

23/06/2020

## ROUTES – Reorganization of domestic and regional routes

<b>Description:</b>	In an effort to adjust our operation to the new global scenario resulting from the impact of the COVID-19 pandemic on the entire LATAM network, the domestic routes of Chile, Peru and Brazil have been adjusted, while some international flights within South America have been suspended in <b>2021</b> .
<b>Scope:</b>	Customers with tickets issued on flights <b>until May 31, 2021</b> on domestic Chile, Peru and Brazil routes, and some regional routes ( <b>See Considerations</b> ).
<b>Implementation date:</b>	From June 24, 2020
<b>Considerations:</b>	<p>1. The following routes will be suspended:</p> <p><i>Domestic Brazil routes between:</i></p> <ul style="list-style-type: none"><li>· Brasilia (BSB) - Foz do Iguacu (IGU)</li><li>· Curitiba (CWB) - Foz do Iguacu (IGU)</li><li>· Belem (BEL) - Macapa (MCP)</li><li>· Imperatriz (IMP) - Sao Luiz (SLZ)</li><li>· Goiania (GYN) - Rio de Janeiro (SDU)</li><li>· Foz do Iguacu (IGU) - Rio de Janeiro (SDU)</li></ul>

***Domestic Chile routes between:***

- Santiago (SCL) - Puerto Natales (PNT)

***Domestic Peru routes between:***

- Cusco (CUZ) - Trujillo (TRU)
- Cusco (CUZ) - Iquitos (IQT)
- Cusco (CUZ) - Pisco (PIO)

***Regional Routes between:***

- *Asuncion* (ASU) - Brasilia (BSB)
- Curitiba (CWB) - Santiago (SCL)
- Santiago (SCL) - Quito (UIO)
- Iquique (IQQ) - Salta (SLA)

2. Customers with tickets for a cancelled flight will not be protected, but may apply for one of the following options that can be done through your travel agents

a. **Rerouting same origin/destination:** The original flight may be protected on alternative flights, in the same original cabin and maintaining the origin/destination. E.g.: Original flight BSB-IGU rerouted to BSB x/CGH IGU, original flight ASU-BSB rerouted to ASU x/GRUB SB, etc.

Reissue as involuntary without penalty, subject to cabin availability in the same cabin (without fare differences) and ticket validity<sup>1</sup>.

b. **Change to a nearby airport:** for flights operated by LATAM, according to the

standard *passenger protection table for nearby airports*.

Reissue as involuntary without penalty, subject to cabin availability in the same cabin (without fare differences) and ticket validity<sup>1</sup>.

c. **Change to a new origin/destination:** Reissue without penalty, subject to applicable fare differences and ticket validity<sup>1</sup>.

d. **Refund:** without penalty, for tickets and associated ancillaries issued according to the refund processes in force in each country.

e. Insert a backup note in the reservation and the ticket:

**OSI in reservation:** INVOL CHG DUE TO COVID19

*In Endorsements insert: COVID19*

3. The cancellation and notification to the passenger will be carried out from **June 24, 2020**.

<sup>1</sup>**Ticket Validity:** For fully unused tickets up to 12 months from the commencement of the trip and for partially used tickets subject to the maximum stay allowed by the fare.

*Exception:*

N/A

*Important:*

- *Changes of date/flight/rerouting involves adding, changing or removing connecting points while keeping the same origin/destination*
- *Change of origin/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.*