

## UPDATE - Exceptions for Group requests due to Coronavirus situation

<b>Description:</b>	Exceptions for Groups, due to Coronavirus
<b>Scope:</b>	Group Reservations
<b>Implementation Date:</b>	Immediate
<b>Considerations:</b>	<p>The aspects that will be more flexible for group bookings and ticketed groups are the following:</p> <ol style="list-style-type: none"> <li><u>1. Issued tickets that required changes and no show policies:</u> The transversal commercial procedure published at company level, must be taken into account, which can be found updated on the following <a href="#">link</a>.</li> <li><u>2. Exceptions for name changes:</u> 100% name changes will be allowed, without penalty or fare difference, keeping the same flight itinerary for group tickets with flight date until <b>November 30th, 2020</b> (trip completed), regardless of the date of issue (if origin/destination is also changed, the name change is allowed paying fare difference).</li> <li><u>3. Bookings with flight date between July 1st and November 30, 2020 (trip completed):</u> 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.</li> <li><u>4. Non-issued group booking for departures until <b>November 30th, 2020</b> (initial flight date)</u> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul> </li> </ol> <p>For more information and / or requests for the respective changes, contact your LATAM Airlines</p>

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](#).