

23/06/2020

CONTINGENCY - Commercial Exceptions due to travel restrictions in response to Coronavirus outbreak

All tickets reissued after 18:00 LT CL of 23JUN20 must abide by the following conditions:

LATAM COMMERCIAL EXCEPTIONS		
Due to:	Commercial flexibilities for passengers due to the Coronavirus situation.	
Customers traveling from / to	<ol style="list-style-type: none">1. On cancelled/rescheduled flights between March 01, 2020 to December 31, 2020. For AR domestic cancelled flights check definitions here.2. On non-cancelled/non-rescheduled flights from March 01, 2020 onwards, with reservations issued until May 19, 2020.3. On non-cancelled/non-rescheduled flights from May 20, 2020 onwards, with reservations issued between May 20, 2020 and July 31, 2020	
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. However, for tickets purchased until July 31, 2020 with original trip start between March 01, 2020 and December 31, 2020, the start of travel may be postponed until December 31, 2021 depending on the availability of flights in the systems.	
Customers may choose ONE of the following ONE-TIME options:		
	Flexibilities point 1 and 3:	Flexibilities point 2:

Change of date/flight/route

Without penalty, **subject to cabin availability in the same cabin** (without fare differences) and ticket validity.

Consider the following:

a) Customers with cancelled flights: These customers only need to contact their travel agent once they know the new date of travel. 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 annotation in the ticket: **COV23JUN20** and then proceed with the change according to the conditions mentioned above.
- No-show customers are subject to all

WITHOUT PENALTY, subject to applicable fare differences and **ticket validity**.

- 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 conditions stated above. In these cases, please contact your Agency Support Department to insert a standard annotation in the ticket: **VID23JUN20** and then proceed with the change according to the conditions mentioned above.

	applicable fare regulations.	
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.	Without penalty, subject to fare differences and ticket validity.
In the Endorsement Box, insert:	COVID19	VID23JUN20
OSI in reservation:	INVOL CHG DUE TO COVID19	INVOL CHG DUE TO COVID19
Customers who DO NOT wish to change their tickets may request a refund according to:		
Refund	Please contact your Agency Support Service.	Subject to all fare regulation
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 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:

- 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.