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IRREGULARITY FEE

The company is monitoring all bookings created in your inventory to ensure compliance with booking procedures described in LATAM's Booking Policies and Procedures, published in www.preferredpartnersclub.net. Failure to comply with the policies may result in fees, Agent Debit Memos (ADMs) or invoices to travel agents. Repeated violations to policy and/or failure to pay any fine/ADM/invoice can result in modification to LATAM inventory access (reserve and/or issue).

FEES PER TYPE OF IRREGULARITIES

The company is monitoring all bookings created in your inventory to ensure compliance with booking procedures described in the Booking Policies and Procedures, published in preferred partners club.com. In the event the audit discovers irregularities, this will derive in fines, Agent Debit Memos (ADMs) or invoices to travel agents. Repeated violations to policy and/or failure to pay any fine/ADM/invoice can result in modification to LATAM inventory access (reserve and/or issue).

NO SHOW:

PAX-SEGMENT/CABIN	Economy	Premium Economy	Premium Business
Domestic	USD 50	-	-
Within South America	USD 50	USD 50	USD 50
Long Haul	USD 50	USD 50	USD 50

(*) Passenger segment values; taxes not included

FICTITIOUS NAMES, REDUNDANT SEGMENTS, PASSIVE SEGMENTS, INACTIVE SEGMENTS, WAIT LIST, HIDDEN GROUPS, MINIMUM CONNECTION TIME, ADULT FARES ISSUED AS CHD/INF & EMD:

PAX-SEGMENT/CABIN	Economy	Premium Economy	Premium Business
Domestic	USD 25	-	-
Within South America	USD 25	USD 25	USD 25
Long Haul	USD 25	USD 25	USD 25

(*) Passenger-segment values, taxes not included

INVALID TICKET, APPLICABLE FARES, MARRIED SEGMENTS, OVERBOOKING IN CLASSES ALREADY CLOSED:

PAX-SEGMENT/CABIN	Economy	Premium Economy	Premium Business
Domestic	USD 150	-	-
Within South America	USD 150	USD 150	USD 150
Long Haul	USD 150	USD 150	USD 150

(*) Passenger-segment values, taxes not included

CHURNING:

PAX-SEGMENT/CABIN	Economy	Premium Economy	Premium Business
Domestic	USD 35	-	-
Within South America	USD 35	USD 35	USD 35
Long Haul	USD 35	USD 35	USD 35

(*) Passenger segment values; taxes not included

DUPLICATED SEGMENTS:

PAX-SEGMENT/CABIN	Economy	Premium Economy	Premium Business
Domestic	USD 30	-	-
Within South America	USD 30	USD 30	USD 30
Long Haul	USD 30	USD 30	USD 30

(*) Passenger segment values; taxes not included

NON-CANCELLATION OF UNPRODUCTIVE aAND/OR INEFFICIENT BOOKINGS:

PAX-SEGMENT/CABIN	Economy	Premium Economy	Premium Business
Domestic	USD 17	-	-
Within South America	USD 17	USD 17	USD 17
Long Haul	USD 17	USD 17	USD 17

(*) Passenger segment values; taxes not included



Communication and collection process:

After the sales month closing date, information and communication will be processed as follows:

01-10 days, LATAM will process data for each type of irregularity

11-25 days, LATAM will send out the information; agency appeal period begins

26-50 days, ADM collection will be made through ARC; agency appeal period continues

As of September 11st, all information will be sent via zendex through this account <https://rprotectionlatam.zendesk.com> (within your servers to avoid receiving it as spam), and the appeal channel will be accessed through this link <https://rprotectionlatam.zendesk.com/hc/en-us/requests/new>

LATAM reserves the right to incorporate new irregularity and charge penalties estimated following prior information.

LATAM also reserves the right to change rates related to irregularity charges.