



Frequently Asked Questions

We have prepared a document with the most frequently asked questions that our customers usually have. We hope this is of great assistance in resolving your queries in a straightforward manner.

1 Voluntary or involuntary changes

You can find useful information in the following LATAM Trade sections:

> [Home](#) > [Operational Warnings & Contingencies](#)
> [Commercial Policy](#) > [Sales](#) > [Passenger Protection](#)

We've also prepared a summary of our policy, available [here!](#)



If you need help offering change or refund options to your passengers OR in cases where the ticket is under LATAM's control, you can contact us through the chat available at [latamtrade.com](#) by choosing the "Operational Requests" option.

Remember to select, in the upper right part of the LATAM Trade portal, the flag of your country.

2 Expired Ticket

In order to offer greater flexibility to our passengers, a commercial exception has been published extending the ticket validity in the following cases:

- Affected flights on a domestic or international route that have not yet started their journey.
- Customers without affected flights, only for international routes

The deadline to request changes for unused tickets with original flight date between March 1, 2020 and December 31, 2021, is extended until December 31, 2023. You can find more information by clicking [here](#).

3 Fare Rules: refunds and cancellations

Tariff rules are available in your GDS. Please check the section 16 for change and cancellation conditions, where you will find information such as:

BEFORE DEPARTURE

CANCELLATIONS PERMITTED FOR REFUND

In this case, the customer has an unused ticket (has not traveled on any part of his trip) with open status. It is then possible to request a refund, as long as it is before the departure time of the first flight.

BEFORE DEPARTURE

CANCELLATIONS PERMITTED FOR NO-SHOW

In this scenario, the passenger has an unused ticket with open status. However, it is possible to request a refund at any time (within the validity of the ticket) even after the original flight date and NO SHOW.

BEFORE DEPARTURE

CHARGE X PERCENT (percentage to be deducted from the fare as a penalty) FOR REFUND.

In this scenario, the customer holds an unused ticket (hasn't traveled on any leg of the ticket) and it's in an OPEN status. It's possible to request a refund, provided it's before the departure time of the first flight, applying the penalty as informed by the percentage.

BEFORE DEPARTURE CANCELLATIONS PERMITTED FOR REFUND + BEFORE DEPARTURE TICKET IS NON-REFUNDABLE IN CASE OF NO-SHOW

In this scenario, the passenger has an unused ticket with an OPEN status. Refund requests are allowed only before the flight departure. After the flight departure, meaning in the case of a NO SHOW, a refund is not permitted

AFTER DEPARTURE

TICKET IS NON-REFUNDABLE

In this scenario, the passenger started his trip and has flown a segment, that is, the ticket was partially used. In this case, the ticket is no longer refundable.

ANY TIME

TICKET IS NON-REFUNDABLE

In this scenario, refunds are not permitted in any situation.

***** Refunds are not allowed for group and series tickets *****



Remember that the action on the ticket (reissue or refund request) must be done before the departure of the first flight; otherwise, it will be considered as a NO SHOW and the corresponding penalties/restrictions will be applied. Canceling the PNR does not exempt the NO SHOW penalty.

4 Flight Status (active or cancelled)

To check the flight status, click [here](#).

You can search by flight number or by route (origin - destination) + date.

When a flight is changed or canceled with less than 7 days' notice, the information may not be accurately reflected in your GDS. That's why we ask you to always check the flight status through our website.

5 Check-in and Check-in cancellation

We have renewed the way to check-in! To provide a more streamlined and hassle-free digital experience, passengers will no longer need to check-in to obtain their boarding pass.

Cases where it is necessary to complete the data to activate automatic check-in:

If the passenger has an international trip or if the ticket was purchased through an agency or another website. This information can be completed from 72 hours before your flight in our Automatic Check-in section or in My Trips, selecting your boarding pass.

Cases where you will not be able to perform automatic check-in:

If the flight is operated by Delta, however, you can do it directly on our website 24 hours before the flight. On the other hand, if the flight is operated by other airlines, you will need to check-in with them using the corresponding reservation code.

Click [here](#) for more details. You can still manage (perform or cancel) check-in by clicking [here](#).

For groups, it is not possible to check-in on [latamairlines.com](#). LATAM performs the check-in for group passengers once the necessary details are entered in the reservation. Boarding passes can be obtained at the airport kiosks by entering the ticket number.