenger wants to only fly EZE-PUJ or PUJ-YUL, the booking must be cancelled and a new PNR must be created.

Churning:

Repeated booking and cancellation is strictly prohibited, with a maximum of three (3) segment changes or cancellations in a PNR. Churning will result in an ADM of USD 25 plus applicable sales taxes by country per segment/passenger.

Inactive Segments:

Inactive segments are those that have been canceled by the airline with UC/UN/NO/HX status and of which notification arrives to the agency through a queue, with the following codes:

- UC: flights impossible to confirm/flight closed
- A: Flight Impossible to confirm/flight canceled
- NO: no action has been taken
- HX: canceled segment

The agency must remove these segments from the booking at least 24 hours before the flight's departure. Inactive segments will result in an ADM of USD 10 plus applicable sales taxes by country per segment/passenger.

Duplicate Segments:

Duplicate bookings are prohibited. All bookings must comply with ARAJET's Conditions of Carriage and applicable fare rules. Duplicate segments will result in an ADM of USD 45 plus applicable sales taxes by country per segment/passenger.

Fictitious or Speculative Reserves:

It is forbidden to associate invalid ticket numbers, such as restricted, already used, refunded, voided tickets or non-existent ticket numbers, with a PNR. Fictitious or speculative reserves will result in an ADM of USD 10 plus applicable sales taxes by country per segment/passenger.

Inappropriate Use of Any Waiver Code:

In case of inappropriate use of any waiver code, this type of malpractice will incur an ADM of USD 40 per segment/passenger.

Waiver Codes

- **Free Change:** CHDMFR
Description: Used to apply free unlimited changes included in Extra.
- **Upsell Bundle:** BCDMUP
Description: Used to upsell from one bundle to a higher bundle. Example: Change from Classic, to Comfort or Extra. Not permitted for use to downgrade from a higher priced bundle to a lower priced one.
- **Total Refund:** RFNDTL
Description: Used to process a total refund, which must be requested 24 hours after ticketing and at least 7 days before departure. Used for all countries except Colombia and Brazil.
- **Total Refund Colombia:** RFNDCL
Description: Used to process refunds for flights to or from Colombia, based on regulations applicable to Retraction and Withdrawal and performed within the term established in the Colombian legislation.
- **Total Refund Brazil:** RFNDBR
Description: Used to process refunds for flights to or from Brazil, within a period of 7 days from the ticket purchase date.
- **Tax Refund:** RFNDTX
Description: Used to process a refund for cases outside of our refund policy, in which only the unused taxes are refunded.
- **Refund for Death of Serious Illness:** RFNDSK
Description: Used to process a refund for death or serious illness, or death of an immediate relative of a passenger, subject to receipt of official death or medical certificate.
In the case of Tax Refund or Refund for Death or Serious Illness, agent must write sales@arajet.com to receive approval and validate amount to be reimbursed prior to processing.

Waiver Codes for Operational Changes Notified More Than 30 Days Before Flight Departure

- **Involuntary change of less than 1 hour Brazil:** CHDMBR

Description: Issued for flight changes of less than one (1) hour, allowing passengers to accept the change. Involuntary changes of less than one (1) hour do not qualify for a subsequent flight change or a full refund without penalty.

- **Cancellation or involuntary change of 1 hour or more Brazil:** RFDMBR

Description: Issued for cancellations or flight changes of more than one (1) hour, allowing passengers to rebook the flight up to 10 days before departure or 30 days after the original flight, or request a full refund.

- **Involuntary change of less than 2 hours:** CHDMAC

Description: Issued for flight changes of less than two (2) hours, allowing passengers to accept the change free of charge. Involuntary changes of less than two (2) hours do not qualify for a subsequent flight change or a full refund without penalty.

- **Involuntary change between 2 and 6 hours:** CHDMMD

Description: Issued for flight changes between two (2) and six (6) hours, allowing passengers to rebook the flight up to 10 days before departure or 30 days after the original flight. Involuntary changes of less than six (6) hours do not qualify for a full refund without penalty.

- **Involuntary change or cancellation of 6 hours or more:** RFDMMAM

Description: Issued for cancellations or flight changes of more than six (6) hours, allowing passengers to rebook the flight up to 10 days before departure or 30 days after the original flight, or request a full refund.

Waiver Codes for Operational Changes Notified Less Than 30 Days Before Flight Departure

- **Involuntary change of less than 1 hour:** CHDMAA

Description: Issued for flight changes of less than one (1) hour, allowing passengers to accept the change free of charge. Involuntary changes of less than one (1) hour do not qualify for a subsequent flight change or a full refund without penalty.

- **Involuntary change between 1 and 3 hours:** ACDMCH

Description: Issued for flight changes between one (1) and three (3) hours, allowing passengers to rebook the flight up to 10 days before departure or 30 days after the original flight. Involuntary changes of less than three (3) hours do not qualify for a full refund without penalty.

- **Involuntary cancellation or change of 3 hours or more:** AMDMRF

Description: Issued for cancellations or involuntary changes of three (3) hours or more, allowing passengers to rebook the flight up to 10 days before departure or 30 days after the original flight, or request a full refund.

- **Involuntary change between 1 and 2 hours Canada:** CHDMCA

Description: Issued for flight changes between one (1) and two (2) hours, allowing passengers to rebook the flight up to 10 days before departure or 30 days after the original flight. Involuntary changes of less than two (2) hours do not qualify for a full refund without penalty.

- **Involuntary cancellation or change of 3 hours or more Canada:** RFDMCA

Description: Issued for cancellations or involuntary changes of three (3) hours or more, allowing passengers to rebook the flight up to 10 days before departure or 30 days after the original flight, or request a full refund.

- **Involuntary cancellation or change of 1 hour or more Brazil:** BRDMRF

Description: Issued for cancellations or flight changes of more than one (1) hour, allowing passengers to rebook the flight up to 10 days before departure or 30 days after the original flight, or request a full refund.

ARC Issuances

For tickets issued through ARC, the DU connection tax must be entered using the OB code instead of DU.

This exception applies only to ARC issuances.

DO Exception

In exceptional cases where the passenger requires this benefit, an email must be sent on the same day of ticket issuance to

accounts.receivable@arajet.com with a copy to janna.alvarez@arajet.com. The email must include:

- Subject: DO Exception
- Body: Reservation code, agency IATA, and passenger name
- Attachment: Passenger ID card or valid Exception Letter within the ticket issuance period

2. GENERAL INFORMATION ON CODESHARE AGREEMENTS

Ticketing on Hahn Air (X1)

ARAJET permits Hahn Air (X1) tickets to be issued for ARAJET fares in many countries. To see if Hahn Air is assigned as a ticketing agent in your country, please consult your GDS.

Settlement of ARAJET fares on Hahn Air tickets will be between the ticketing agent and Hahn Air through the ticketing agent's local BSP. All ticket handling needs to be performed by the ticketing agent or your consolidator. Ticketing questions should be directed to your GDS or Hahn Air via support@hahnair.com.

Ticketing on Euroairlines (Q4)

For tickets issued all support and ticket handling needs to be performed by the ticketing agent or your consolidator. Ticketing questions should be directed to your GDS or Euroairlines via prod.ops.rt@euroairlines.es.

Ticketing on World Ticket (W2)

ARAJET permits WorldTicket (W2) tickets to be issued for ARAJET fares in many countries. To see if WorldTicket is assigned as a ticketing agent in your country, please consult your GDS.

Settlement of ARAJET fares on WorldTicket tickets will be between the ticketing agent and WorldTicket through the ticketing agent's local BSP. All ticket handling needs to be performed by the ticketing agent or your consolidator. Ticketing questions should be directed to your GDS or WorldTicket via w2.service.req@worldticket.net.

Should you require assistance from ARAJET, please contact the GDS Support team at sales@arajet.com. When booking through the GDS, you have access to a dedicated option in our Contact Center for travel agencies (#4), where our specialized support team is ready to assist you.