

AIRPORT CHANGES IN INVOLUNTARY REISSUE - Portal NDC

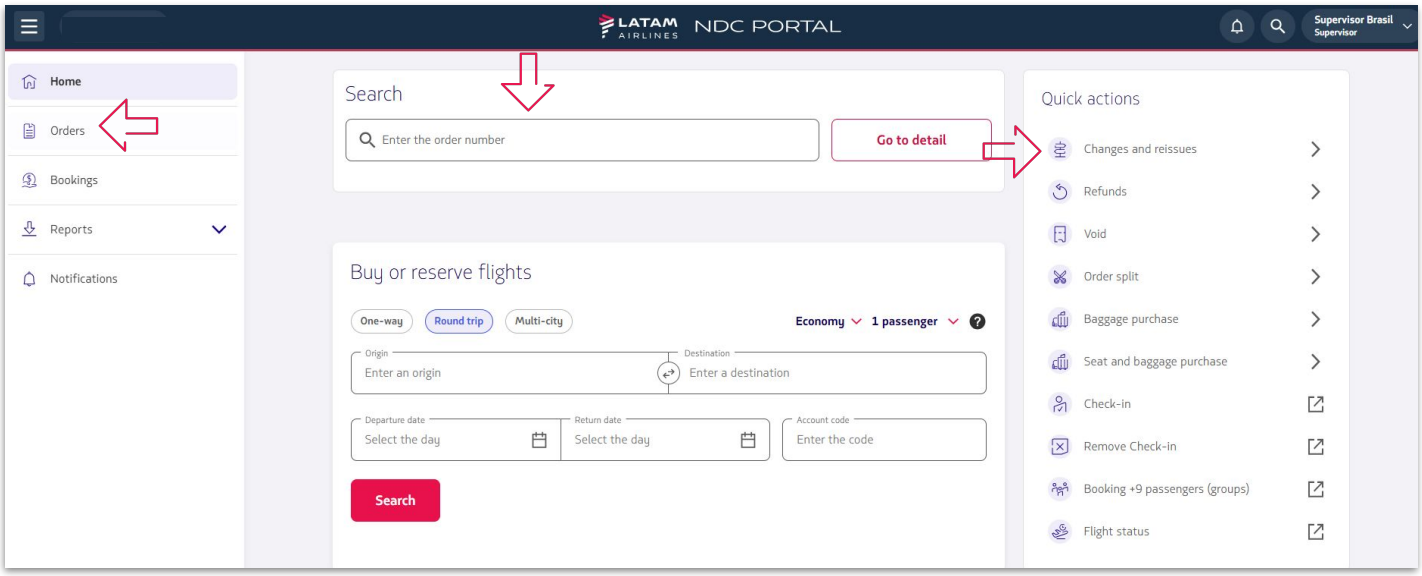
UPDATE: September 2026

IMPORTANT CONSIDERATIONS:

AIRPORT CHANGES IN INVOLUNTARY REISSUE

- The airport change option will only be displayed in cases of involuntary changes when there is available flexibility that allows the change to one of the airport options offered by the airline.
- It is possible to change the airport by flight segment, meaning that only the outbound or only the return flight can be modified.
- Once the process is completed, a new ticket will be issued as a result of the involuntary reissue with an airport change.
- At this time, it is not possible to change the airport on orders that have ancillaries.

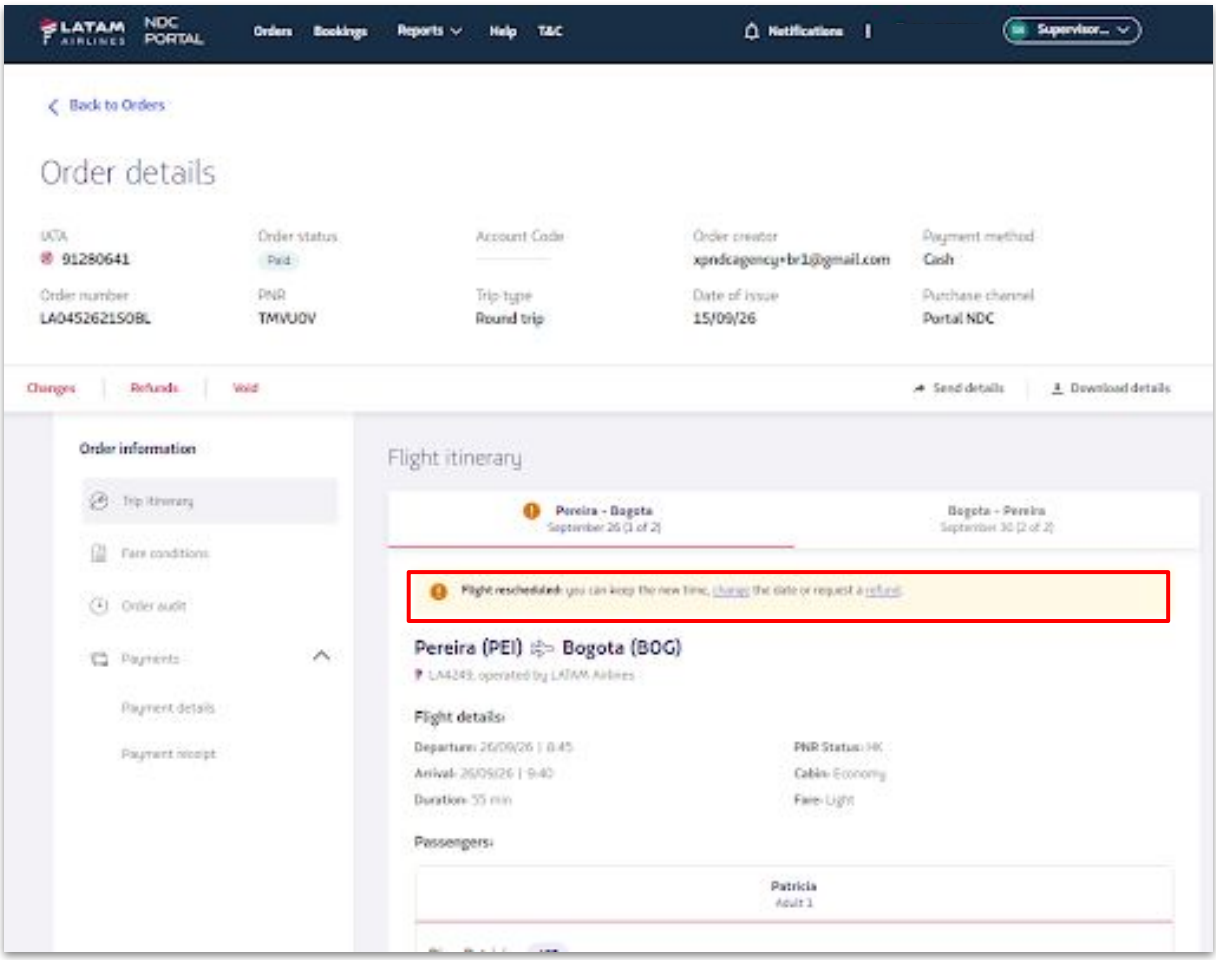
1. After logging in to the main page, click on “Changes and Reissues”, “Orders”, or the “Search” option to access the order details.



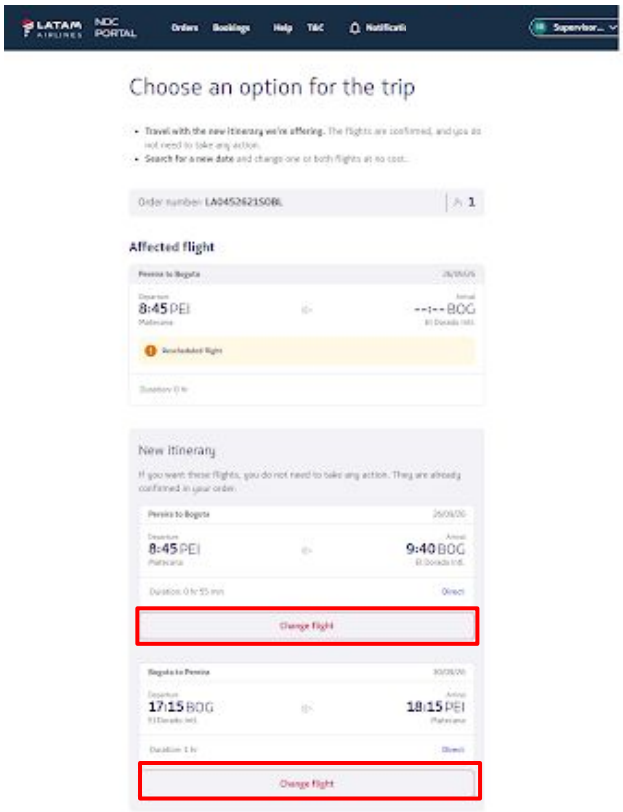
2- When accessing the order details, the message corresponding to the flight change/cancellation will be displayed: “Canceled/Rescheduled.”

If, in addition to the flight change/cancellation, there is active flexibility that allows an airport change, this type of change can be made according to the options offered by the airline.

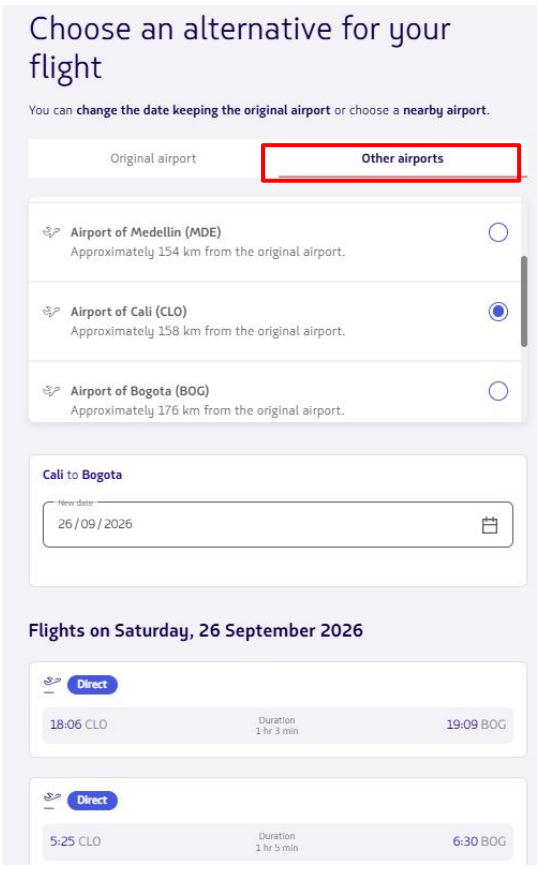
Click “Reschedule” to start the process.



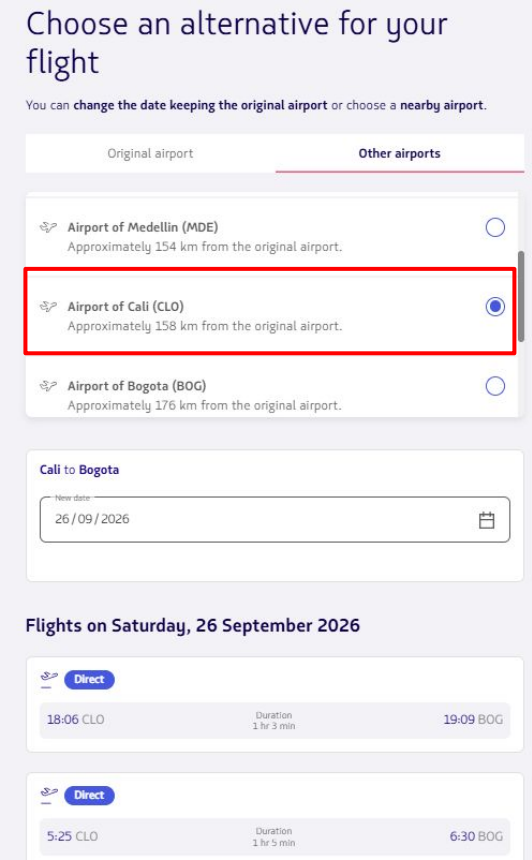
3- The flight information “Affected (original flight)” will be displayed. To continue, click “Change flight”. This change can be made by segment.



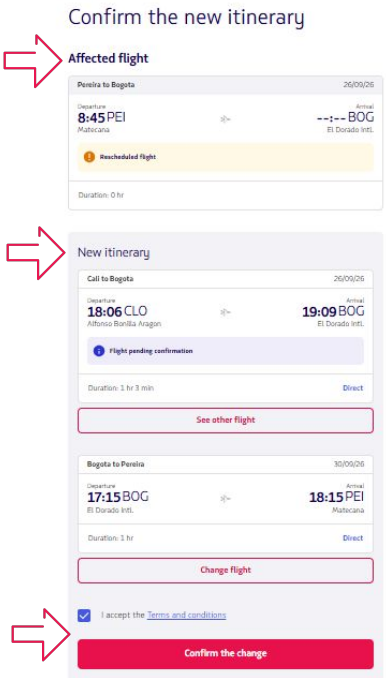
4 - To change the airport, click “Other airports”.



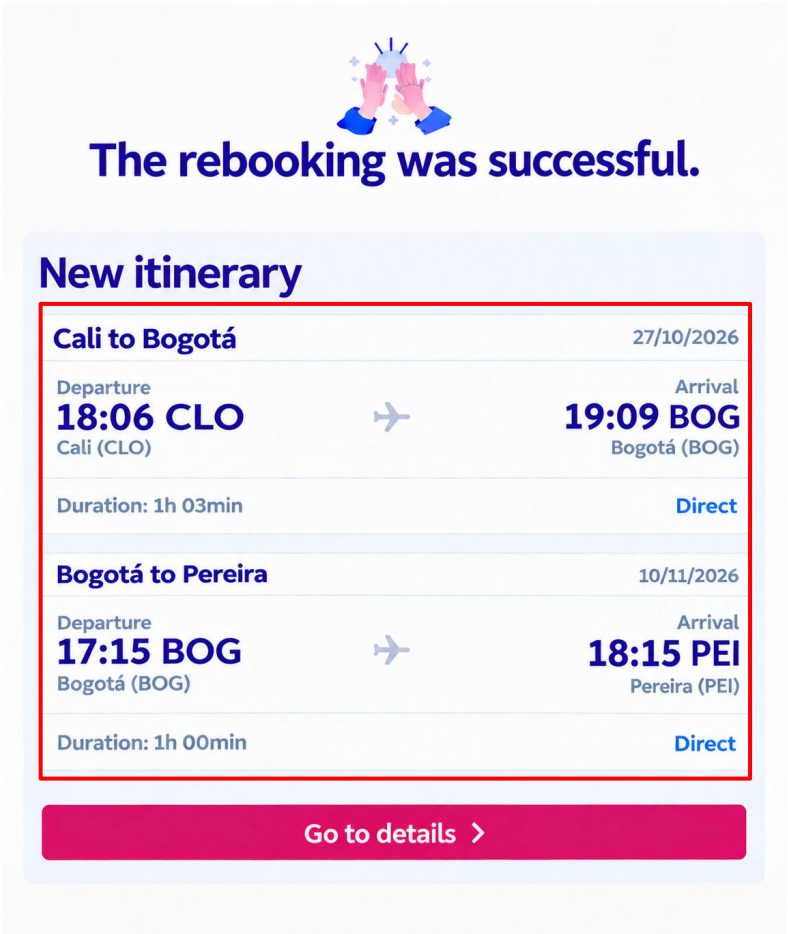
5 - After selecting the airport from the available options, select the new flight date.



6- After selecting the airport, the information for the cancelled flight and the newly selected flight will be displayed again. Accept the "Terms and Conditions" and then click "Confirm change". If you need to change the other segment, the same process must be followed.



7. After confirmation, the message "The change is ready" and the information for the new flight will be displayed:



Remember that involuntary rescheduling must be carried out in accordance with the Passenger Protection Policy, available on LATAM Trade.

Involuntary airport change process completed!


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