

18/05/2020

AGREEMENTS - Agreement changes on routes to/from South Africa

Description:	This is to inform that several flights of South African Airways' (SA) network are being cancelled, thus affecting customers with LATAM tickets (See Considerations).
Scope:	LATAM customers on cancelled SA flights.
Implementation date:	Immediate
Considerations:	<p>Customers with LATAM tickets on cancelled SA flights:</p> <ul style="list-style-type: none">• Customers with cancelled flights will be protected, always preferring LATAM flights and/or connections with British Airways (BA), Ethiopian Airlines (ET) and Kenya Airways (KQ) in the same class or the lowest available class in the original cabin.• 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 <i>protection policy</i>.

General Information

This procedure considers the processing of LATAM tickets when situations such as:

Flight cancellations

Non-compliance with itinerary according to departure of a flight operations. Only applicable for:

Flights departing 16 minutes earlier or more

Flights delayed by 31 minutes or more

Non-compliance with final destination or stopovers

Involuntarily missed connections

Involuntary changes caused by other airlines

Cabin downgrades due to equipment change

Applicability

The criterion used by LATAM for the protections involves looking for the flight alternatives closest to the original exit and comparable to the original flight.

The contingency protection has different implications for the agency if it is done more or less than 48 hours before the date and time of flight:

When does the contingency occur?	Who protects the passengers?	Control of the Reservation
More than 48 hours from flight departure	The Travel Agent must reissue the affected tickets. (Notification through queue in GDS)	Agency does NOT lose control of the reservation
Less than 48 hours from flight departure	The Operating Carrier re-accommodates the passengers.	<p>If the tickets are revalidated by LATAM, the Agency does not lose control of the reservation.</p> <p>If the tickets are reissued by LATAM, the Agency loses control of the reservation.</p>

Consider that if passengers call the LATAM Contact Center directly, or if they go to latam.com (regardless of the time range in which the contingency occurs), they can make the change for protection, according to the following:

latam.com: is enabled to perform protection subject to cabin availability of LATAM.

Tickets will be revalidated, meaning the travel agency does not lose control over the tickets.

It will not be possible to to protect through the site:

- Passengers with checked baggage or in transit*
- Reservations containing manually confirmed special services*
- Tickets with land packages associated to the reservation*
- Reservations with flights operated by other airlines*
- Group or multi-destination reservations*
- Route changes*

Contact Center:

- When it comes to change of date/flight in 100% LATAM itineraries , in the same original class. The tickets will be revalidated. The Agency does NOT lose control of the reservation*
- For those cases in which it is necessary to add a specific endorsement for the contingency (publications of commercial exceptions) or when there are flights from other companies, the tickets will be reissued (provided that it has access to all segments of the PNR). In these cases, the Agency loses control of the reservation.*

Commercial Exceptions

When the passenger does not agree with the proposed protection alternative; passengers are eligible to one of the following options:

Flight/date changes or rerouting

Change of destination

Refunds

Consider that the passenger maintains his protection alternatives even when the ticket has been automatically reissued by the company, while he has not accepted the option delivered by LATAM.

If the protection offered is not suitable for the passenger, it is not necessary to choose the new dates when the passenger is notified; however, it is mandatory to advise the passenger about the applicable date ranges when he/she contacts back. It is mandatory to enter a Remark in the reservation indicating that the passenger was informed of this.

Summary of options:

OPTIONS*	PENALTY IS WAIVED	REGULATIONS NOT TO BE CONSIDERED TO REISSUE AND REFUND	BACKUP NOTES	CONSIDERATIONS
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<p>CHANGE of DATE, FLIGHT REROUTING(Same origin - destination).</p>	<p>Changes subject to cabin availability¹</p> <p><u>For LATAM flights:</u>Protect in the original booking class, if the class is not available, the agent must book the lowest class available of the same cabin of the LATAM flight and complete the involuntary ticket reissue, keeping the original fare basis and fare construction.</p> <p><u>For other companies:</u> the</p>	<p>ADVP, (Min./Max. Stay, Blackouts, Seasonality, Day/Time, Penalties, Travel Restriction, etc.</p>	<p>Enter an OSI with the following message:</p> <p>OSI INVOL PAX XXX ACCEPTS LAXXX/DDMMYY</p> <p>In Endorsements of the ticket enter:</p> <p>SKCHG LAXXX CUZLIM 25JAN CNLD</p> <p>Example:</p> <p>OSI INVOL PAX ANA PEREZ ACCEPTS LA530/01APR19</p> <p>Where:</p> <p>OSI INVOL:mandatory</p> <p>PAX XXX: name of the passenger who indicates to be in agreement with the automatic protection offered</p> <p>ACCEPTS LAXXX:flight number offered through automatic protection</p> <p>01APR19: date of entry of OSI</p>	<p>When it implies Involuntary Rerouting, it must maintain origin/destination, directionality and type of business (only applies for LATAM flights).</p> <p>Reissues outside the established ranges for cabin availability on LATAM flights apply without penalty, subject to fare differences and ticket validity according to the current policy of Ticket Modifications and respecting the rest of the fare regulations.</p>
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protection applies subject to class availability. If the original booking class is not available, the Travel Agents must contact their LATAM Sales Support Agent for assistance.

Example:
**SKCHG LA2010 CUZLIM
25JAN CNLD**

Where:

SKCHG: indicates the change of itinerary

LA2010: affected flight number

CUZLIM: route

25JAN: date affected

CNLD or REPRO: affected flight status

<p>CHANGE DESTINATION*</p> <p>CHANGE TO A NEW TICKET(change in favor of a third party)</p> <p><i>Change to a new ticket does not apply for LATAM Fidelidade tickets</i></p>	<p>Subject to applicable fare differences and ticket validity</p>	<p>Penalty item</p>	<p>These changes must include an OSI in the reservation and a note in the Endorsement of the ticket.</p> <p>Ex: original flight: LA500/25 MAR/SCLMIA</p> <p>Change destination to: LA532/25JUN/SCL JFK.</p>	<p>The reissue must be processed without penalty, according to the conditions indicated in the Ticket Modifications Chapter.</p>
<p>REFUND</p>	<p>As long as the ticket is valid, both for unused and partially used tickets</p> <p>Proportional to unused coupons and subject to the validity of</p>	<p>Penalty item</p>	<p>INVOL REF DUE TOXXX (reason) CNLD/REPRO LAXXX/date/route</p>	<p>The refund must be processed, according to what is indicated in the Refunds chapter> Channels to request refunds.</p>

	the ticket. ²			
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For the rest of LATAM tickets: the change can be made without penalty or fare differences (subject to cabin availability) for flights in a range of -7/+ 15 days from the original flight.

Outside of those ranges, fare differences might apply.'

For LATAM tickets issued in Brazil with flights in/from/to

Brazil: Changes are allowed without penalty or fare differences (subject to cabin availability) honoring the validity of the original ticket.

Considerations for LATAM tickets with interline flights:

Protection subject to cabin availability must be made within the same time frame set for LATAM flights indicated earlier. The route operated by LATAM on our flights must stay the same unless there is no viable protection alternative.

For LATAM bookings on affected codeshare flights (LA marketing but operated by another airline), protection options can include a codeshare flight (LA marketing and

operated by the same airline as the affected flight) provided the original class is available. If the original class is not available, the Travel Agents must contact the Sales Support Executive (in Brazil contact the information cell).

Definitive Route Closure (does not apply for temporary airport closures) it will be allowed to make the change subject to cabin availability, outside of the -7 days window range; Therefore, they can depart on any date between the date that they are informed of the route closure and up to the date that the route is closed.

² When the protection is not suitable to the passenger and the ticket is about to expire (ticket validity or maximum stay), the refund of expired tickets will be permitted as an exception, provided that the request is done no later than 15 days from the date of the affected flight. The passenger must be informed about this provision when is notified.

(*) change to a nearby airport and change of airport within the same city: passengers holding LATAM tickets with 100% Domestic route Argentina, Colombia, Ecuador and Peru, and international routes to/from Rosario,

*Argentina have the option to change to a nearby airport. Additionally, in cities served by more than one airport, passengers may change the date/flight by choosing a different departure/arrival airport in the same city, provided that in the city of origin or destination there is more than one airport. These alternatives can only be processed directly at LATAM. To request them, contact your Sales Support Agent. All costs for transportation between airports or basic services must be assumed by the passenger. To access the list of airports can be found in the **Airport Change** section in this chapter.*

The wordings in the Endorsements field of the new ticket are mandatory; otherwise, reissues will be audited as a volunteer reissue with the consequent application of charges for amounts not reported.

Additional Considerations:

No additional costs for reissue (airport and other taxes) must be displayed in the new tickets.

Changes are applicable to outbound and inbound flights if requested at the same time.

When there are no alternatives to immediate connection and the LATAM flight protection involves an overnight stay,

Agents should contact their LATAM Sales Support Agent to seek a travel solution.

Waiver must be requested to the Sales Support Agent in the following cases:

When the flights affected do not appear in the PNR.

In case of cancellations and/or contingencies generated by other companies.

For the rest of the cases or when the contingency is supported by a publication, only the corresponding note in an OSI element and in Endorsements/Restrictions of the ticket must be entered, therefore, it will not be necessary to enter a Waiver.

When making the flight or date changes, all associated SSR requests (ancillaries or special services) must be transferred to the protecting flight. The Sales Support Agent should be contacted to regularize the ancillaries, as established for their market.

Protection of Ancillaries

The protection has different implications in the ancillaries associated with the ticket in case it is made more or less than 72 hours before the date and time of flight.

When does the contingency occur?	Travel Agent Action	Control of the Reservation
More than 72 hours from flight departure.	<p>The LATAM Sales Support Agent must be contacted to request the re-association of the EMD-A.</p> <p>If the required change is a change of route or a change that involves fare differences, the EMD-A must be refunded and a new one must be issued.</p>	This process does not remove the control of the reservation to the Travel Agency.
Less than 72 hours from flight departure.	LATAM is responsible for re-accommodating passenger.	<p>LATAM will re-associate or re-issue the EMD-A according to the case.</p> <p>When LATAM reissues the EMD-A, the travel agency loses control of the reservation.</p>

If the refund option is chosen, both the ticket and the EMD must be refunded via indirect reimbursement (BSP or ARC) in accordance with the policy defined in this chapter.

Before requesting the refund or involuntary change of the Ancillary, the history of the PNR must be reviewed, to verify the change of itinerary or cancellation of the flight.

Protection of Group Passengers

For passengers of ticketed groups, applies the same commercial exemptions that apply to individual passengers.

*For group reservations without tickets issued. Check the details **here below***

Protection of group reservations without tickets issued

We inform all of our Travel Agents that with immediate effectiveness, in case of itinerary changes or cancelations of group reservations without tickets issued (Series, Series Ad-Hoc or Ad-Hoc Groups) with LATAM responsibility; they will be entitled to protection, regardless if these group reservations have contract or pre-payment.

LATAM will give the best alternative possible of flights for the quoted itinerary according to the maximum cabin capacity or the best alternative on LATAM Brasil flights according to class equivalence applicable to the fare quoted. If there is not availability they will search for an alternative flight with availability.

If the protection offered or another flight alternative is not suitable, it will be possible to request another flight alternative; this request must be done before the issuing time limit.

A support note must be entered on the reservation indicating that the group requester or group lead was advised about the TL.

E. g: SSR OTHS ADV TO XXX TL TO RQST ALTERNATIVE FLIGHT

If the reservation does not have CLAIM, the office responsible of the group will request the change to the group sales area

In the case of reservations with CLAIM, the Travel Agencies will make the request thru their distribution system, this

request goes to the group sales area who will evaluate the requirement and make the modification if applies.

In case the change is not accepted a refund can be requested.

When processing the refund of the pre-payment, it must

indicate: REF DUE TO SKED CHG LA XXX GRP NON TKTD

CONDITIONS:

Protections on flights of other companies will not be offered on routes where LAN or TAM operates.

Due to this are not ticketed reservations, the disconnected interline segments within the same reservation will be protected on the same quoted fare class (in routes where LAN or TAM do not operate)

Hotel accommodations for protection does not apply

After the ticketing Time Limit all the spaces non ticketed with the flight proposal accepted will be subject to cancelation and penalization of the pre-payment

Other Considerations:

The Net fare negotiated will be respected regardless of the protection alternative offered by LAN or TAM. The surcharges (Q) will considered at the time of issue.

When the protection alternative generates a difference of TAX, they will be covered by the group requester.- If the itinerary is totally protected on TAM flights it will be done on the equivalent class and the applicable base fare will be modified.

Change of Airport

CHANGE TO A NEARBY AIRPORT

It is a change of airport to a nearby city. This option is only available for domestic flights; in case of international tickets including domestic legs, the passenger may opt only to the domestic leg if it is affected. The international leg cannot be modified. The eligible route are available below.

Exceptionally, passenger traveling from/to Rosario (ROS) may change to a nearby airport to travel from/to Buenos Aires (EZE/AEP) or Córdoba (COR). This is an exception for an international route.

AIRPORTS THAT CAN CHOOSE THIS OPTION

Country	Routes for Changes to Nearby Airports (apply vice-versa)	
Argentina	Rosario (ROS)	Buenos Aires (EZE) / Córdoba (COR)
	Mendoza (MDZ)	Córdoba (COR)
	Mendoza (MDZ)	San Juan (UAQ)
	Salta (SLA)	Tucumán (TUC)
	Tucumán (TUC)	Córdoba (COR)
Brazil	Bauru (JTC)	São José do Rio Preto (SJP) / Ribeirão Preto (RAO)
	Belém (BEL)	Macapá (MCP)
	Brasília (BSB)	Goiania (GYN)
	Belo Horizonte (CNF)	Uberlândia (UDI)

	Curitiba (CWB)	Londrina (LDB) / Iguassu Falls (IGU) / Florianopolis (FLN) / Joinville (JOI)
	Florianópolis (FLN)	Navegantes (NVT) / Joinville (JOI) / Porto Alegre (POA)
	São Paulo Guarulhos (GRU)	Sao Paulo Congonhas (CGH) / Sao Paulo Viracopos (VCP)
	Rio de Janeiro (GIG)	Rio de Janeiro (SDU)
	Jaguaruna (JJG)	Florianópolis (FLN) / Curitiba (CWB) / Joinville (JOI)
	Maceió (MCZ)	Recife (REC)
	Navegantes (NVT)	Florianópolis (FLN) / Curitiba (CWB) / Joinville (JOI)
	Recife (REC)	João Pessoa (JPA) / Maceió (MCZ)
	Sao Paulo Viracopos(VCP)	São Paulo Guarulhos (GRU) / São Paulo Congonhas (CGH)
	São José dos Campos (SJK)	São Paulo Guarulhos (GRU) / Sao Paulo Congonhas (CGH) / Sao Paulo Viracopos (VCP)
	Juazeiro do Norte (JDO)	Fortaleza (FOR) / Teresina (THE) / Aracaju (AJU)
Chile	Castro Mocopulli(MHC)	Puerto Montt (PMC)
	Puerto Natales (PNT)	Punta Arenas (PUQ)

Colombia	Barranquilla (BAQ)	Cartagena (CTG) / Santa Marta (SMR)
Ecuador	Cuenca (CUE)	Guayaquil (GYE)
Peru	Lima (LIM)	Piura (PIU) / Talara(TYL) / Tumbes (TBP)
	Lima (LIM)	Cajamarca (CJA) / Chiclayo (CIX)
	Arequipa (AQP)	Tacna (TCQ)
	Cuzco (CUZ)	Puerto Maldonado (PEM)
	Cuzco (CUZ)	Juliaca(JUL)