

# 2016 LAC Consolidator Commission Program

Version: 4 Dated: 15-Sep-16

Travel Commence By:

Last Ticket Date: 31-Dec-16

Agreement Number: 1500

## A. Applicable Markets & Payment Scale

Origin	Destination	Fare Class	Ticket On/After	Travel On/After	POS Incentive Commission
US/CA	Brazil / Argentina / Uruguay Interline	All	21-Dec-15	22-Dec-15	8%
US/CA	Central America / South America / Mexico / SDQ / SJU / STI	All	21-Dec-15	22-Dec-15	8%
US/CA	EZE	All	21-Dec-15	22-Dec-15	10%
LAX or US/CA via LAX	GDL	All	21-Dec-15	22-Dec-15	11%
US/CA	GND / KIN / MBJ / PAP	All	21-Dec-15	22-Dec-15	6%
LAX	GUA	All	21-Dec-15	22-Dec-15	10%
US	HAV	All	15-Sep-16	01-Dec-16	10%
US/CA	South America Interline	JCDIZ	21-Dec-15	22-Dec-15	5%
US/CA	South America Interline	YBMHQ	21-Dec-15	22-Dec-15	8%

## B. Origin & Directionality

Directionality: Bidirectional. Travel may originate in either specified location or market, unless otherwise specified.

## C. Carrier

- All travel must be on DL. Routing and valid connecting points are reflected in the GDS fare quote systems.
- Fares and travel are valid via flights operated by the "Delta Connection" carriers. Travel via the Delta Shuttle is permitted.
- Fares are not valid via DL code share flights unless specified below.
- Commission is valid on DL code share flights operated by AM, AS, AR, and G3.
- Brazil / Argentina / Uruguay Interline Travel: Travel is permitted to one (1) point beyond the DL gateway in South America using AR (Aerolineas Argentinas), or G3 (Gol). All travel must be on a Delta Air Lines or Delta Connection coded flight originating in the US to the Delta Air Lines gateway in South America with a maximum of one (1) offline segment in each direction within South America. Commission applies provided published THROUGH fare basis utilized from the US origin point to the city beyond the Delta Air Lines gateway in South America, provided that the final point is also within South America.
- Maximum commission allowed on DL code share flights operated by Aeromexico (AM) is 3%.

## D. Commission Qualification Terms

- Tickets must be plated on DL (006).
- Tickets must be issued in USD or CAD.
- Tickets must state "Non-Endorsable – Refundable by Delta/Issuing Agency Only".
- Commissions must be calculated against base fare prior to any taxes, YQ/YR surcharges, airport fees, customs user fees, passenger facility charges or other similar charges.
- Commission compensation must be taken at point of sale. Retroactive commission may not be claimed.
- Tickets refunded, exchanged or used on OAL are subject to recall of commission.
- Commission is allowed on web fares.
- Agency is responsible for adding all applicable surcharges, departure taxes, custom fees or any other US or non US tax to fares stated herein.
- South America Interline Travel: Travel is permitted to one (1) point beyond the Delta Air Lines gateway in South America. All travel must be on a Delta Air Lines or Delta Connection coded flight originating in the US to the Delta Air Lines gateway in South America with a maximum of one (1) offline segment in each direction within South America. Commission applies provided published THROUGH fare basis codes beginning with the letters listed above are utilized from the US origin point to the city beyond the Delta Air Lines gateway in South America, provided that the final point is also within South America.
- Market Definition:
  - Central America: Scheduled flights to/from Belize, Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, Panama. Commission does not apply to RTB.
  - South America: Scheduled flights to/from Argentina, Brazil, Chile, Colombia, Ecuador, Peru, Uruguay, and Venezuela
  - Mexico: Scheduled flights to/from Mexico.

## E. Prepaid tickets are not permitted.

## F. Exceptions: No commission will be earned pursuant to this exhibit for the following:

- Infant, student, military, VUSA, or standby fares.
- Blocked group space.
- Negotiated fares, corporate travel, corporate discounted fares or any other special pricing/commission programs.

4. Split ticketing is not allowed.
5. Tickets where Delta Equity Card was used in whole or in part as the form of payment.

#### **G. Discounts**

None permitted.

#### **H. Special Conditions**

1. This agreement is subject to change or cancellations on 15 days advance notice by either party.
2. This agreement is strictly confidential. Any disclosures of the fares or terms contained herein to passengers or persons not approved by Delta, constitutes a breach of this confidentiality, which will result in immediate cancellation of this agreement.
3. Travel Dates: per published fare rules.
4. Ticketing is valid through December 31, 2016.

#### **I. Restrictions**

1. All published fare rules apply.
2. Fare breaks are permitted. Connecting time must not be over 24 hours.
3. Economy-class fares that feature an automatic upgrade option are commissionable at the applicable economy-class commission rate.
4. Program 1500 is combinable with any other 1000 series commission program.



**DATE:**  
**SUBJECT: OFF-TARIFF PROGRAM**

**June 28, 2016 (Amendment 15)**  
**CAMR Consolidator C- Upsell Program**  
Program Number: **IPL-1245**  
Ticket Designator: **LCC1**  
Origin: **ATL/NYC**  
Destination: **SAP/TGU/SAL/GUA/MGA**  
Origin: **LAX**  
Destination: **SAL/GUA/MGA**  
Fare attachment ? **YES**  
Original issue date: **29-Dec-14**  
First booking date:  
Last booking date: **15-Oct-16** ~~1-Aug-16~~  
First ticket date: **2-Jan-15**  
Last ticket date: **15-Oct-16** ~~1-Aug-16~~  
Travel commence on or after: **2-Jan-15**  
Travel commence on or before: **31-Mar-17** ~~31-Jan-17~~  
All travel complete by: **As per published fare rule.**  
**AUTOMATED ?** **YES**

"The fares contained in this program may be subject to a maximum permitted mileage (MPM) check. Some itineraries may exceed the maximum mileage allowed and will be surcharged in accordance with the Routing Provision paragraph below"

**AMENDMENTS:**

<b>DATE</b>	<b>REMARKS</b>
<b>14-Jun-16</b>	<b>15. Extended LB/LTK from 1AUG16 to 15OCT16; adjusting select net fares</b>

PROGRAM NUMBER: IPL-1245

TICKET DESIGNATOR: LCC1

RESERVATIONS/TICKETING BY: DL CTO and agencies in attachment on agency tab.

PASSENGER TRAVEL DESCRIPTION: Individuals in conjunction with air only travel.

MARKETS:

Origin: ATL/LAX/NYC  
Destination: SAP/TGU/SAL/GUA/MGA

PLATING CARRIER: DL (006)

COMMISSIONS: Fares are gross commissionable at 5% commission may be taken at time of ticketing. In case agency does not claim the commission at time of ticketing, this commission cannot be claimed retroactively at a later date.

Note: If LCC1 is not included in the ticket designator box, the 5% commission will be recalled

FARE LEVELS: Fares are specified below on Fares tab

Note 1: Fare amounts/rules shown in GDS systems override fares indicated on the attachments.

Note 2: It is NOT necessary to book in economy class prior to booking in Z class. The lowest applicable fare will autoprice.

FARE BASIS CODES:

FROM	TO	Booking Class	Reference Fare Basis Code	New Fare Basis Code (same as ref fare)	OW/RT
ATL/NYC	SAP/TGU/SAL/GUA/MGA	Z	X-	ZRX1245	RT
		Z	T-	ZRT1245	RT
		Z	U-	ZRU1245	RT
		Z	L-	ZRL1245	RT
		Z	K-	ZRK1245	RT
		Z	Q-	ZRQ1245	RT
		Z	H-	ZRH1245	RT

FROM	TO	Booking Class	Reference Fare Basis Code	New Fare Basis Code (same as ref fare)	OW/RT
LAX	SAL/GUA/MGA	Z	X-	ZRX1245	RT
		Z	T-	ZRT1245	RT
		Z	U-	ZRU1245	RT
		Z	L-	ZRL1245	RT
		Z	K-	ZRK1245	RT
		Z	Q-	ZRQ1245	RT
		Z	H-	ZRH1245	RT

BOOKING INVENTORY: via DL: Z

NOTE 1: For travel in I-class:

DL: US domestic or between US-CAMR book I-class. If I class not offered, book F-class. If F class not available, book Y-class



**DATE:** **October 3, 2016 (Amendment 17)**

**SUBJECT: OFF-TARIFF PROGRAM** **CAMR Consolidator C- Upsell Program**

Program Number: **IPL-1245**

Ticket Designator: **LCC1**

Origin: **ATL/NYC**

Destination: **SAP/TGU/SAL/GUA/MGA**

Origin: **LAX**

Destination: **SAL/GUA/MGA**

Fare attachment ? **YES**

Original issue date: **29-Dec-14**

First booking date:

Last booking date: **15-Nov-16** ~~15-Oct-16~~

First ticket date: **2-Jan-15**

Last ticket date: **15-Nov-16** ~~15-Oct-16~~

Travel commence on or after: **2-Jan-15**

Travel commence on or before: **31-Mar-17**

All travel complete by: **As per published fare rule.**

**AUTOMATED ?** **YES**

"The fares contained in this program may be subject to a maximum permitted mileage (MPM) check. Some itineraries may exceed the maximum mileage allowed and will be surcharged in accordance with the Routing Provision paragraph below"

**AMENDMENTS:**

<b>DATE</b>	<b>REMARKS</b>
<b>3-Oct-16</b>	<b>16. Extend LTK date to 15Nov16</b>

**PROGRAM NUMBER:** IPL-1245

**TICKET DESIGNATOR:** LCC1

**RESERVATIONS/TICKETING BY:** DL CTO and agencies in attachment on agency tab.

**PASSENGER TRAVEL DESCRIPTION:** Individuals in conjunction with air only travel.

**MARKETS:**

Origin: ATL/LAX/NYC  
Destination: SAP/TGU/SAL/GUA/MGA

**PLATING CARRIER:** DL (006)

**COMMISSIONS:** Fares are gross commissionable at 5% commission may be taken at time of ticketing. In case agency does not claim the commission at time of ticketing, this commission cannot be claimed retroactively at a later date.

**Note:** If LCC1 is not included in the ticket designator box, the 5% commission will be recalled

**FARE LEVELS:** Fares are specified below on Fares tab

**Note 1:** Fare amounts/rules shown in GDS systems override fares indicated on the attachments.

**Note 2:** It is NOT necessary to book in economy class prior to booking in Z class. The lowest applicable fare will autoprice.

**FARE BASIS CODES:**

FROM	TO	Booking Class	Reference Fare Basis Code	New Fare Basis Code (same as ref fare)	OW/RT
ATL/NYC	SAP/TGU/SAL/GUA/MGA	Z	X-	ZRX1245	RT
		Z	T-	ZRT1245	RT
		Z	U-	ZRU1245	RT
		Z	L-	ZRL1245	RT
		Z	K-	ZRK1245	RT
		Z	Q-	ZRQ1245	RT
		Z	H-	ZRH1245	RT

FROM	TO	Booking Class	Reference Fare Basis Code	New Fare Basis Code (same as ref fare)	OW/RT
LAX	SAL/GUA/MGA	Z	X-	ZRX1245	RT
		Z	T-	ZRT1245	RT
		Z	U-	ZRU1245	RT
		Z	L-	ZRL1245	RT
		Z	K-	ZRK1245	RT
		Z	Q-	ZRQ1245	RT
		Z	H-	ZRH1245	RT

**BOOKING INVENTORY:** via DL: Z

**NOTE 1:** For travel in I-class:

DL: US domestic or between US-CAMR book I-class. If I class not offered, book F-class. If F class not available, book Y-class

**ONE WAY/ROUND TRIP TRAVEL:** Round trip travel permitted.

**DAY-OF-WEEK APPLICATION:** Not applicable

**SEASONALITY:** None

**FLIGHT APPLICATION**

**1. DELTA CODESHARE AND "DELTA CONNECTION" FLIGHTS:** Fares and travel **ARE NOT** valid via DL code share flights operated by AM/CI/CZ/KE/MU. Fares and travel **ARE** valid via flights operated by the "Delta Connection" carriers Chautauqua Airlines, Comair, Compass Airlines, ExpressJet Airlines, Inc., GoJet Airlines, Pinnacle Airlines\*, Shuttle America dba Delta Shuttle and SkyWest.

**ROUTING PROVISIONS:** All travel must be via DL unless otherwise noted. Routing for ATLSAP, ATLTGU, ATLSAL, LAXSAL, ATLGUA, LAXGUA, LAXMGA, ATLMGA must be non-stop.

**TRANSFERS:** All travel must be via DL coded flights except as indicated above. Valid connecting points and/or routings are reflected in the GDS fare quote systems.

**ADVANCE TICKETING:** As per published reference fare rule

When reservations are made at least 29 days before departure, ticketing must be completed at least 21 days before departure, or

When reservations are made at least 14 days before departure, ticketing must be completed at least 10 days before departure or within 7 days after reservations are made, whichever is earlier, or

When reservations are made at least 5 days before departure, ticketing must be completed within 72 hours after reservations are made, or

Ticketing must be completed within 24 hours after reservations are made.

**Exception:** For travel 15DEC16 through 10JAN17

When reservations are made at least 5 days before departure, ticketing must be completed within 72 hours after reservations are made, or

Tickets must be purchased within 24 hours after reservations are made.

**MINIMUM/MAXIMUM STAY:** 3 MIN / 30 MAX

**STOPOVER:** Not permitted

**OPEN-JAW:** Permitted

**Note:** - The following city pairs below are considered the same point:

BWI-WAS FLL-MIA LAX-BUR LAX-ONT LAX-SNA NYC-EWR OAK-SFO OAK-SJC ONT-SNA SFO-SJC

**OPEN RETURN:** Not Permitted

**COMBINATIONS:** No combinations permitted end-on-end, with any other fare basis or program. ½ of a round trip fare in this program may be combined with ½ of another round trip fare in this program. Where conditions of the two fares differ, the more restrictive conditions will apply.

**BLACKOUT DATES:** None

**SURCHARGES:** All applicable surcharges apply.

**Exception:** For travel to Central America between 15DEC16 through 17JAN17, a surcharge of USD 10 per direction will be added to the applicable fare.

**TAXES/CUSTOMS FEES:** It is the ticketing agent's responsibility to add all applicable surcharges, departure taxes, customs fees or any other U.S. or non-U.S. tax to

**TICKETING:** Travel must be ticketed on standard ARC/DL ticket stock with normal entries except as noted below.

**Fare Basis:** Tickets will show in the fare basis box the **APPLICABLE** fare basis used for ticketing.

**Example of fare basis/ticket designator:**

MLX00RNQ / LCC1. A slash mark (/) must be entered between the fare basis code and the ticket designator.

**Ticket Designator(s):** LCC1

**Endorsement Box:** "NONEND/RFNDISSAGCY/L-1245"

**Not Valid Before:** (Passenger's Departure Date)

**Not Valid After:** (Passenger's Return Date)

**Tour Code:** N/A

**TRAVEL PERIOD:**

Travel commence on or after: 2-Jan-15  
 Travel commence on or before: 31-Mar-17  
 All travel complete by: 15-Jun-16

**GROUP REQUIREMENTS:** Groups are not permitted as part of this program.

**CANCELLATIONS/REFUNDS/CHANGES:**

CANCELLATIONS/REFUNDS	Place "X" in the appropriate box(es)	All refunds must be processed through BSP/ARC by the ticketing agent. Penalty does not apply to infants under 2 yrs of age not occupying a seat.
	X	In the case of involuntary downgrades from business class to economy class, the refund will be calculated from the prorated value at 50% of the coupon involved.
		Refunds apply to completely unused tickets as long as the reservations have been canceled prior to the ticketed flight departure time.
<b>Before Departure:</b>		No penalty.
	X	Ticket is non-refundable.
		Cancellation penalty of USD 200 applies per adult/child
<b>After Departure</b>		No penalty
	X	Ticket is non-refundable.
		Cancellation penalty of XXX applies per adult/XXX per child
<b>CHANGES</b>		<p><b>Changes before departure must be made by the ticketing agent only. No changes are permitted to origin or destination or stopover points. Change charges do not apply to infants under 2 yrs of age not occupying a seat.</b></p> <p>Changes may be made to transfer points (e.g. BOS-XATL-SJU could be changed to BOS-XNYC-SJU).</p> <p>Where changes are permitted, the passenger must abide by all rules of the fare including advance res/tktg for the outbound flights and min/max stay. The passenger must be rebooked in the same booking class as the original reservation.</p> <p>Reservations must be changed on or before the original travel date shown on the flight coupon concerned. All changes must be made in the original reservation. Changes which are requested after the original travel date shown on the flight coupon concerned are not permitted and the ticket has no value.</p>
<b>Before Departure</b>		No charge for changes
		Ticket may not be changed
	X	Change charge of USD 200 applies per adult/child
<b>After Departure</b>		No charge for changes
		Ticket may not be changed
	X	Change charge of USD 200 applies per adult/child

**CHILDREN'S FARES:** None. Upgrades are not permitted with Children's Fares.

**DISCOUNTS:**

- A. Tour Conductors: Not permitted.
- B. Site Inspectors: Not permitted.
- C. Agent Discount: Not permitted.
- D. No other discounts permitted.

**SKY MILES:** Sky Miles mileage may be accrued. However, Sky Miles bonus award upgrades do not apply.

[Click here](#) to see details for accrual on unpublished fares. SkyMiles and Flying Blue bonus award upgrades do not apply.

**SPECIAL CONDITIONS:**

- A. Fare Agreement -- This agreement is subject to change or cancellation on 7 days advance notice by either party.
- B. Confidentiality -- This agreement is strictly confidential. Any disclosure of the fares or terms contained herein to passengers or persons
- C. Prepaid tickets not permitted.
- D. This program may not be used in conjunction with any other Incentive or Marketing program you may have with Delta Air Lines.
- E. Electronic tickets, where eligible, are required. Otherwise fee applies for paper tickets.
- F. Fares not valid for redistribution to any other agency or 3rd party without Delta consent.
- G. Fares not eligible for online distribution unless such access is conducted through a secure, password-protected web site directed to, and accessible only by, such subagents and not accessible for any consumer direct activity.



**DELTA**

Delta offers a canceled fare and fare increase policy valid for travel agencies in the United States, Puerto Rico, Bermuda, the U.S. Virgin Islands and Canada for tickets issued using a Delta/KLM published fare on 006 ticket stock.

Delta/KLM fares are subject to change and are not guaranteed until tickets are issued. For this reason, travel agents are encouraged to issue tickets the same day as reservations are booked to guarantee the fare quoted.

### **CANCELED FARE POLICY**

The canceled fare policy allows a travel agent to issue a ticket on the same day the fare is canceled providing:

- The reservation was booked the same day and prior to the fare cancellation
- The ticket is issued on 006 ticket stock
- No changes have been made to the itinerary or the name since the fare canceled

For example, a travel agent books a reservation at 9:00 a.m. and the reservation auto-prices. Delta cancels that fare at 1:00 p.m. At 3:00 p.m., the travel agent is ready to issue the ticket but notices the fare has been canceled. Delta will allow the travel agent to ticket the reservation for the canceled fare providing the rules of the canceled fare policy above are met.

### **FARE INCREASE POLICY**

The fare increase policy allows a travel agent to issue a ticket on the same day a fare increases providing:

- The reservation was booked the same day and prior to the fare increase
- The ticket is issued on 006 ticket stock
- No changes have been made to the itinerary or the name since the fare increased

For example, a travel agent books a PNR at 8:00 a.m. and the reservation auto-prices. Delta has a fare increase at 1:00 p.m. At 3:00 p.m., the travel agent is ready to issue the ticket but notices the fare has increased. Delta will allow the travel agent to ticket the reservation at the original fare quoted earlier providing the rules of the fare increase policy above are met.

If all of the canceled fare or fare increase policy requirements are met, the travel agent can manually price the PNR at the original fare quoted and issue the ticket for the original fare without a waiver code. No remark, OSI or SSR is required.

These policies apply to the published fare amounts and do not include taxes and surcharges.

For questions on Delta's canceled fare and increased fare policies, travel agents may contact Delta's Sales Support Center or Delta Reservations for assistance.

# Name Correction Policy

For the UK Point of Sale policy, please click [here](#).

The policy below applies worldwide, except for UK Point of Sale, to Delta 006 ticket stock.

## Guidelines for Name Correction for Domestic & International Tickets

### Correction to the First or Middle Name

Travel agents may make a correction to the first or middle name and reissue the ticket without a waiver code providing the following conditions are met:

- All flights on the ticket must be Delta-operated (**including Delta Connection carriers**). If the ticket includes flights operated by any other carrier, please contact Delta Sales Support for assistance.
- Only one reissue for a name correction is allowed per passenger ticket. If the name requires further correction and the ticket needs to be reissued a second time, please contact Delta Sales Support for assistance.

Please see below for information regarding required PNR documentation and ticket reissue instructions.

### Correction to the Last Name

Travel agents may make a correction to the last name and reissue the ticket without a waiver code providing the following conditions are met:

- All flights on the ticket must be Delta-operated (**including Delta Connection carriers**). If the ticket includes flights operated by any other carrier, please contact Delta Sales Support for assistance.
- Only one reissue for a name correction is allowed per passenger ticket. If the name requires further correction and the ticket needs to be reissued a second time, please contact Delta Sales Support for assistance.
- Corrections to the last name is limited to a maximum of three characters. If a correction to the last name requires more than three characters, please contact Delta Sales Support for assistance.

Travel agencies may also make corrections to the last name if:

- A customer needs to add to the last name without changing the name (e.g. Smith/Elizabeth changed to AndersonSmith/Elizabeth).
- A customer's first and last names are inverted on the ticket (e.g. Taylor/Ross should read Ross/Taylor).

Please see below for information regarding required PNR documentation and ticket reissue instructions.

### Exceptions

Travel agents **must** contact Delta Sales Support or Delta Reservations before making any changes to a PNR for the following situations:

- Itineraries that include Air France, KLM, Alitalia, Virgin Atlantic or any other offline (other airline) space
- For travel to/from India
- Corrections to a customer's last name that is more than three characters

- For any other PNR that does not meet the name correction guidelines listed below

## Required Documentation

The documentation process below may also be used for minor name corrections prior to ticketing.

### Name Correction for Both Domestic and International PNRs

For all name corrections, travel agents **must** add an OSI message to the PNR advising that a name correction has been made:

OSI DL NAME CORRECTION TO FIRST/MIDDLE NAME ONLY

OSI DL NAME CORRECTION TO 3 LETTERS OF LAST NAME ONLY

OSI DL NAME CORRECTION ADDED SECOND NAME TO LAST NAME

OSI DL NAME CORRECTION FIRST AND LAST NAME INVERTED

## Travel Agent Instructions for Ticket Reissue for a Name Correction

- Correct the name
- Reissue the ticket as an even exchange (no other change to flights/dates allowed)
- No waiver code is required
- The OSI entry must be added to the PNR or the exchange will be subject to a debit memo

## Secure Flight Passenger Data (SFPD)

If a passenger name has been changed or corrected in a PNR that contains Secure Flight Passenger Data (SFPD) information, the SSR DOCS will be removed from the PNR. It is necessary to enter a new SSR DOCS containing the SFPD for the passenger after the correction to the name has been made.

## Examples of When Travel Agents may Make Name Corrections

1. A customer has a round trip ticket from Salt Lake City to Los Angeles, and all flights are operated by Delta. The customer needs to change their first name from Jim to James to match their government issued ID. A travel agent can make the correction to the first name, enter the required OSI and reissue the ticket; no waiver code is required.
2. A customer requests that his middle name be added to the ticket; no correction is needed to the first or last name. A travel agent may add the middle name, enter the required OSI and reissue the ticket; no waiver code is required.
3. A ticket is issued in the name of Smith/Robert. The customer calls to say his name is spelled Smythe. The travel agent may correct the last name because only two letters, "y" and "e," are different from the original spelling (up to three letters may be corrected), enter the required OSI and reissue the ticket; no waiver code is required.
4. A ticket is issued in the name of Smith/Elizabeth. The customer advises that her government-issued identification includes her combined last name of Anderson-Smith. The travel agent may correct the last name to AndersonSmith, enter the required OSI and reissue the ticket. No waiver code is required because this is an addition to the last name and not a complete change.
5. The customer's first and last names are inverted (e.g. Taylor/Ross should be Ross/Taylor) on the ticket. The travel agent may correct the first and last name, enter the required OSI and reissue the ticket; no waiver code is required.

## Examples of When a Travel Agent **must** Contact Delta Sales Support or Delta Reservations for Assistance with a Name Correction

1. A customer is flying from Atlanta to Amsterdam on a Delta-coded, KLM-operated flight. Since this flight is operated by KLM, the travel agent must contact Sales Support for assistance with a name correction.
2. A name correction has already been made to the ticket; the travel agent added the customer's middle name and reissued the ticket. Now the same customer calls back to correct his first name (e.g., from Tom to Thomas, or Peggy to Margaret). The travel agent will need to call Delta Sales Support for assistance because the ticket was already reissued once with a name correction.
3. A customer has a roundtrip ticket to India and wants to correct her first name from Cindy to Cynthia. Because the customer is traveling to/from India, the travel agent must contact Delta Sales Support for assistance.
4. A customer's name appears as Mohamed/Leila on the ticket. The customer calls and advises that her last name is spelled Muhammat. A travel agent must contact Delta Sales Support because more than three characters need to be changed to correct the last name.

## Q & A

**Q:** Is a waiver code necessary for a name correction?

**A:** Providing you are following the above policy and meeting all requirements for a MINOR name correction, a waiver code is not needed. However, if the scenario falls under "Exceptions" or is a MAJOR name correction, a waiver code is necessary and you must contact Delta Sales Support or [Delta Reservations](#) for assistance.

For further assistance, please contact Delta Sales Support or [Delta Reservations](#).





**DATE:**  
**SUBJECT: OFF-TARIFF PROGRAM**

**November 7 , 2016 (Amendment 19)**  
**CAMR Consolidator C- Upsell Program**  
Program Number: **IPL-1245**  
Ticket Designator: **LCC1**  
Origin: **ATL/NYC**  
Destination: **SAP/TGU/SAL/GUA/MGA**  
Origin: **LAX**  
Destination: **SAL/GUA/MGA**  
Fare attachment ? **YES**  
Original issue date: **29-Dec-14**  
First booking date: **29-Dec-14**  
Last booking date: **17-Feb-17** ~~15-Dec-16~~  
First ticket date: **2-Jan-15**  
Last ticket date: **17-Feb-17** ~~15-Dec-16~~  
Travel commence on or after: **2-Jan-15**  
Travel commence on or before: **30-Aug-17** ~~30-Jun-17~~  
All travel complete by: **As per published fare rule.**  
**AUTOMATED ?** **YES**

"The fares contained in this program may be subject to a maximum permitted mileage (MPM) check. Some itineraries may exceed the maximum mileage allowed and will be surcharged in accordance with the Routing Provision paragraph below"

**AMENDMENTS:**

<b>DATE</b>	<b>REMARKS</b>
<b>7-Nov-16</b>	<b>19. Extend LTK date; TLVC</b>

**PROGRAM NUMBER:** IPL-1245

**TICKET DESIGNATOR:** LCC1

**RESERVATIONS/TICKETING BY:** DL CTO and agencies in attachment on agency tab.

**PASSENGER TRAVEL DESCRIPTION:** Individuals in conjunction with air only travel.

**MARKETS:**

Origin: ATL/LAX/NYC  
Destination: SAP/TGU/SAL/GUA/MGA

**PLATING CARRIER:** DL (006)

**COMMISSIONS:** Fares are gross commissionable at 5% commission may be taken at time of ticketing. In case agency does not claim the commission at time of ticketing, this commission cannot be claimed retroactively at a later date.

**Note:** If LCC1 is not included in the ticket designator box, the 5% commission will be recalled

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**Note 1:** Fare amounts/rules shown in GDS systems override fares indicated on the attachments.

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**FARE BASIS CODES:**

FROM	TO	Booking Class	Reference Fare Basis Code	New Fare Basis Code (same as ref fare)	OW/RT
ATL/NYC	SAP/TGU/SAL/GUA/MGA	Z	X-	ZRX1245	RT

FROM	TO	Booking Class	Reference Fare Basis Code	New Fare Basis Code (same as ref fare)	OW/RT
LAX	SAL/GUA	Z	X-	ZRX1245	RT

**BOOKING INVENTORY:** via DL: Z

**NOTE 1:** For travel in I-class:

DL: US domestic or between US-CAMR book I-class. If I class not offered, book F-class. If F class not available, book Y-class

**ONE WAY/ROUND TRIP TRAVEL:** Round trip travel permitted.

**DAY-OF-WEEK APPLICATION:** Not applicable

**SEASONALITY:** None

**FLIGHT APPLICATION**

**1. DELTA CODESHARE AND "DELTA CONNECTION" FLIGHTS:** Fares and travel **ARE NOT** valid via DL code share flights operated by AM/CI/CZ/KE/MU. Fares and travel **ARE** valid via flights operated by the "Delta Connection" carriers Chautauqua Airlines, Comair, Compass Airlines, ExpressJet Airlines, Inc., GoJet Airlines, Pinnacle Airlines\*, Shuttle America dba Delta Shuttle and SkyWest.

**ROUTING PROVISIONS:** All travel must be via DL unless otherwise noted. Routing for ATLSAP, ATLTGU, ATLSAL, LAXSAL, ATLGUA, LAXGUA, LAXMGA, ATLMGA must be non-stop.

**TRANSFERS:** All travel must be via DL coded flights except as indicated above. Valid connecting points and/or routings are reflected in the GDS fare quote systems.

**ADVANCE TICKETING:** As per published reference fare rule

When reservations are made at least 29 days before departure, ticketing must be completed at least 21 days before departure, or

When reservations are made at least 14 days before departure, ticketing must be completed at least 10 days before departure or within 7 days after reservations are made, whichever is earlier, or

When reservations are made at least 5 days before departure, ticketing must be completed within 72 hours after reservations are made, or

Ticketing must be completed within 24 hours after reservations are made.

**Exception:** For travel 15DEC16 through 10JAN17

When reservations are made at least 5 days before departure, ticketing must be completed within 72 hours after reservations are made, or

Tickets must be purchased within 24 hours after reservations are made.

**MINIMUM/MAXIMUM STAY:** 3 MIN / 30 MAX

**STOPOVER:** Not permitted

**OPEN-JAW:** Permitted

**Note:** - The following city pairs below are considered the same point:

BWI-WAS FLL-MIA LAX-BUR LAX-ONT LAX-SNA NYC-EWR OAK-SFO OAK-SJC ONT-SNA SFO-SJC

**OPEN RETURN:** Not Permitted

**COMBINATIONS:** No combinations permitted end-on-end, with any other fare basis or program. ½ of a round trip fare in this program may be combined with ½ of another round trip fare in this program. Where conditions of the two fares differ, the more restrictive conditions will apply.

**BLACKOUT DATES:** None

**SURCHARGES:** All applicable surcharges apply.

**Exception:** For travel to Central America between 15DEC16 through 17JAN17, a surcharge of USD 10 per direction will be added to the applicable fare.

**TAXES/CUSTOMS FEES:** It is the ticketing agent's responsibility to add all applicable surcharges, departure taxes, customs fees or any other U.S. or non-U.S. tax to

**TICKETING:** Travel must be ticketed on standard ARC/DL ticket stock with normal entries except as noted below.

**Fare Basis:** Tickets will show in the fare basis box the **APPLICABLE** fare basis used for ticketing.

**Example of fare basis/ticket designator:**

MLX00RNQ / LCC1. A slash mark (/) must be entered between the fare basis code and the ticket designator.

**Ticket Designator(s):** LCC1

**Endorsement Box:** "NONEND/RFNDISSAGCY/L-1245"

**Not Valid Before:** (Passenger's Departure Date)

**Not Valid After:** (Passenger's Return Date)

**Tour Code:** n/a

**TRAVEL PERIOD:**

Travel commence on or after: 2-Jan-15  
 Travel commence on or before: 30-Aug-17  
 All travel complete by: 15-Jun-16

**GROUP REQUIREMENTS:** Groups are not permitted as part of this program.

**CANCELLATIONS/REFUNDS/CHANGES:**

CANCELLATIONS/REFUNDS	Place "X" in the appropriate box(es)	All refunds must be processed through BSP/ARC by the ticketing agent. Penalty does not apply to infants under 2 yrs of age not occupying a seat.
	X	In the case of involuntary downgrades from business class to economy class, the refund will be calculated from the prorated value at 50% of the coupon involved.
		Refunds apply to completely unused tickets as long as the reservations have been canceled prior to the ticketed flight departure time.
<b>Before Departure:</b>		No penalty.
	X	Ticket is non-refundable.
		Cancellation penalty of USD 200 applies per adult/child
<b>After Departure</b>		No penalty
	X	Ticket is non-refundable.
		Cancellation penalty of XXX applies per adult/XXX per child
<b>CHANGES</b>		<b>Changes before departure must be made by the ticketing agent only. No changes are permitted to origin or destination or stopover points. Change charges do not apply to infants under 2 yrs of age not occupying a seat.</b>
		<b>Changes may be made to transfer points (e.g. BOS-XATL-SJU could be changed to BOS-XNYC-SJU).</b>
		<b>Where changes are permitted, the passenger must abide by all rules of the fare including advance res/tktg for the outbound flights and min/max stay. The passenger must be rebooked in the same booking class as the original reservation.</b>
		Reservations must be changed on or before the original travel date shown on the flight coupon concerned. All changes must be made in the original reservation. Changes which are requested after the original travel date shown on the flight coupon concerned are not permitted and the ticket has no value.
<b>Before Departure</b>		No charge for changes
		Ticket may not be changed
	X	Change charge of USD 200 applies per adult/child
<b>After Departure</b>		No charge for changes
		Ticket may not be changed
	X	Change charge of USD 200 applies per adult/child

**CHILDREN'S FARES:** None. Upgrades are not permitted with Children's Fares.

**DISCOUNTS:**

- A. Tour Conductors: Not permitted.
- B. Site Inspectors: Not permitted.
- C. Agent Discount: Not permitted.
- D. No other discounts permitted.

**SKY MILES:** Sky Miles mileage may be accrued. However, Sky Miles bonus award upgrades do not apply.

[Click here](#) to see details for accrual on unpublished fares. SkyMiles and Flying Blue bonus award upgrades do not apply.

**SPECIAL CONDITIONS:**

- A. Fare Agreement -- This agreement is subject to change or cancellation on 7 days advance notice by either party.
- B. Confidentiality -- This agreement is strictly confidential. Any disclosure of the fares or terms contained herein to passengers or persons
- C. Prepaid tickets not permitted.
- D. This program may not be used in conjunction with any other Incentive or Marketing program you may have with Delta Air Lines.
- E. Electronic tickets, where eligible, are required. Otherwise fee applies for paper tickets.
- F. Fares not valid for redistribution to any other agency or 3rd party without Delta consent.
- G. Fares not eligible for online distribution unless such access is conducted through a secure, password-protected web site directed to, and accessible only by, such subagents and not accessible for any consumer direct activity.





DATE:  
SUBJECT: OFF-TARIFF PROGRAM

**December 2, 2016 (Amendment 3)**  
**US to SDQ/STI Comfort+ Sell-Up Promo**  
 Program Number: **IPL-1630**  
 Ticket Designator: **LNCI**  
 Origin: NYC (JFK)  
 Destination: SDQ/STI  
 Original issue date: 31-Oct-16  
 First booking date: 31-Oct-16  
 Last booking date: **9-Dec-16** ~~5-Dec-16~~  
 First ticket date: 1-Nov-06  
 Last ticket date: **9-Dec-16** ~~5-Dec-16~~  
 Travel commence on or after: 5-Dec-16  
 Travel commence on or before: **6-Apr-17** ~~31-May-17~~  
 All travel complete by: **9-Apr-17** ~~2-Apr-17~~  
**AUTOMATED ?** YES  
**CAT 14 (travel) entry for ATG?** YES  
**CAT 15 (ticket) entry for ATG?** YES

"The fares contained in this program may be subject to a maximum permitted mileage (MPM) check. Some itineraries may exceed the maximum mileage allowed and will be surcharged in accordance with the Routing Provision paragraph below"

AMENDMENTS:

DATE	REMARKS
2-Dec-16	3. Extending LTK and LBD, Extend travel dates

**PROGRAM NUMBER:** IPL-1630

**TICKET DESIGNATOR:** LNCI

**RESERVATIONS/TICKETING BY:** See attached

**PASSENGER TRAVEL DESCRIPTION:** Individuals in conjunction with air only travel.

**MARKETS:**

Origin: NYC (JFK)

Destination: SDQ/STI

**PLATING CARRIER:** Delta Air Lines

**COMMISSIONS:** Fares are gross commissionable at 8% of base fare commission may be taken at time of ticketing. Note: If LNCI is not included in the ticket designator box, the 8% commission will be recalled.

**FARE LEVELS:** Fares are specified below

**Note 1:** Fare amounts/rules shown in GDS systems override fares indicated on the attachments

**Note 2:** Infants who reach their 2nd birthday enroute will be required to occupy a seat, paying the child's or lowest applicable fare, for all sectors to be travelled on the entire journey.

**Note 3:**

To/from Caribbean/P.R./V.I./Mexico/Central America.: The minimum resulting fare will be raised to the specified amount of USD80 ow / USD160 rt. (CAD80 ow / CAD160 rt)

**FARE BASIS CODES:**

**Note 1:** 2nd bag will be included in the sell-up amount to W Class (Comfort +). Total of 2 bags will be included for customers booked using this IPL

From	To	Booking Class	Fare	Book Into	OW/R T
JFK	SDQ/STI	Y-	100% of fare + \$50OW/\$100RT	W Class (Comfort +)	OW/R T
		B-			
		M-			
		H-			
		Q-			
		K-			
		L-			
		U-			
		T-			
X-					

**BOOKING INVENTORY:** via DL: X- Y Class book into W (Comfort +)

**ONE WAY/ROUND TRIP TRAVEL:** Round trip or One Way travel permitted

**DAY-OF-WEEK APPLICATION:** Not applicable

**SEASONALITY:** Per published Fare Rule

**FLIGHT APPLICATION**

**1. DELTA CODESHARE AND "DELTA CONNECTION" FLIGHTS:** Fares and travel are NOT valid via DL code share flights operated by AM/CI/CZ/KE/MU. Fares and travel are valid via DL code share flights operated by the "Delta Connection" carriers Chautauqua Airlines, Comair, Compass Airlines, ExpressJet Airlines, Inc., GoJet Airlines, Pinnacle Airlines, Shuttle America dba Delta Shuttle and SkyWest.

**ROUTING PROVISIONS:** All travel must be via DL unless otherwise noted.

All travel between JFK-SDQ/STI and SDQ/STI-JFK must be nonstop

**MINIMUM/MAXIMUM STAY:** None / 6 months

**STOPOVER:** Per published Fare Rule

**OPEN-JAW:** Not Permitted

**Note:** - The following city pairs below are considered the same point:

BWI-WAS FLL-MIA LAX-BUR LAX-ONT LAX-SNA NYC-EWR OAK-SFO OAK-SJC ONT-SNA SFO-SJC

**OPEN RETURN:** Not Permitted

**COMBINATIONS:** No combinations permitted end-on-end, side trips not permitted, with any other fare basis or program. ½ of a round trip fare in this program may be combined with ½ of another round trip fare in this program. Where conditions of the two fares differ, the more restrictive conditions will apply.

**BLACKOUT DATES:** Per Published Fare Rule

**SURCHARGES:** All applicable surcharges apply.

**Exception 1:** For travel to/from Caribbean, P.R./V.I., Mexico and Central America and between 15DEC16 through 10JAN17, a surcharge of USD 10 (CAD 10) per direction will be added to the applicable fare..

**TAXES/CUSTOMS FEES:** It is the ticketing agent's responsibility to add all applicable surcharges, departure taxes, customs fees or any other U.S. or non-U.S. tax to fares stated herein.

**TICKETING:** Travel must be ticketed on standard ARC/BSP/Delta ticket stock with normal entries except as noted below.

**Fare Basis:** Tickets will show in the fare basis box the special fare basis used for ticketing.

**Example of fare basis/ticket designator:**

MLXAP3M/LNEO. A slash mark (/) must be entered between the fare basis code and the ticket designator.

**Ticket Designator(s):** LNCI

**Endorsement Box:** "NONEND/NONREF/L-1630

**Not Valid Before:** Passenger's Departure Date

**Not Valid After:** 30 days from origin travel date

**Tour Code:** N/A

**TRAVEL PERIOD:**

Travel commence on or after: 5-Dec-16

Travel commence on or before: 6-Apr-17

All travel complete by: 9-Apr-17

**GROUP REQUIREMENTS:** Groups are not permitted as part of this program

**CANCELLATIONS/REFUNDS/CHANGES:**

CANCELLATIONS/REFUNDS	Place "X" in the appropriate box(es)	All refunds must be processed through BSP/ARC by the ticketing agent. Penalty does not apply to infants under 2 yrs of age not occupying a seat.
Before Departure:		No penalty.
		Ticket is non-refundable.
	X	Cancellation penalty of \$200USD applies per adult/\$200USD per child
After Departure		No penalty
	X	Ticket is non-refundable.
		Cancellation penalty of XXX applies per adult/XXX per child
CHANGES	X	Changes before departure must be made by the ticketing agent only. No changes are permitted to origin or destination or stopover points. Change charges do not apply to infants under 2 yrs of age not occupying a seat.  Changes may be made to transfer points (e.g. CHI-XATL-SAO could be changed to CHI-XDTT-SAO).  Where changes are permitted, the passenger must abide by all rules of the fare including advance res/tktg for the outbound flights and min/max stay. The passenger must be rebooked in the same booking class as the original

		Reservations must be changed on or before the original travel date shown on the flight coupon concerned. All changes must be made in the original reservation. Changes which are requested after the original travel date shown on the flight coupon concerned are not permitted and the ticket has no value.
<b>Before Departure</b>		No charge for changes
		Ticket may not be changed
	<b>X</b>	Change charge of <b>\$200USD</b> applies per adult/ <b>\$200USD</b> per child
<b>After Departure</b>		No charge for changes
		Ticket may not be changed
	<b>X</b>	Change charge of <b>\$200USD</b> applies per adult/ <b>\$200USD</b> per child

**CHILDREN'S FARES:** None

**NOTE:** Infants who reach their 2nd birthday during a journey will be required to occupy a seat, paying the child's or lowest applicable fare, for all sectors to be travelled on the entire journey.

**DISCOUNTS:**

- A. Tour Conductors: Not permitted
- B. Site Inspectors: Not permitted.
- C. Agent Discount: Not permitted.
- D. No other discounts permitted.

**SKY MILES:**

Mileage may be accrued if the applicable frequent flyer program rules so provide.

**Click here to see details for accrual on unpublished fares. SkyMiles and Flying Blue bonus award upgrades do not apply.**

**SPECIAL CONDITIONS:**

- A. Fare Agreement -- This agreement is subject to change or cancellation on 24 hours advance notice by either party.
- B. Confidentiality -- This agreement is strictly confidential. Any disclosure of the fares or terms contained herein to passengers or persons not approved by Delta constitutes a breach of this confidentiality, which will result in immediate cancellation of this agreement.
- C. Prepaid tickets not permitted.
- D. This program may not be used in conjunction with any other Incentive or Marketing program you may have with Delta Air Lines.
- E. Electronic tickets, where eligible, are required. Otherwise fee applies for paper tickets.
- F. Fares not valid for redistribution to any other agency or 3rd party without Delta consent.
- G. Fares not eligible for online distribution unless such access is conducted through a secure, password-protected web site directed to, and accessible only by, such subagents and not accessible for any consumer direct activity.