



Dear travel agencies, we inform you our exceptional procedure related to involuntary changes for flights affected between **December 18th, 2023 to December 28th, 2023**.

- Date change without any cost to travel within the validity of the ticket. If you have the same fare as the original reservation, the agency **must make a new PNR** and pay with the original ticket, placing the endorsement **“INVOL SKCHG H2” to waive the penalty. The endorsement must be mandatory.**
- If you do not find the same fare, the agency will be authorized to take the available class in a **new reservation**, it must be done as a historical and manual, removing the penalty item from the mask. The remission must be respecting the same bundle of the original ticket, for example: Fare issued in ZERO, it can be upgraded in class, but not changed to a higher bundle such as LIGHT or PLUS, it must be remitted in ZERO. Don't forget to place the endorsement **INVOL SKCHG H2** on it.
- If the option provided does not fit the passenger's needs, they may request a 100% refund of the fare and taxes. These can be requested directly through BSPLink/GDS (in ARC) and without the need for a waiver or authorization from SKY.

IMPORTANT: Remember this procedure will only apply to flights affected between December 18th, 2023 and December 28th, 2023.



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