

Dear Travel Partner,

At LATAM, the safety of our customers and staff is our number one priority. Please be advised of the latest flexibility policies.

Given the constant changes of the situation, there will be further additions to these policies. We apologize in advance for the upcoming frequent emails sent to you.

This email is for general information purposes only, for the most updated news and policies please always refer to www.latamtrade.com

UPDATED: APRIL 2 2020 - 2:00PM

****Attention: Below regulations replace any previous versions.****

Commercial Exceptions due to travel restrictions in response to Coronavirus outbreak

All tickets reissued after 21:00 LT CL of 31MAR20 must abide by the following conditions:

LATAM COMMERCIAL EXCEPTIONS

Due to:	Commercial flexibilities for passengers due to the Coronavirus situation
Customers traveling from / to	<ol style="list-style-type: none"> <u>Cancelled/rescheduled flights or traveling to/from countries with border restrictions (international operation):</u> Argentina, Bolivia, Chile, Colombia, Ecuador, Europe, Israel, Oceania (Australia and New Zealand), Paraguay, Peru South Africa and Uruguay, or countries with state of emergency (domestic operation): Argentina, Colombia, Ecuador and Perú. With flights between March 14 and May 31, 2020.

2. For **domestic/international tickets** with travel dates between **March 14 and April 30, 2020** issued on or before March 14, 2020.

3. For **domestic/international tickets** with travel dates from **March 15 onwards** issued between March 15 and April 30, 2020.

Customers may chose ONE of the following ONE-TIME options:

	Flexibilities point 1:	Flexibilities point 2 and 3:
Change of date/flight/route:	<ul style="list-style-type: none"> To <u>complete travel until December 31, 2020</u>, without penalty and subject to cabin availability (excluding fare differences). E.g.: outbound 10/Nov/20 return 31/Dic/20. Changes for travel on or after January 01, 2021 apply without penalty and subject to applicable fare differences and ticket validity. E.g.: outbound 15/Jan/21 return 25/Jan/21. In case of reservations with cancelled flights there is no need to contact LATAM, travel agents may proceed with the change subject to the conditions previously stated. It is very important to delete the inactive segments of reservations according to the following: Clean all non productive segments in their GDS queues If your customer is 	<ul style="list-style-type: none"> For travel until December 31, 2020, without penalty and subject to applicable fare differences (*). E.g.: outbound 30/Dec/20 return 10/Jan/21. Changes must be made before the original flight departure, otherwise it applies subject to all fare regulations. If your customer is not sure about their new date of travel, the ticket may be left open for future purchase subject to the conditions stated above. The agent must contact their LATAM Sales Support Executive BEFORE the departure of the original flight to enter a remark on the ticket: VID31MAR20. The travel date may be changed later on according to the conditions mentioned.

not sure about their new date of travel, the ticket may be left open (subject to the conditions stated above). Travel agents must contact their LATAM Sales Support Executive BEFORE the departure of the original flight to enter a remark on the ticket: **COV31MAR20** to allow the change later on.

Customers NOT showing to their original flight:

- No-show will be permitted until **April 30, 2020**. The ticket may be used as form of payment for future ticket purchases provided the previous conditions are met (remark is not required).

- For flights departing on or after **May 01, 2020**, No-Show tickets will be subject to the fare regulation (including penalties). This means that all requests for change must be filed BEFORE the original date of travel.

Change of origin/destination	Without penalty, subject to fare differences and ticket validity ² .	Without penalty, subject to fare differences and ticket validity ² .
In the Endorsement Box, insert:	COV31MAR20	VID31MAR20
OSI in reservation:	INVOL CHG DUE TO COV31MAR20	INVOL CHG DUE TO VID31MAR20

Customers who DO NOT wish to change their tickets may request a refund according to:

Refund	Case-by-case; please contact our LATAM's Sales Support Center	Subject to all fare regulation
Other considerations:	<ul style="list-style-type: none"> • Check Latam.com to find out about the entry restrictions by country This information is only for reference, you should review the current restrictions with the embassy / consulate of the country of arrival • ¹Cancellations for No-Show on flights departing from Europe are prohibited. If a customer advises up to 24 hours after flight departure, the ticket may be changed subject to cabin availability (without fare difference fees, provided the origin/destination are maintained). If the customer advises later than that, travel will be permitted without penalty but subject to fare differences. • ²Ticket Validity: Up to 12 months from the start date of the original trip and for used tickets subject to the maximum stay of the fare 	

Important:

- *Changes of date/flight/rerouting involves adding, changing or removing connecting points while keeping the same origin/destination*
- *Change of origin or destination means flying to/from a city different than the one printed on the original flight coupon*
- *Ancillaries associated to the ticket are subject to changes and/or refund depending on the action taken with the ticket.*

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