

## AR Irregular Operations Commercial Policy (AUG22) updated 03/05/23

Relocations due to changes in date / itinerary due to:

- Significant delays (>4 hours)
- Cancellations
- Misconnections
- Change of airports

In Aerolineas Argentinas' flights:

	CHANGE	FARE DIFFERENCE	PENALTY
DATE	The flight departure date is within 15 days of the original travel date (bringing forward or postponing such date)	NO (if within the same cabin class)	NO
	The flight departure date is beyond 15 days of the original travel date (bringing forward or postponing such date)	YES	YES
ITINERARY	The flight departure date is within 15 days of the original travel date (bringing forward or postponing such date)	YES*	NO
	The flight departure date is beyond 15 days of the original travel date (bringing forward or postponing such date)	YES	YES

Free of charge (without payment of fare difference or penalty) changes are allowed between AEPxEZE and vv// CNQxRES and vv//SDExRHD and vv. Transfer between airports is at the passenger's expense

**Changes of dates are allowed by this policy without payment of fare difference or penalty, on flights operated by AR (N°1000/1949):**

- In Economy Class: rebooking to another flight with available space must be made in the same booking class. If this is not possible, they will be rebooked in "G".
- In Premium Economy/Business class: rebooking must be made in the same RBD. If this is not possible, please reach out to the airline to make the request to the specific department they will be rebooked in the lowest RBD available.

**In tickets with flights numbered AR\*7000/7999 or with segments operated by other companies, you must request an authorization/waiver from [helpdesk.en@aerolineas.eu](mailto:helpdesk.en@aerolineas.eu) to proceed with the change.**

- At the moment of making the change, you must add the endorsement SKCHGARXXX in the Endorsements and Restrictions field (XXXX will be the number of the flight that has been affected by the change that validates the application of this policy, for example, AR1340).
- It is not possible to change a domestic flight to an international flight or vv.
- Only one change is allowed.

- Changes authorized by this commercial policy must be made within the validity of the ticket.
- The products associated with the ticket are subject to the same changes that have been made on the ticket. All changes must be made within the validity of the EMD, which is valid for 12 months from the date of issue.
- In case of non-compliance with these Terms, the agency will get a debit memo due to bad procedure.