



TOP 5 FREQUENTLY ASKED QUESTIONS

Voluntary or involuntary changes

1



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

- > Home > News & Contingencies
- > Agency Support > Passenger Protection
- > Agency Support > Summary of coronavirus restrictions



OPERATIONAL REQUESTS
CHAT

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](https://www.latamtrade.com) by choosing the "Operational Requests" option.

Expired Ticket

2



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

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

You can check more details in the **News & Contingencies** section (exception published on 06/28/2022)

Fare Rules Refunds | cancellations

3



GDS

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.

"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.

Flight Status (active or cancelled)

4



To check flight status, visit the following link:

<https://www.latamairlines.com/br/pt/flight-status>

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

Check-in Check-in cancellation

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We have renewed the way to check-in! See in the link below for tickets eligible for automatic check-in:

<https://www.latamairlines.com/br/pt/experiencia/digital/check-in-automatico>

You can still manage (do or cancel) the check-in through the page:

<https://www.latamairlines.com/br/pt/check-in>



Remember to select, in the upper right part of the LATAM Trade portal, the flag of your country and the language. That way, you will be sure that the information applies to your market and you will be able to contact the right team through our Chat.