

# FAQ: irregularity fee for uncanceled reservation segments

## 1). What are some examples of reserved segments subject to irregularity charges?

Below is a summary of some cases of uncanceled reserved segment irregularities and their respective descriptions:

Unproductive Segments	All those non-cancelled segments that did not end up on a issuance ("HX","UN","UC","US","UU","HN","NO")
Refunded Segments without Associated Cancellation	Reserved segments that were issued (thus having HK status), but were later refunded and not canceled in the GDS system.
Changes in a Booking Without Canceling the Original Reserved Segments	Reserved segments that were issued (thus having HK status), and later the associated ticket was reissued (involving the creation of a new PNR) without canceling the original reserved segments.
Reserved Segments Without Tickets	Reserved segments with HK status in GDS without an associated ticket issuance.
Reserved Segments with Subsequent VOID	Reserved segments associated with a ticket that was VOIDed, without the subsequent cancellation of those reserved segments in the GDS system.

## 2). What is the trial period?

The trial period lasts for three months and includes information on non-cancelled segments with flight dates in May, June, and July 2024; reports will be sent during June, July, and August (respectively) of the same year.

## 3). When does the irregularity charge start?

The penalty charge starts on September, 2024 and will include all irregularities during August.

## 4). What is the deadline for clearing reserved segments from the GDS system?

Agencies have up to 24 hours prior to departure time to clear reserved segments.

## 5). Where can I find the reservation policy?

The reservation policies can be found on the LATAM Trade website for your point of sale.

## 6). In which channels will these irregularities be charged?

These irregularities will only be charged in the GDS EDIFACT channel. The NDC by LATAM and eLATAM (DCP) channels are not subject to these charges, as this type of behavior does not incur a cost for LATAM.

## 7). What is the contact for inquiries about this and other irregularities?

The contact channel is the same as for all reservation irregularities, through the email: RI@RPROTECTIONLATAM.ZENDESK.COM