

Commercial Exceptions due to travel restrictions in response to Coronavirus outbreak

**All tickets reissued after 12:00 LT CL of 22MAY20 must abide by the following conditions:**

LATAM COMMERCIAL EXCEPTIONS		
<b>Due to:</b>	Commercial flexibilities for passengers due to the Coronavirus situation	
<b>Customers traveling from / to</b>	<p><b>1. On <u>cancelled/rescheduled</u> flights between March 14 and August 31, 2020.</b></p> <p><b>2. On <u>non-cancelled/non-rescheduled</u> flights from March 14 onwards, with reservations issued until May 19, 2020.</b></p> <p><b>3. On <u>non-cancelled/non-rescheduled</u> flights from May 20 onwards, with reservations issued between May 20 and July 31, 2020.</b></p>	
<b>Customers may chose ONE of the following ONE-TIME options:</b>		
	<b>Flexibilities point 1 and 3:</b>	<b>Flexibilities point 2:</b>
<b>Change of date/flight/route</b>	<p>Without penalty, <b>subject to cabin availability in the same cabin</b> (without fare differences) and ticket validity<sup>1</sup>.</p> <p><b>Consider the following:</b></p> <p>a) <u>Customers with cancelled flights</u>: These customers only need to contact their travel agent once they know the new date of travel.</p>	<p>WITHOUT PENALTY, subject to applicable fare differences and <b>ticket validity</b><sup>1</sup>.</p> <p>- The ticket must be changed <b>before departure of the original flight</b>; otherwise, it will be subject to the fare regulation.</p> <p>- If a customer is not sure about the new</p>

This means their ticket is left open to change it later on according to the flexibility offered. It is important to clear the reservations of inactive segments, as indicated in [Clearing non-productive segments in GDS queues](#).

b) Customers with non-cancelled / non-rescheduled flights:

- Requiring changes to Itineraries in combination with other airlines are subject to all applicable fare differences.

- The ticket must be changed **before departure of the original flight**; otherwise, it will be subject to the fare regulation.

- If a customer is not sure about the new date of travel but requests a change BEFORE the original travel date, the ticket may be left open for a future purchase according to the flexibility options stated above. In these cases, agents will need to contact their Agency Support Department to insert a standard

date of travel but requests a change BEFORE the original travel date, the ticket may be left open for a future purchase according to the conditions stated above. In these cases, please contact your Agency Support Department to insert a standard annotation in the ticket: **VID22MAY20** and then proceed with the change according to the conditions mentioned above.

	<p>annotation in the ticket: <b>COV22MAY20</b> and then proceed with the change according to the conditions mentioned above.</p> <p>No-show customers are subject to all applicable fare regulations.</p>	
<b>Change of origin/destination</b>	Without penalty, subject to fare differences and ticket validity <sup>1</sup> .	Without penalty, subject to fare differences and ticket validity <sup>1</sup> .
<b>In the Endorsement Box, insert:</b>	<b>COVID22</b>	<b>VID22MAY20</b>
<b>OSI in reservation:</b>	INVOL CHG DUE TO <b>COVID19</b>	INVOL CHG DUE TO <b>COVID19</b>
<b>Customers who DO NOT wish to change their tickets may request a refund according to:</b>		
<b>Refund</b>	Please contact your Agency Support Service.	Subject to all fare regulation
<b>Other considerations:</b>		

- **<sup>1</sup>Ticket validity:** for fully unused tickets up to 12 months from the commencement of the original trip and for partially used tickets subject to the maximum stay allowed by the fare.
- 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 latam.com to find out about the entry [restrictions by country](#) This information is only for reference, you should review the current restrictions with the embassy / consulate of the country of arrival
- Customers at destination (trip already commenced) who, due to the operation reduction, are not eligible for protection 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.
- The change Without penalty, subject to cabin availability in the same cabin (without fare differences) and ticket validity must be made as an involuntary reissue.
- Cancellations for No-Show on flights departing from Europe are prohibited. If a customer advises up to 24 hours after flight departure, the ticket may be changed subject to cabin availability (without fare difference fees, provided the origin/destination are maintained). If the customer advises later than 24 hours, travel will be permitted without penalty but subject to fare differences.

**Important:**

- *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.*