



## General guide to create and manage Viva bookings in GDS.

1. Only applies for bookings made on Viva flights in either Sabre or Amadeus GDSs.
2. Agencies may book one way or round-trip flights of Viva in GDS subject to flights availability.
3. For bookings on round trip itineraries it is mandatory that the two segments are generated in the same fare family.
4. Ticket issuance time limit is 4 hours after booking creation. After this period the booking will be canceled if there is no ticket attached.
5. For bookings on international segments it is mandatory for agencies to add the complete information of the passengers (Security Flight Passenger Data) SFPD, as well as (Passport and Advanced Passenger Information) APIS. Failure to do so could result in the agency being subject to a penalty.
6. It is mandatory that payments of bookings made in GDS and the issuance of tickets are made directly and exclusively in GDS. It is not allowed to book in GDS to pay it afterwards on web, app or call center. (Failure to do so could result in the agency being subject to a penalty)
7. The agency may request a refund of the ticket payment voluntarily by canceling the segments in the PNR within 24 (twenty-four) hours following the issuance of the ticket and at least 4 (four) hours before the scheduled departure of the flight.
  - a. To make the refund request within 24 hours of the purchase the segments in the PNR must be deleted, then the refund must be requested via BSPLink / ARC IAR\*.
    - i. The period we will consider for the calculation of the 24 hours will be from the date/time of the E-ticket issuance to the date/time of the segment elimination in the PNR.

Example:

1. *Booking, October 21<sup>st</sup>, 2024 18:00hrs.*
2. *E-Ticket issuance, October 21<sup>st</sup>, 2024 19:00hrs.*
3. *Time limit **to cancel the segments in the PNR**, October 22th, 2024 18:59hrs.*
4. *Subsequently, the refund is requested in BSPLink\* / ARC IAR\*\*. (The refund must be requested within a period of no more than 4 months from the date of ticket issuance).*

\*In case of **BSP refund requests** it is necessary to indicate in the BSPLink "Reason for Refund" section the legend FLEX 24hrs and Viva's PNR. Once we validate that segments were canceled from the PNR within 24 hours of issuance we will proceed with the approval of the refund within a period of no more than 5 business days.

\*\*In case of **ARC refund requests** it is necessary to request the refund waiver by writing an email to [sales.gds@vivaaerobus.com](mailto:sales.gds@vivaaerobus.com)

8. Once the issuance is made, the agency may add additional services to the reservation (seat assignment, additional baggage, etc.), generate Web Check-In or invoices directly from Viva's website at section "My booking". To access the booking management module "My booking" the PNR of the airline and last name of the passenger are required.

9. Itinerary changes (flight / date / route) must be made directly in GDS. (Making itinerary changes from the Viva site or APP for GDS reservations is subject to the application of a debit memo)
  - a. There are no charges for itinerary changes, only a fare difference if applicable.
    - i. If the selected fare is less than the original, the remainder will not be refunded.
  - b. For unused round-trip tickets, complete route changes are permitted, provided that the new route corresponds to a round trip, subject to applicable fare conditions.
  - c. On round-trip flight itineraries, partial route changes for one of the segments are not permitted; therefore, any modification must remain within the original route (origin–destination). Consequently, open-jaw itineraries are not allowed.
    - i. For partially used tickets, any changes must be processed manually; automatic changes are not applicable.
  - d. If the booking had seats assigned before managing a voluntary change the agency may request the reassignment of seats free of charge by sending an email to [sales.gds@vivaaerobus.com](mailto:sales.gds@vivaaerobus.com)
10. Name changes must be generated with charge at Viva's website, section "My booking".
  - a. Name change will not be allowed after the departure of one of the PNR segments.
  - b. After generating a name change in Viva's website, it is mandatory to reissue the ticket. Reissue must be performed at a cost of \$0.
  - c. Corrections of no more than 3-characters in the name or inverted surnames are made free of charge through the website or by requesting them via email to [sales.gds@vivaaerobus.com](mailto:sales.gds@vivaaerobus.com)
    - i. For more information on name changes and name corrections in GDS reservations see **ATTACHMENT 1** of this document.
11. Revalidation of tickets is not allowed, for any change in GDS bookings the ticket must be reissued.
12. Changes in bookings will not be allowed if Web Check-In has already been made. If you have already performed the Web Check-In it is necessary to remove it for all passengers in the PNR to make the changes. To remove the Web Check-In you must access Viva's website, section "My Booking" or send an email to [sales.gds@vivaaerobus.com](mailto:sales.gds@vivaaerobus.com) to request a Check-In removal.
13. Changes are not allowed within 4 hours prior to the flight.
14. Changes allowance is subject to the attributes of the selected family fare / class of service.
15. Changes must be requested within the validity period of the ticket (1 year).

For involuntary changes, refunds, and penalties for bad practices, please review our policy available at;;

Spanish:

<https://www.vivaaerobus.com/es-mx/legal/politicas-compensacion-agencias>

English:

<https://www.vivaaerobus.com/en-us/legal/policies-for-passenger-protection>

For any additional questions about GDS refunds, reservations or incidents write to;

Spanish:

[ventas.gds@vivaaerobus.com](mailto:ventas.gds@vivaaerobus.com)

English:

[sales.gds@vivaaerobus.com](mailto:sales.gds@vivaaerobus.com)

## Attachment 1

### Procedure for Name Changes and Name Corrections in GDS bookings.

You can manage name changes and name corrections for GDS bookings directly from our portal, the name change service has a charge and this is paid directly on the page, corrections of no more than 3 characters are made free of charge.

The procedure for changing or correcting the name of GDS bookings goes as follows;

1. Must be generated in our website section "**My booking**". To access the booking management module "My booking" the PNR of the airline and last name of the passenger are required.

- After getting access to "My booking" you must click "Change passengers".

**Passengers**

MARTHA HERNANDEZ MORENO

Contact Information

✉ 50

Change passengers →

- A form with the passenger names will be displayed. Choose the passenger accordingly (Before introducing the new names please click "Clear Form")

**Passenger change**

Select the passenger you wish to change

Adult 01  
MARTHA HERNANDEZ MORENO

Clear form

**Personal information**  
Please enter the information of each passenger exactly as it appears on their official ID.

Name(s) MARTHA ✓

Surname(s) HERNANDEZ MORENO ✓

Date of Birth

Day Month Year

Gender Female ✓

Nationality Select a nationality

☐ Special Assistance ⓘ  
Check this box if you need special assistance for your trip

- Once you perform the name change or name correction the site will indicate whether or not you must make a payment in accordance with our policies.
- To complete the process, you must reissue the ticket through your GDS with the new name or correction, charge must be set up at \$0, and the waiver **CNWEBVB** must be entered in the ticket endorsement field.
- The reissue must be processed on the same original PNR. Creation of a new PNR is not required.

**Note:**

- Change allowance is subject to the attributes of the selected family fare / class of service.
- Name change or name correction will not be allowed after the departure of one of the PNR segments.
- Changes are not allowed within 4 hours prior to the flight.
- Changes in bookings will not be allowed if Web Check-In has already been made. If you have already performed the Web Check-In it is necessary to remove it for all passengers in the PNR to make the changes. To remove the Web Check-In you must access Viva's website section "My Booking".

## Attachment 2

Open Ticket with Viva segments in GDS. (No segment(s) in PNR).

All our fares - except for the ZERO fare - allow segment cancellation in the PNR while keeping the ticket open for future use, provided that the active segments of the PNR have been removed at least 4 hours before the flights.

- Open, unused tickets will be allowed to route and/or passenger changes, subject to additional charges if applicable.
- For partially used open tickets, the open segment applies only for the same route and passenger.

The validity period for using open tickets is one year from the date of purchase; additionally, the selected flight(s) must not be later than one year after the purchase.

- Reactivation for open tickets does not require any special authorization or waiver.

## Attachment 3

### UPSELL to a Higher Fare Family.

Viva allows the UPSELL on GDS reservations to a higher fare family. To perform the upsell you must select the segments originally confirmed in the reservation in the lowest class available at the time of the upsell, and generate a reissued ticket in the desired higher fare family.

- The upsell must be performed at least four (4) hours in advance of the scheduled departure of the first flight in the PNR.
  - Upselling does not involve a charge or penalty; you will only need to cover the corresponding fare difference for the higher family if applicable.
- Upsells are not allowed on partially used tickets.

## FAQ

Which is the fare model for Viva in GDS?

*R: Fares and booking classes for Viva's content in GDS are grouped by fare families (ZERO, SWITCH CHECK, SWITCH CARRY and SMART). Each of our fare classes contains the 4 modalities or fare families.*

Which are the attributes/benefits of Viva's fares at GDS?

| ZERO             | SWITCH CHECK                    | SWITCH CARRY                    | SMART                                                |
|------------------|---------------------------------|---------------------------------|------------------------------------------------------|
| 1 Personal Item. | 1 Personal Item.                | 1 Personal Item.                | 1 Personal Item.                                     |
|                  | Web Check in (72 hrs before)    | Web Check in (72 hrs before).   | Web Check in (10 days before)                        |
|                  | Up to 33 lbs. Checked baggage.  | Up to 22 lbs. Carry-on.         | 2 bags that together do not exceed 33 lbs. Carry-on. |
|                  | Up to 3 free itinerary changes. | Up to 3 free itinerary changes. | Checked baggage up to 55 lbs.                        |
|                  |                                 |                                 | Unlimited itinerary changes free of charge.          |
|                  |                                 |                                 | Free regular seat selection.                         |

Which is the point of contact for support to agencies that book in GDS?

*R: Spanish: [ventas.qds@vivaerobus.com](mailto:ventas.qds@vivaerobus.com)*

*English: [sales.qds@vivaerobus.com](mailto:sales.qds@vivaerobus.com)*

Do you have a specific point of contact for refunds?

*R: No, the point of contact is the same either for refunds or GDS support*

*Spanish: [ventas.qds@vivaerobus.com](mailto:ventas.qds@vivaerobus.com)*

*English: [sales.qds@vivaerobus.com](mailto:sales.qds@vivaerobus.com)*

I am an ARC GDS agency, to which email should I request Waivers for refunds?

*R: [sales.qds@vivaerobus.com](mailto:sales.qds@vivaerobus.com)*

Are refunds enabled on BSPLink and ARC IAR?

*R: Yes, refunds are enabled on BSPLink and ARC IAR, however fares are only refundable in specific cases. (For refunds in specific cases in issuances made in ARC, it is necessary to request a refund waiver code by sending an email to [sales.qds@vivaerobus.com](mailto:sales.qds@vivaerobus.com) )*

Is it possible to VOID Viva's TKT coupons?

*R: No, if case of cancellations within 24 hours of the purchase the agency must follow paragraph 7. a. above.*

Is a refund for medical reasons allowed?

*R: Viva will reimburse for cases in which the passenger(s) are unable to board a flight on the scheduled date as a result of death of a Close Family Member or a serious illness that prevents the passenger(s) to use the flight(s); as long as the death certificate or the corresponding medical certificate is presented and reliably accredited to Viva.*

How much is the penalty charge in case of a voluntary itinerary change?

*R: Viva does not charge a penalty for voluntary itinerary changes, only fare difference if applicable.*

Which is Viva's policy in case of involuntary changes due to disruptions for bookings made in GDS?

*R: Our policies for involuntary changes due to disruptions can be consulted at;*

Spanish:: <https://www.vivaerobus.com/es-mx/legal/politicas-compensacion-agencias>

English: <https://www.vivaerobus.com/en-us/legal/policies-for-passenger-protection>

Does a NoShow in the outbound segment affect the validity of the return segment?

*R: For tickets issued on round-trip itineraries, the passenger's failure to show up for the flight corresponding to the first flight coupon (outbound segment) will not, in itself, imply the automatic cancellation of subsequent coupons on the ticket. Consequently, the coupon corresponding to the return segment may remain valid for use, provided the ticket remains valid and the fare conditions applicable at the time of use are met.*

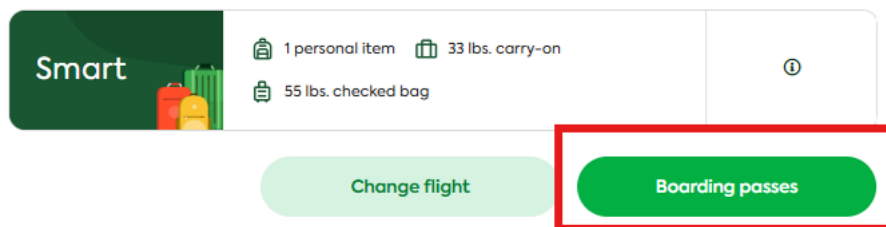
I am performing an itinerary change in GDS and the original flight continues to appear, how do I delete it?

*R: This situation happens when the segment you are trying to change is already in a Check In status for some of the passengers on the reservation. In order to make the itinerary change you must remove the Web Check In from "My booking" section on Viva's website, or request the removal of the Web Check In writing an email to [sales.gds@vivaerobus.com](mailto:sales.gds@vivaerobus.com)*

What is the procedure for canceling web check-in from Viva's website?

*Note: \*The option to cancel check-in will not be available if the flight is less than 4 hours from departure.*

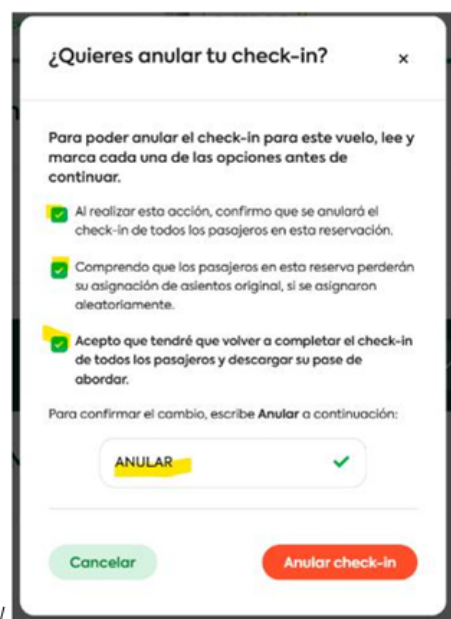
*R: To cancel web check-in, you must access the "My Reservation" section on Viva's website. Once you have entered the passenger's last name and reservation code, you must click on the "Boarding Passes" button.*



*Then, on the next screen, you must select the option to cancel check-in.*



*Select all the checkboxes, type the word "UNDO" in the last field and select the Cancel check-in button.*



Is it possible to perform automatic ticket reissuances in Amadeus GDS?

*R: Automatic TKT reissuance in Amadeus GDS is allowed.*

Is it possible to exempt Mexican tourism tax (UK) for Mexican passengers flying in Viva international flights that do not originate in Mexico?

*R: Yes, the UK tourism tax can be withdrawn directly from the GDS for Mexican citizen passengers on international flights that do not originate in Mexico. To withdraw the UK tax it is mandatory to add the passport number and nationality of the passenger in an OSI within the PNR of the reservation. The input to withdraw the UK from the fare quote will depend on the GDS in which the reservation was made (We suggest agencies to contact their Sabre or Amadeus support to find out how to withdraw the UK tax on GDS reservations).*

***Travel Agencies will be subject to a debit memo if the tax has been removed from the ticket for non-Mexican passengers or if the OSI information was not added to the PNR.***

Is there any general commission scheme for Viva bookings at GDS?

*R: All GDS tickets issued on Viva's content must be commissioned at 0%. With the exception of agencies that have a current private commission agreement in GDS granted by Viva; commission agreements in BSP/ARC granted by Viva to agencies in general upon notification; and/or agencies that issue through BSP Colombia. Adding an unauthorized commission at the time of issuance is subject to the generation of a penalty such as a debit memo.*

Has Viva an ADMs policy?

*R: Our ADMs policy can be consulted at;*

Spanish: <https://www.vivaerobus.com/es-mx/legal/politicas-compensacion-agencias>

English: <https://www.vivaerobus.com/en-us/legal/policies-for-passenger-protection>

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