



Portal LATAM Trade

Policy Waivers Management

WELCOMING
NEW HEIGHTS



The New Standard of Autonomy in LATAM Trade

The Policies module allows you to request waivers to exempt change or refund fees, without using the agency budget, covering the following flows:

1 - Automatic requests: General Medical Cases, Duplicate Purchase and Reverse Route, automatically validated according to the current rules.

2 - Manual requests: Hospitalization due to Serious Medical Cases and Death, sent for manual review according to the current published exceptions policy.

Profiles that can request Policy waivers in LATAM Trade

Each profile has specific permissions

Administrator Head Office

Full Management: Responsible for managing the agency in LATAM Trade. Has permission to manage waivers, Correct Name and Inquiries.

Head Office Travel Agent

Full Execution: Responsible for waiver operations, fare inquiries, ticket status and name corrections.

Head Office Travel Agent (Waiver)

Waiver Specialist: Profile dedicated exclusively to the technical execution of waiver requests.

Checklist to start your request

Rules applied to the transaction

Always before the flight: The request must be made before the flight. Once the flight has taken place, the Policy Waiver exception no longer applies.

Active PNR: The original booking must be active and contain the passenger information.

Fare rule: Change transactions must be made in a fare equal to or higher than the original ticket

Passenger Information required for the transaction

Full Name

LATAM Pass Number

If applicable

Valid identification document

Exceptions Map: Choosing the Right Module

Auto or Manual?	Change Waivers	Refund Waivers
Automatic Module Policy Waivers	<div>General Medical Cases</div> <div>Documentation Issues</div> <div>Rebooking fee waiver</div>	<div>Exact Duplicate Purchase</div> <div>Reverse Route</div> <div>Penalty waiver for full refund</div>
Manual Module Policy Waivers	<div>Serious Medical Cases</div> <div>Death</div> <div>Changes allowed within ± 7 days of the original travel date; after that, refund only.</div>	<div>Serious Medical Cases</div> <div>Death</div> <div>Duplicate ticket in the same PNR</div> <div>Penalty waiver for full refund</div>

Difference between General and Serious Medical Cases



General Medical Cases



General Medical Cases: In health situations that temporarily prevent the passenger from traveling — such as hospitalization, medical observation or the need for rest — the ticket can be rebooked for a future date.



Serious Medical Cases



Patient Not Discharged

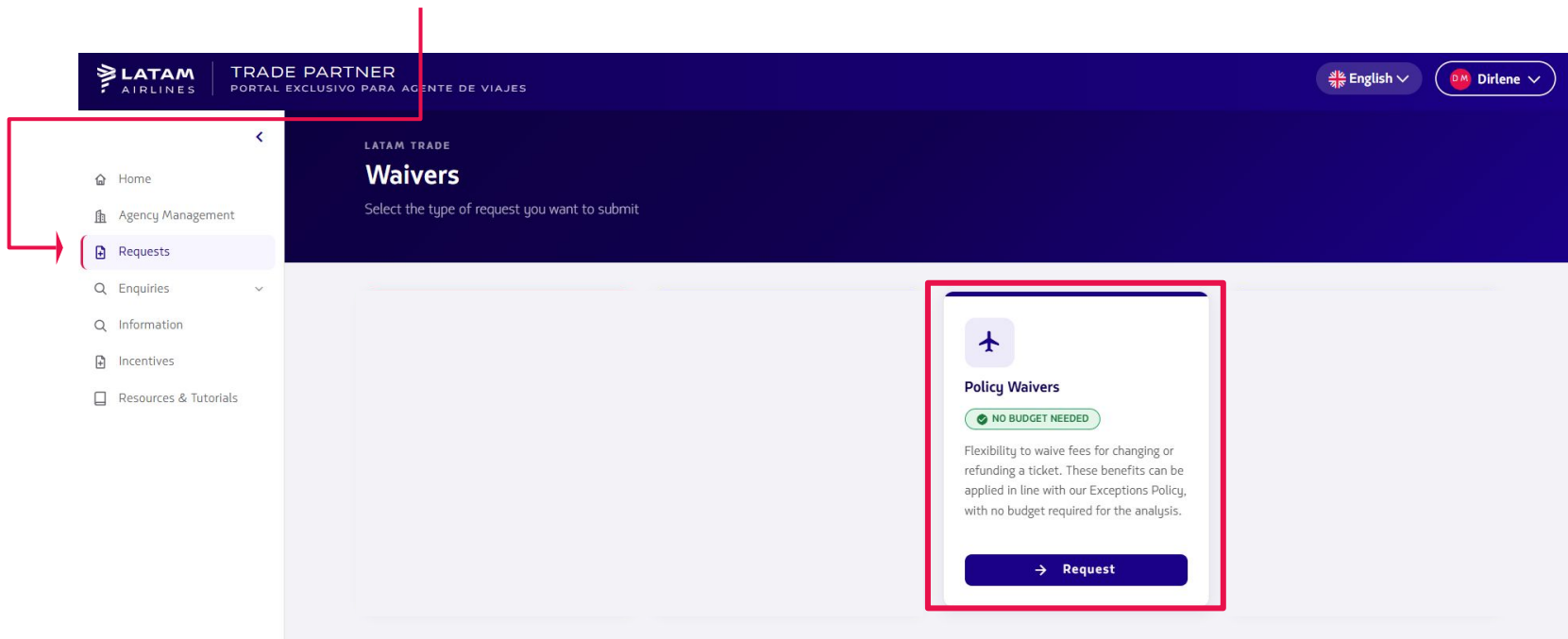


Serious Medical Cases: A situation in which the passenger is unable to travel **with no expected discharge**. Such as cancer treatment, terminal illness or clinical conditions with no prospect of recovery — where only a ticket refund is possible.

Policy Waivers

How to access the automatic Policies module?

Go to the Requests menu and then open the Policy Waivers module



The screenshot displays the LATAM Trade Partner portal interface. The top navigation bar includes the LATAM logo, the text "TRADE PARTNER PORTAL EXCLUSIVO PARA AGENTE DE VIAJES", and language/user selection buttons for "English" and "Dirlene". A left-hand navigation menu is open, with the "Requests" option highlighted. The main content area is titled "Waivers" and prompts the user to "Select the type of request you want to submit". A red box highlights the "Policy Waivers" module, which features an airplane icon, the title "Policy Waivers", a green badge stating "NO BUDGET NEEDED", a descriptive paragraph about fee waivers, and a "Request" button with a right arrow.

LATAM AIRLINES | **TRADE PARTNER**
PORTAL EXCLUSIVO PARA AGENTE DE VIAJES

English | Dirlene

LATAM TRADE

Waivers
Select the type of request you want to submit

- Home
- Agency Management
- Requests**
- Enquiries
- Information
- Incentives
- Resources & Tutorials

Policy Waivers

NO BUDGET NEEDED

Flexibility to waive fees for changing or refunding a ticket. These benefits can be applied in line with our Exceptions Policy, with no budget required for the analysis.

→ Request

To get started, follow these steps:

Enter the PNR for the transaction and then click Search.



Search by

PNR*

SNEGVQ

Search



How to start a Policy Waiver request



Begin your waiver request by entering the LATAM reservation code (PNR) into the tool.



To request a **Policy Waiver**, the request must be submitted **before the flight**, with an **active PNR** containing all passenger information. In addition, the transaction must be completed with a **fare equal to or higher** than the original ticket.



Passenger information:

- Full name
- LATAM PASS Number
- Identification document



If all information is correct and eligible, the waiver approval will be processed automatically.



If you need support during the process, refer to the **user manual**, available in the left-hand menu, under the **"Resources & Tutorials"** button.

The system will load a PNR summary. Check the details and correct and click – Continue.



Home / Waivers / Policy Waivers

Policy Waivers

Request

Management

Back

Reservation information

PNR	PNR Type	Reservation Creation	Number of Passengers	POS	IATA	PCC	Office ID
RUBISR	INDIVIDUAL	18-SEP-26 09:39	0	SSA	—	—	—

Passenger information

Passenger Name	FOID	Passenger Type	TKT
G##### G#####	—	ADLT	9572300204098

Segment information

Segment No.	Marketing Carrier	Marketing Flight No.	Class	Origin	Destination	Departure Date/Time	Segment Status
1	LA	8194	Q	GRU	MIA	13-OCT-26 10:00	HK
2	LA	8195	Q	MIA	GRU	17-OCT-26 10:50	HK

Continue

Select the available Waiver

Type: Changes

Waiver: Changess

this option waives rebooking fees for changes that are not allowed or that carry a penalty.

Request

Management

Waivers Policies

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Waivers

Select waiver type

Waiver Type*

Waiver: Changes

Waiver: Refund

ANA ANA

Comment for internal use

Attach File

Attached file is required

(Maximum size: 2 MB)

☐ I understand that, once this request is approved, the ticket reissue must be handled correctly and immediately (within 1 business day); otherwise, the agency may receive an ADM. I am aware that the Waiver number generated in this transaction must be entered in the endorsement field during the reissue process, to protect the ticket.

☐ I have read and accept the [Terms and Conditions](#) and understand that it is my responsibility to ensure all information entered matches the reservation; otherwise, the agency may receive an ADM.

Request Detail

Passengers

ANA ANA

Exemption Type

Accept

Under Câmbios Waivers, you can request an exception for:

General Medical

Cases: Exception requests for health cases: when there is no hospitalization, but the passenger needs medical leave or rest

[< Back](#)
Waivers
 Select waiver type

Waiver Type*
 Waiver: Changes

Motive*
 General medical cases

Passenger name
 ANA ANA

Comment for internal use

Attach File
(Maximum size: 2 MB)

Attached file is required

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Request Detail

Passengers
 ANA ANA

Exemption Type
 Fee Only

Accept

Under Changes Waivers, you can request an exception for:

Documentation Issues:

Exception requests for travel documentation issues: such as loss, theft or expiration of documents.

[< Back](#)
Waivers
 Select waiver type

Waiver Type*

Waiver: Changes

Motive*

Issues with documentation

Passenger name

ANA ANA

Comment for internal use

Attach File

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Request Detail

Passengers

ANA ANA

Exemption Type

Fee Only

Accept

Under Câmbios Waivers, you can request an exception for:

Death:

Exception requests to waive the fee plus fare difference for changes within ± 7 days of the original travel date; after that, refund only.

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Waivers
 Select waiver type

Waiver Type*
 Waiver: Refund

Motive*
 Death

Passenger name
 ANA ANA

Comment for internal use

Attach File
 (Maximum size: 2 MB)

Attached file is required

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I have read and accept the [Terms and Conditions](#) and understand that it is my responsibility to ensure all information entered matches the reservation; otherwise, the agency may receive an ADM.

Request Detail

Passengers
 ANA ANA

Exemption Type
 Full Refunds

Accept

Under Câmbios Waivers, you can request an exception for:

Hospitalization due to serious medical cases:

Exception requests to waive the fee + fare difference for changes within ± 7 days of the original travel date; after that, refund only.

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Waivers

Select waiver type

Waiver Type*
Waiver: Refund

Motive*
Hospitalization due to serious medical conditions

Passenger name
ANA ANA

Comment for internal use

Attach File

Attached file is required
(Maximum size: 2 MB)

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☐ I have read and accept the [Terms and Conditions](#) and understand that it is my responsibility to ensure all information entered matches the reservation; otherwise, the agency may receive an ADM.

Request Detail

Passengers
ANA ANA

Exemption Type
Full Refunds

Accept

For all transactions, you must attach documentation proving the need for the exception

General Medical Cases: attach the passenger's medical certificate.

Hospitalization due to serious medical cases: attach the passenger's medical certificate.

Death: attach the death certificate.

Documentation Issues: attach a document proving the loss, theft or expiration.

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Waivers

Select waiver type

Waiver Type*

Waiver: Refund

Motive*

Hospitalization due to serious medical conditions

Passenger name

ANA ANA

Comment for internal use

Attach File

Attached file is required

(Maximum size: 2 MB)



I understand that, once this request is approved, the ticket reissue must be handled correctly and immediately (within 1 business day); otherwise, the agency may receive an ADM. I am aware that the Waiver number generated in this transaction must be entered in the endorsement field during the reissue process, to protect the ticket.



I have read and accept the [Terms and Conditions](#) and understand that it is my responsibility to ensure all information entered matches the reservation; otherwise, the agency may receive an ADM.



All attached documentation may be audited. In case of irregularities in the waiver process, the agency will be notified and, for recurring occurrences, ADMs may be issued for improper procedures.

Approval of General Medical Cases and Documentation Issues.

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Wavers

Select waiver type

Waiver Type*

Waiver: Refund

Motive *

Hospitalization due to serious medical conditions

Passenger name

ANA ANA

Comment for internal use

Attach File

Attached file is required

(Maximum size: 2 MB)

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☐ I have read and accept the [Terms and Conditions](#) and understand that it is my responsibility to ensure all information entered matches the reservation; otherwise, the agency may receive an ADM.

Request Detail

Passengers

ANA ANA

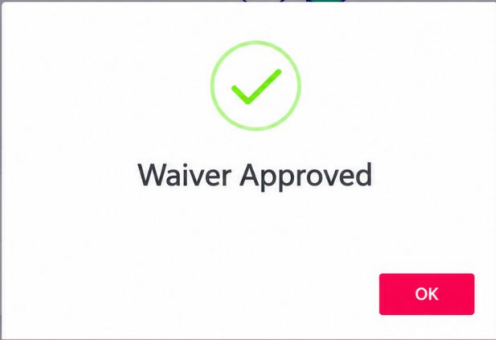
Exemption Type

Full Refunds

Accept

The system will validate your request.

If the request complies with the current rules of our policy, the system will **automatically** approve the waiver



The notification overlay is a white rectangle with a green checkmark icon at the top center. Below the icon, the text "Waiver Approved" is displayed in a bold, black font. At the bottom right of the overlay is a red button with the text "OK" in white.

Waiver Details

Request ID	POS
52859	BR

PNR/TKT **Approval Date/Time** **Departure Date/Time**

QWEASX	25-FEB-26	11-MAR-26
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Approval of Hospitalization due to Serious Medical Cases and Death.

For change requests due to Hospitalization for Serious Medical Cases and Death:

Attach **the documentation** proving the need for the exception, accept the **terms and conditions** and click **Submit Request**.

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Waivers

Select waiver type

Waiver Type*

Waiver: Refund

Motive*

Hospitalization due to serious medical conditions

Passenger name

ANA ANA

Comment for internal use

Attach File

Attached file is required

(Maximum size: 2 MB)

☐

I understand that, once this request is approved, the ticket reissue must be handled correctly and immediately (within 1 business day); otherwise, the agency may receive an ADM. I am aware that the Waiver number generated in this transaction must be entered in the endorsement field during the reissue process, to protect the ticket.

☐

I have read and accept the [Terms and Conditions](#) and understand that it is my responsibility to ensure all information entered matches the reservation; otherwise, the agency may receive an ADM.

Request Detail

Passengers

ANA ANA

Exemption Type

Full Refunds

Accept

The system will validate your request

The request will then be **pending review** and will be forwarded to our **LATAM Support Team**.



Waiver pending approval

OK



Your waiver request could not be approved automatically due to an attached document. Your request will be forwarded to our LATAM Support team for review, with a response time of up to 24 business hours.

Waiver details

Request ID	POS	Agency	IATA	Sales Executive	Type	PNR/TKT	Approval date/time	Departure date/time
52460	BR	NUCLEO DE NEGOCIOS		Dirlene Martins	Waiver: Changes ~ Alteration Not Permitted	OVLCRU	23-SEP-26	03-NOV-26

Types of documentation that prove the passenger's need.

Documentation for Medical Exceptions – General or Serious

The document must include: the details of the clinic, hospital or medical office providing care; the leave period, with its start and end dates; the diagnosis and corresponding ICD code; and the physician's identification, including name and medical license (CRM) number.



OAKRIDGE MEDICAL CENTER
1234 Healthcare Way, Suite 100 – Los Angeles, CA 90001
Phone: (555) 019-2834 | Fax: (555) 019-2835

ILLUSTRATIVE TEMPLATE
NO LEGAL VALIDITY

DOCTOR'S NOTE

PATIENT IDENTIFICATION

Full name: JOHN DOE

Document: 00000000-0

Date: 09/24/2026

MEDICAL INFORMATION

This is to certify that the patient identified above was examined and evaluated at this healthcare facility on 09/24/2026.

The patient is advised to be excused from work and/or school for a period of 3 days, from 09/24/2026 to 09/26/2026, and is cleared to return to normal duties on 09/27/2026 without limitations.

Diagnosis / ICD-10: [medical information]

Leave period: 09/24/2026 to 09/26/2026

Notes: [if applicable]

Place and date: _____

Dr. Jane Smith, MD

License / NPL: 1234567890

Signature and stamp

Extension to First-Degree Relatives

You must attach a legal document proving the Degree of Kinship

Spouse

Parents

Children

Siblings

Grandparents

Grandchildren

Parents-in-law

Children-in-law

Civil Partner

Documentation for Death Exceptions

The death certificate

must include the full name of the deceased, the date and place of death, and the identification of the issuing authority or professional, registration number, signature and stamp.



Extension to First-Degree Relatives

You must attach a legal document proving the Degree of Kinship

Spouse

Parents

Children

Siblings

Grandparents

Grandchildren

Parents-in-law

Children-in-law

Civil Partner

Documentation for exceptions due to Documentation Issues

For passengers having trouble boarding due to an unexpected issue with any documentation, you must attach the type of document that proves the need for the waiver. **Always before the flight.**

Situation	Required Documentation
1 - Expired Travel Document	 Attach the expired document
2 - Lost Documents	 Attach the local police report with description and date
3 - Stolen Document	 Attach the local police report with description and date
4 - Expired Visa or Passport	 Attach a copy of the Refused / Expired Visa or Expired Passport

Refund for Reverse Route and Duplicate Purchase

Refund for Duplicate Purchase

Full Refund for the Duplicate PNR

Customer has Two PNRs issued for the same date, flight and route. A full ticket refund is possible when the customer has an exact duplicate of PNRs.

Important: The request must always be made before the first flight



LATAM JJ8102		BOARDING PASS
From SÃO PAULO (GRU)	To SANTIAGO (CCL)	Passenger LATAM
Flight JJ8102	Operated by LATAM	Name JJ8102
Date 25 Oct	Boarding time 12A	Seat 12A
Barcode: 0000000HH320		Barcode: 10800005EHCADD

LATAM JJ8102		BOARDING PASS
From SÃO PAULO (GRU)	To SANTIAGO (CCL)	Passenger LATAM
Flight JJ8102	Operated by LATAM	Name JJ8102
Date 25 Oct	Boarding time 12A	Seat 12A
Barcode: 0000000HH365		Barcode: 108000055HK365

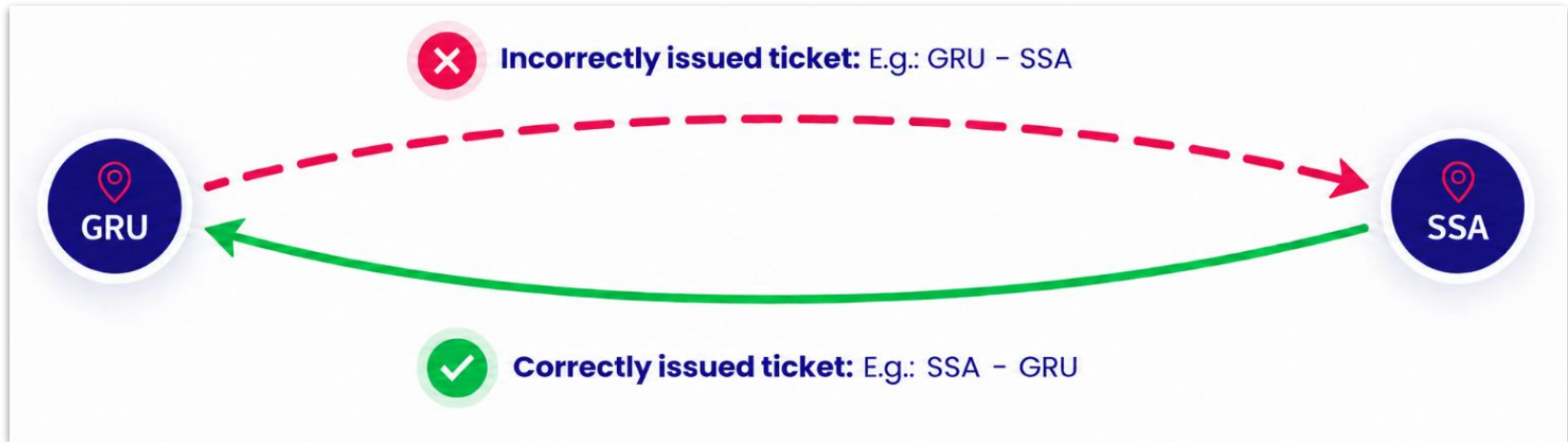
- ✓ Two issuances under the same Name
- ✓ Two issuances on the same Date
- ✓ Two issuances on the same flight and route.



For duplicate issuances in the same PNR caused by inconsistencies in our systems, the refund request must be made through the manual module. In these cases, please contact our support team.

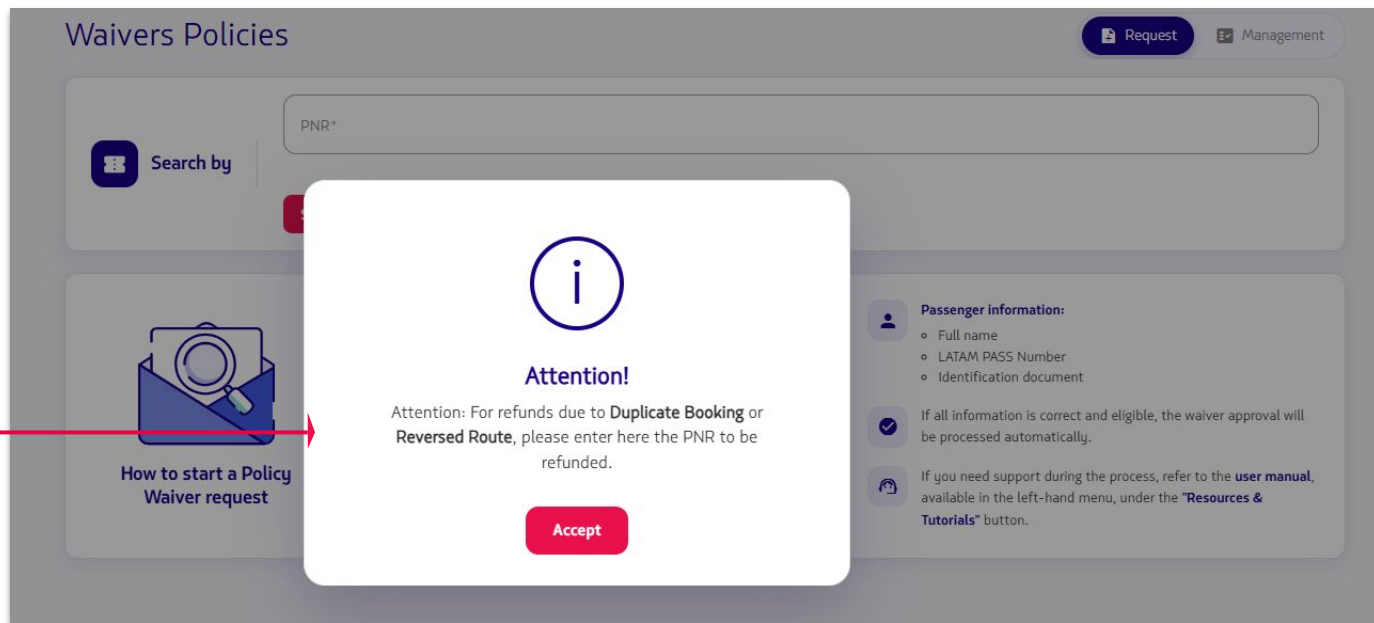
Refund for Reverse Route

General exception rule: the request for a full ticket refund, with no penalty, must be made before the first flight. As part of the exception process, the system will validate both issued PNRs, comparing the reversed routes, identical dates and similarity of passenger names.



How to request exceptions for Duplicate Purchase and Reverse Route:

When you start the transaction, the system will instruct you, for refunds due to duplicate purchase or Reverse Route, to **enter first the PNR that will be refunded.**



The screenshot shows the 'Waivers Policies' interface. At the top right, there are buttons for 'Request' and 'Management'. Below this is a search bar labeled 'PNR*'. To the left of the search bar is a 'Search by' button with a magnifying glass icon. Below the search bar is a card titled 'How to start a Policy Waiver request' with an icon of a folder and a magnifying glass. A red arrow points from this card to a white modal box in the center of the screen. The modal box contains an information icon (a lowercase 'i' inside a circle), the heading 'Attention!', and the text: 'Attention: For refunds due to **Duplicate Booking** or **Reversed Route**, please enter here the PNR to be refunded.' At the bottom of the modal is a red 'Accept' button. To the right of the modal, there is a 'Passenger information' section with a list of items: 'Full name', 'LATAM PASS Number', and 'Identification document'. Below this is a section with a checkmark icon and the text: 'If all information is correct and eligible, the waiver approval will be processed automatically.' At the bottom right, there is a section with a person icon and the text: 'If you need support during the process, refer to the **user manual**, available in the left-hand menu, under the **"Resources & Tutorials"** button.'

Select the available Waiver

Type: Refund

Waiver: Refund

this option waives the penalty when requesting a ticket refund.

Waivers Policies

[Request](#)[Management](#)

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Waivers

Select waiver type

Waiver Type*

Waiver: Refund

Motive*

Passenger name

ANA ANA

Comment for internal use

LATAM POLICY WAIVERS ORIGINAL PNR XXXXXX / ORIGINAL TKT XXXXXXXXXXXXX

Attach File

Attached file is required

(Maximum size: 2 MB)

☐ I understand that, once this request is approved, the ticket reissue must be handled correctly and immediately (within 1 business day); otherwise, the agency may receive an ADM. I am aware that the Waiver number generated in this transaction must be entered in the endorsement field during the reissue process, to protect the ticket.

☐ I have read and accept the [Terms and Conditions](#) and understand that it is my responsibility to ensure all information entered matches the reservation; otherwise, the agency may receive an ADM.

Request Detail

Passengers

ANA ANA

Exemption Type

Accept

Select the Reason: Reverse Route or Duplicate Purchase

Duplicate Purchase or Reverse Route

you can request a full refund exception for these two scenarios.

[< Back](#)

Waivers

Select waiver type

Waiver Type*

Waiver: Refund

Motive*

Death

Error due to Duplication

Error due to Inverted Route

Hospitalization due to serious medical conditions

Attach File

Attached file is required

(Maximum size: 2 MB)

☐

I understand that, once this request is approved, the ticket reissue must be handled correctly and immediately (within 1 business day); otherwise, the agency may receive an ADM. I am aware that the Waiver number generated in this transaction must be entered in the endorsement field during the reissue process, to protect the ticket.

☐

I have read and accept the [Terms and Conditions](#) and understand that it is my responsibility to ensure all information entered matches the reservation; otherwise, the agency may receive an ADM.

Enter the duplicate PNR or the reverse-route PNR

To continue the request, enter the PNR that **will be used by the passenger**. The system will validate whether the process can proceed.



Attention!

To validate the **Duplicate Booking** error, please enter the PNR that will be used by the passenger (the valid PNR).

Cancel

🔍 Search PNR

Attention!

To validate the **Reversed Route** case, please enter the PNR that will be used by the passenger (the valid PNR).

Cancel

🔍 Search PNR

If the PNRs meet the applicable rules, the system will enable the screen below to continue:

Attach **the documentation** proving the need for the exception, accept the **terms and conditions** and click **Accept**.

Waivers Policies

[Request](#)
[Management](#)

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Waivers

Select waiver type

Waiver Type*

Waiver- Refund

Motive*

Passenger Name

ANA ANA

Comment for internal use

LATAM POLICY WAIVERS ORIGINAL PNR XXXXXX / ORIGINAL TKT XXXXXXXXXXXX

Attach File

Attached file is required

(Maximum size: 2 MB)

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Request Detail

Passengers

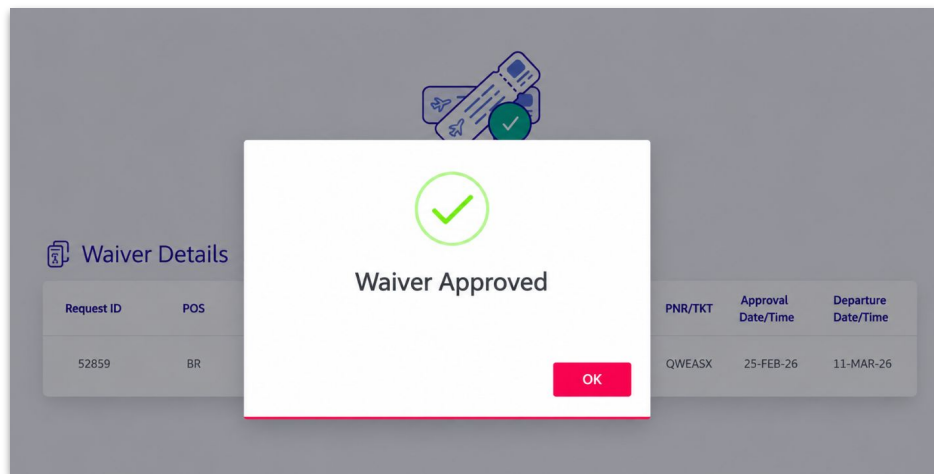
ANA ANA

Exemption Type

Accept

The system will validate your request.

If the request complies with the current rules of our policy, the system will **automatically** approve the waiver



Refund due to Hospitalization for Serious Medical Cases and Death



Attach **the document** and click **Accept**

Passengers
ANA ANA

Exemption Type
Full Refunds

The system will validate your request

The request will then be **pending review** and will be forwarded to our **LATAM Support Team**.



Waiver pending approval

OK



Your waiver request could not be approved automatically due to an attached document. Your request will be forwarded to our LATAM Support team for review, with a response time of up to 24 business hours.



Waiver details

Request ID	POS	Agency	IATA	Sales Executive	Type	PNR/TKT	Approval date/time	Departure date/time
52460	BR	NUCLEO DE NEGOCIOS		Dirlene Martins	Waiver: Changes ~ Alteration Not Permitted	OVLCRU	23-SEP-26	03-NOV-26

Next Step after Waiver approval

When the waiver is approved, the system automatically adds **the waiver details** to the PNR.

```
IGD
*IDGBVO<<
IDGBVO
1.1PHALANGE/REGINA
1 LA3922Q 25DEC W CGHSDU HK1 1410 1515 /E
/OPERATED BY LATAM AIRLINES BRASIL

TKT/TIME LIMIT
1.T-28MAY-MIA5DAL
2.TE 0452158561712 PHALA/R MIA5DAL 1111/28MAY
VCR COUPON DATA EXISTS *VI TO DISPLAY
PHONES
1.MIA55-55-5555 1.1 PHALANGE/REGINA
PRICE QUOTE RECORD EXISTS - *PQS
LA FACTS
2.SSR WVER LA 3922Q25DEC/CHANGE FLIGHT PENALTY 778005 LATAMTR
ADE NN1
3.SSR LAXP LA 3922Q25DEC/LATAM XP USER NN1
RECEIVED FROM - TESTE DAVI
OAC - LA MIA 54 1099793
MIA-MIA-54.MIA5DAL 1010/28MAY24 IDGBVO H
```

Next Step after Waiver approval

For Ticket Changes

Rebooking of waivers generated automatically or manually:

In eLATAM PNR

You must enter the waiver code in the endorsement field to protect the ticket.

In GDS PNR

Responsible for waiver operations, fare inquiries, ticket status and name corrections.

For Ticket Refunds

Refund of waivers generated automatically or manually:

In eLATAM PNR

Once the refund waiver request is completed in LATAM Trade, it will be processed by the refunds team, with an average turnaround of up to 30 days.

In GDS PNR

For Refunds and Changes

Refund and change of waivers generated automatically.

In NDC PNR

After approval, the change or refund is executed directly in NDC – with the waiver applied automatically



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NEW HEIGHTS



LATAM
AIRLINES