

## ROUTES - Operational changes between Buenos Aires (EZE) and Asuncion (ASU)

Due to commercial changes, operations between Buenos Aires (EZE) Argentina and Asuncion (ASU) Paraguay, will be no longer available from April 12, 2020.

These flights are already closed for sale and other LATAM options are still available.

Customers will be notified from April 5, 2020, via LATAM's centralized channels.

<b>Flights Affected:</b>	LA1310 EZE ASU LA1311 ASU EZE
<b>Protection proposed:</b>	LATAM flights via:  <b>São Paulo, Brazil:</b>  LA8013 EZEGRU+LA1300 GRUASU LA8011 EZEGRU + LA1300 GRUASU  LA1303 ASUGRU + LA8012 GRUEZE LA1303 ASUGRU + LA8008 GRUEZE LA1303 ASUGRU + LA8010 GRUEZE  These alternatives are eligible for flights from May and depending on the process to measures taken

	related to COVID-19.
<i>Reservation handling:</i>	<p><b>Protecting LATAM flights</b> are being <i>incorporated</i> manually in our central systems in the original cabin.</p> <p>If protection does not appear in their reservation, customers <i>may be protected</i> as indicated.</p> <p>Travel agents have to complete the process as an involuntary reissue on protected flights, keeping the original fare construction.</p>
<b>When reissuing, in Ticket Endorsements box insert the note:</b>	<b>SKED CHG DUE TO EZEASU CNLD</b>
<i>Ancillaries handling:</i>	Involuntary refund of purchased ancillaries.
<b>Important Note:</b>	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 <b>Coronavirus commercial exceptions procedure (point 1)</b> .