

22/12/2020

CODESHARE - Passenger endorsement between LATAM and AZUL

<i>Description:</i>	This is a reminder that the bilateral agreement signed in Brazil between LATAM and AZUL (AD) allows sales and protection only on flights marketed by LATAM (LA*) and operated by Azul.
<i>Scope:</i>	Customers affected on LA* flights operated by Azul

Considerations:

Considerations on Passenger Protection

Example: Original LA* flight (operated by Azul)

- **Commercial Window:** Protect on a 100% LATAM flight or a codeshare LA* flight operated by Azul. Tickets must be reissued as involuntary (subject to cabin availability) as per current definitions and standards. NEVER on a 100% Azul (AD) flight.
- **Example: Flight LA* (operated by Azul AD) - Original flight:** LA8105 LIM SAO + LA5469* SAO RIO (flight affected LA*)

Protection Options:

- **Applicable:** LA8105 LIM SAO + LA5456* SAO RIO (operator AD)

NOT Applicable: LA8105 LIM SAO + AD4002 SAO RIO

Note: Flight numbers are fictional and are used only for illustrative purposes

- **Operational Window:** Passengers are reaccommodated directly by the operator responsible for the cancellation/rescheduling.

For further details regarding **protection on interline flights** see the **Passenger Protection** section

Exception:

N/A

Section:

Sales | Codeshare