

# ROUTES – Operational changes in Osorno, Chile

Due to the health emergency, the local authority has closed Osorno (ZOS), Chile, airport; hence LATAM operation to/from this airport is suspended from March 27 to June 16, 2020.

<b>Flights Affected:</b>	LA251 SCL ZOS LA250 ZOS SCL
<b>Protection proposed:</b>	Customers will be re-accommodated on alternative LATAM flights bound for Puerto Montt (PMC), Chile.  <b>LATAM will not provide</b> land transportation between <i>Osorno (ZOS)</i> and <i>Puerto Montt (PMC)</i> .
<b>Reservation handling:</b>	<b>Protecting LATAM flights</b> to/from PMC are being automatically and centrally added to all direct and indirect sale reservations. Tickets will be reissued as involuntary without penalty and/or fare differences.  If protection does not appear in their reservation, customers may be protected as indicated.  Travel agents have to complete the process as an involuntary reissue on protected flights, keeping the original fare construction.  Customers with booked ancillaries may transfer these services to the new flights, subject to availability.

When reissuing, in Ticket Endorsements box insert the note:

INVOL LA250/251 CLND

*Important Note:*

If a customer is not satisfied with the alternative itinerary proposed, s/he may request a change or refund as per the terms defined in the [Coronavirus commercial exceptions procedure](#) (point 1 - extensive for flights until June 14, 2020, according to the closing date of this airport).