

03/04/2020

UPDATE – Exceptions for Group requests due to Coronavirus situation

Description:	Exceptions for Groups, due to Coronavirus
Scope:	Group Reservations
Implementation Date:	Immediate
Considerations:	<p>The aspects that will be more flexible for group bookings and ticketed groups are the following:</p> <p>1. Changes:</p> <p>For tickets issued between April 1st and May 31st, 2020 with flight date until November 30th, 2020 (trip completed), the following will be allowed:</p> <ul style="list-style-type: none">• <u>Name Change:</u> will be allowed, for the same flight itinerary, without penalty or fare difference.• <u>Change of Origin-Destination:</u> will be allowed without a penalty but subject to fare difference and validity of the ticket. The name change is considered without a penalty, but applying the fare differences, as it is a new business, it can be partially paid for a group or individual reservation. <p>2. Issued tickets that required changes and no show policies</p> <ul style="list-style-type: none">• The transversal commercial procedure published at company level, must be taken into account, which can be found updated on the following <u>link</u>. <p>3. New group bookings made between April 1st and April 30th, 2020</p> <p><u>For departures until May 31th, 2020 (initial flight date)</u></p> <ul style="list-style-type: none">• All reservations will have a TL (ticketing time limit) of 7 days and are eligible for a 15%

discount at the time of issuing. The discount will be effective at the time of issuance.

To fly between June 1 and November 30, 2020 (trip completed)

- The structural time limit will be assigned, and additionally a discount of 15% will be given at the time of issuance to new reservations that are issued 7 days after the reservation is created.

4. Non-issued group booking

For departures until May 31th, 2020 (initial flight date)

- **The travel date can be modified, without refund of the prepayment** (in case it is in a non-refundable period) and without refund of the total payment (if it has already been generated). **These amounts may be used in the generation of a new reservation, without a penalty or fare difference (for the same origin-destination and cabin), only if the flight is before November 30th, 2020 (trip completed) and after this date without a penalty, but subject to fare differences, while the EMD is valid.**
- When the new reservation is issued, the full refund of the deposit will be generated, in case the reservation is permanently canceled, it will be charged 100% as a penalty.

For more information and / or requests for the respective changes, contact your LATAM Airlines sales executive or Support team.

Other Considerations

The transversal commercial procedure published at company level, must be taken into account, which can be found updated on the following [link](#).