

CONTINGENCY – Travel Solutions for passengers with affected flights

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LATAM COMMERCIAL EXCEPTIONS	
Due to:	Flight cancellations and rescheduling due to the COVID19 emergency.
Customerstraveling from / to	On <u>cancelled/rescheduled</u> flights between March 01 2020 and July 31, 2021 . For cancelled domestic Argentina flights, check exceptions here .
Ticket Validity:	Valid for <u>fully unused tickets</u> up to 12 months from the original trip commencement date and for <u>partially used tickets</u> subject to the maximum stay allowed by the fare. However, for tickets with original trip commencement date between March 01, 2020 and December 31, 2020, tickets <i>may be changed</i> until December 31, 2021, according to system availability.

Customers may choose ONE of the following ONE-TIME options:

Change of date/flight/route

WITHOUT PENALTY, subject to cabin availability in the same cabin (without fare differences) and ticket validity.

- Passengers with cancelled flights: they only need to contact their travel agent when they have a defined flight *date*, this implies that their ticket is open to make the change later according to flexibilities. It is important to clean the inactive segments of the reserves as indicated in *Clean all non productive segments in their GDS queues.*

Change of origin/destination

Without penalty, subject to fare differences and ticket validity, except for changes to a nearby airport of flights operated by LATAM, according to the standard table of *passenger protection to a nearby airport.*

**When reissuing consider
(in all cases)**

**In the Endorsement Box,
insert:**

COVID19

OSI in reservation:

INVOL CHG DUE TO **COVID19**

Customers who DO NOT wish to change their tickets may request a refund according to:

Refund

WITHOUT PENALTY, subject to the processes and requirements established for every country.

Other considerations:

Other Considerations:

- Consider that all date changes that imply a change in the “type of passenger” (e.g. INF to CHD) will also imply the charging of applicable fare differences.
- *Check out at LATAM.com to know about Government Restrictions.* This information is only referential, and passengers always have to check all current restriction to embassy/consulate to the visiting country.
- Customers at destination (trip already commenced) who, due to the reduced operation, are not protected to comply with the maximum stay allowed by the fare may reschedule their flight up to 12 months from trip commencement (according to the conditions mentioned), even if the change exceeds the maximum stay allowed by the fare.
- Changes without penalty, subject to same cabin availability (without fare differences) and ticket validity, *must be done* as involuntary reissue.

Important:

- Rescheduled flights are considered those with advances from 16 minutes and flight delays from 31 minutes.
- Changes of date/flight/rerouting involves adding, changing or removing connecting points while keeping the same origin/destination
- Change of origin or 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.

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