



Everything you need to know about **LATAM's Passenger Protection Procedure**

Sometimes travel doesn't go as planned – bad weather, cancelled flights, airport changes. It is important to know when LATAM is responsible and when the Travel Agent should get involved. This is a guide to the information you need to know about the Passenger Protection Procedure.

Passenger Protection Procedure is a three-step process:



01

Understand
what happened



02

Check who is
responsible for
re-accommodating
the passenger



03

Suggest
alternatives

Step 01

Understand what happened

The Passenger Protection Procedure applies to the processing of LATAM Airlines tickets only in the following situations:

- **Flight cancellations**
- **Non-compliance with the departure itinerary.**
Applicable only for flights:
 - / departing 16 minutes earlier or more
 - / delayed by 31 minutes or more
- **Non-compliance with final destination or stopovers**
- **Involuntarily missed connections**
- **Involuntary changes caused by other airlines**
- **Cabin downgrades due to equipment change**

Step 02

Check who is responsible for re-accommodating the passenger

If any of the above occur, the affected passengers must be looked after. Depending on the timing of the contingency, the responsibilities and implications for the Travel Agent will vary.

When does the contingency occur?	Who protects the passengers?	Who has control of the reservation?
More than 48hrs from flight departure	Travel Agent must reissue the affected tickets (notification through the queue in GDS) *When LATAM auto revalidates the tickets, the Travel Agent does not need to revalidate.	Travel Agent has control of the reservation
Less than 48hrs from flight departure	The Operating Carrier re-accommodates passengers	If the tickets are revalidated by LATAM , the Travel Agent has control of the reservation. If the tickets are reissued by LATAM , the Travel Agent loses control of the reservation and LATAM will have control.

Step 03

Suggest alternatives

Passengers may not agree with the proposed alternative.
In this case, they are eligible for one of the following options:

Passenger Options	Considerations
Change of date or flight rerouting to the same origin-destination	<p>Changes subject to cabin availability</p> <p>For LATAM flights The original booking class is protected. If the class is not available, the Travel Agent must book the lowest class available of the same cabin of the LATAM flight and complete an involuntary ticket reissue, keeping the original fare basis and fare construction.</p> <p>For other carriers Passenger protection applies subject to class availability. If the original booking class is not available, the Travel Agent must contact LATAM Sales Support for assistance.</p>
Change of origin / destination	Subject to applicable fare differences and ticket validity.
Refund	<p>Indirect refund as long as the ticket is valid, both for unused and partially used tickets.</p> <p>Proportional to unused coupons and subject to the validity of the ticket.</p>



For more detailed information, you can visit latamtrade.com