



# *PASSENGER PROTECTION POLICY*

## *FREQUENTLY ASKED QUESTIONS*

## FAQ | FREQUENTLY ASKED QUESTIONS

In LATAM, we understand that unforeseen circumstances like cancellations, delays, route changes, and seat downgrades can be frustrating and disrupt our customers' travel plans. That's why we want to assure you that we are committed to protecting passengers' rights and providing solutions to minimize the impact when the unexpected happens.

Here is the essential information to assist you in managing affected reservations:

### 1). In which situations can the Passenger Protection procedure be utilized?

- Flight cancellations.
- Advance in the flight departure time (starting from 16 minutes)
- Delay in the flight departure time (starting from 31 minutes)
- Non-compliance with the final destination or intermediate stops.
- Involuntary loss of connections.
- Cabin downgrade due to flight material change.

### 2). How can I check if the flight has been canceled or rescheduled?

We always recommend checking the flight status through our website.

When a flight change or cancellation is made less than 7 days in advance, the information may not be updated correctly in your GDS, and the flight may still appear as confirmed (HK). **If the flight is marked as affected on our website, it means that the passenger is eligible for the passenger protection policy.**



To verify the flight status, please visit:  
<https://www.latamairlines.com/us/en/flight-status>

**3). Who is responsible for ensuring passenger protection?**

When does the contingency occur?	Who protects the passengers?	Reservation Control
More than 48 hours before the flight departure	The Travel Agent must reissue the affected tickets	The Agency does not lose control of the reservation
Less than 48 hours before the flight departure	The operating airline re-accommodates the passengers	<p>If the tickets are revalidated by LATAM, the Agency does not lose control of the reservation.</p> <p>If the tickets are reissued by LATAM, the Agency loses control of the reservation.</p>

**4). What is the time limit for implementing passenger protection?**

The timeframe for taking action (either reissuing or refunding) is based on the ticket validity (up to 12 months from the date of the first flight).

**5). If a passenger accepts the automatic protection offered by LATAM, who is responsible for revalidating or reissuing the ticket?**

Depending on the remaining time before the flight departure, responsibilities vary:

Less than 48 hours before the flight departure: LATAM is responsible for accommodating the customer and handling the revalidation or reissuance of the ticket.

More than 48 hours before the flight departure: It is the agency's responsibility to reissue the ticket. Please note that the reissuance must be involuntary, maintaining the original fare basis, cabin, and fare structure.

**6). The customer accepted the protection proposed by LATAM, and the ticket was correctly reissued. However, the customer has now changed their mind and wishes to make a second modification. Is it possible to do so?**

If the passenger accepted the protection, it cannot be reprotected at no cost to the passenger. If the customer wishes to make a second modification, the fare rules must be considered, and the corresponding costs for reissuance (penalty and fare difference) will apply.

**7). If the passenger does not accept the flight protection proposed by LATAM, what alternatives can they choose?**

EVENT	ALTERNATIVE
Flight cancellations	<ul style="list-style-type: none"> <li>• Flight change, date change, or re-routing without additional costs, maintaining the same origin and destination (penalty and fare difference are exempted).</li> <li>• Change of destination subject to fare difference (only the penalty is exempted).*</li> <li>• Full refund of unused segments (no waiver required).</li> </ul>
Advance in the flight departure time (starting from 16 minutes)	
Delay in the flight departure time (starting from 31 minutes)	
Non-compliance with the final destination or intermediate stops	
Cabin downgrade due to flight material change	

\* If the customer requests a change of destination to an airport that is within a maximum distance of 500 km from the original airport, the reissuance can be done without any additional costs - both the penalty and fare difference are waived.

**8). How is the distance between airports calculated?**

The distance between airports should be calculated through a GDS, as the results may not be exactly the same when using maps or online tools.

In the case of the Sabre GDS, you can use the command **"W/-ATPOA#ATFLN"** to calculate the distance between the airports of POA and FLN, for example. In the Amadeus GDS, the command would be **"FQNPOAFLN"**. For more detailed instructions, it is recommended to contact the technical support of your specific GDS.

If you are using **e-LATAM**, you can check the distance between two airports by following these steps: access "Ferramentas", select 1 "Sabre ATLAS" and "Distancia entre dois pontos" then enter the airport codes, and the system will display the distance in miles and kilometers.

**Considerations for reissuance:**

The protection should be done based on availability in the same cabin as the original ticket and in the lowest available class. The reissuance must be done involuntarily, maintaining the original fare basis and fare structure.

**Considerations for refund:**

This applies to all unused coupons of the ticket and associated additional services.

**There is no need to request a waiver.**

The agency should follow the refund process according to the regulations of the country. More details:

[https://www.latamtrade.com/en\\_us/procom/refund](https://www.latamtrade.com/en_us/procom/refund)

## 9). What endorsements and/or backup notes should be applied in the reissuance?

It is necessary to endorse the reservation via OSI + ENDORSEMENT of the ticket, following the following indications:

**ENDORSEMENT: SKCHG LA2010 CUZLIM 25JAN CNLD**

Where:

**SKCHG:** indicates the itinerary change

**LAXXX:** affected flight number

**CUZLIM:** route

**02JUN:** affected date

**CNLD o REPRO:** affected flight status

**OSI: OSI LA REISSUE DUE TO SKCHG LA2010 CUZLIM 25JAN18**

Where:

**OSI INVOL:** mandatory

**PAX XXX:** passenger's name indicating agreement with the offered protection

**ACCEPTS LAXXX:** flight number offered through automatic protection

**02JUN24:** OSI entry date

**10). Regarding ancillary products, how is protection handled?**

When does the contingency occur?	Action for Travel Agents:
More than 48 hours before the flight departure	<p>Contact Global Sales Support and request re-association of the EMD-A.</p> <p>If the ticket reissuance includes changes in segments or modifications with fare differences, the EMD-A must be sent for refund and reissued.</p>
Less than 48 hours before the flight departure	<p>LATAM will take care of re-associating or reissuing the EMD-A as necessary.</p>

**11). The reservation includes flights with other airlines (OLAs). How should I proceed with the reaccommodation?**

Before requesting reaccommodation on flights with other airlines (OLAs), you should check the available options in your distribution system and offer them following this order:

- Prioritize LATAM flights as long as the original origin and destination are maintained.
- Offer dates and departure times as similar as possible to the original flights.
- If the above options are not available, offer Codeshare flights
- If there is no availability of LATAM or Codeshare flights that fit the passenger's needs, reaccommodation on OLAs can be offered, as long as the issued fare is applicable with the protecting carrier (according to Flight Application rules)\*.

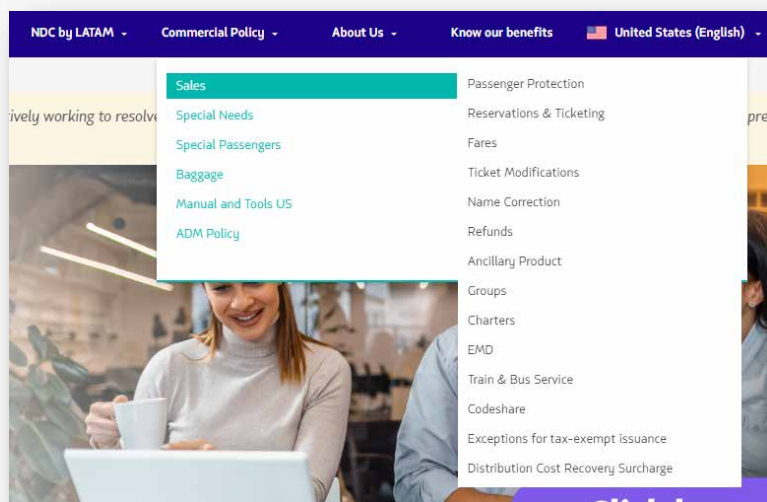
\* If the required carrier does not apply to the purchased fare, another applicable carrier must be used or the change can be made without penalty, but subject to applicable fare differences with that carrier.

**12). The reservation only includes LATAM flights. Can I reaccommodate passengers on an OLA flight?**

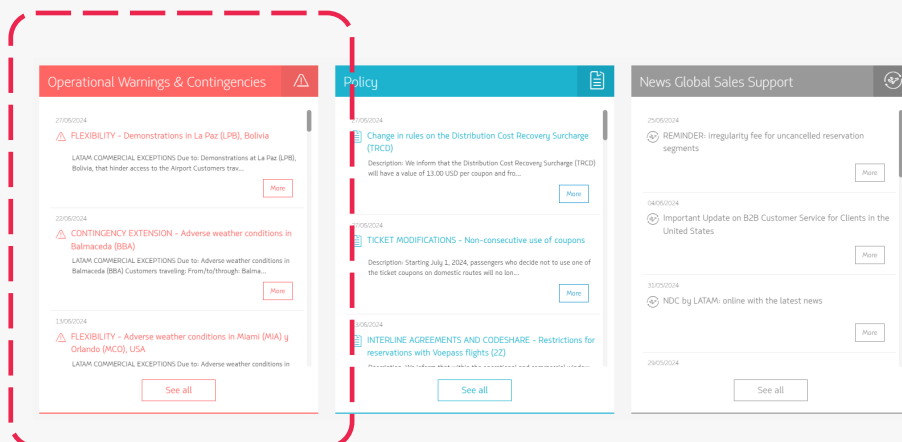
If the reservation only includes LATAM flights, it is not possible to reaccommodate passengers on OLA flights. Reaccommodation will be done within the LATAM flight network, seeking alternative options that fit the customer's needs. If you have any doubts, we recommend contacting Global Sales Support through our support chat available on LATAM Trade.

**13). I have questions about rescheduling, cancellation, or reaccommodation. How can I request assistance or support?**

You can find the complete chapter **"Passenger Protection"** on LATAM Trade for your country. In the top bar, simply click on "Commercial Policy" > "Sales" > "Passenger Protection".



In case of contingencies or commercial exceptions, you can always find information on the main page of LATAM Trade, under the section **"Operational Warnings & Contingencies"**.



If you need to speak with a LATAM agent, we recommend using our **support chat** available on LATAM Trade 24 hours a day, 7 days a week – select the option "Operational Support".

We will be happy to assist you!

