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COVID-19 Safety Measures





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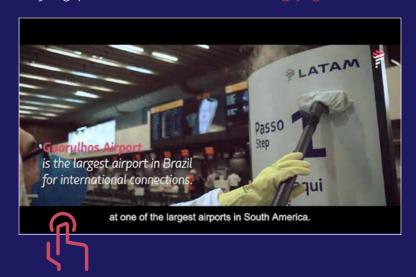
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New ways to fly, new safety measures.



Safety protocols on a connecting flight.



New LATAM Security Measures



We are ready to transport the COVID-19 vaccines for free





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Looking after the health and wellbeing of our passengers, is always our utmost priority. Learn more about our safety and hygiene measures to prevent the spread of COVID-19 during the passenger's flight experience.



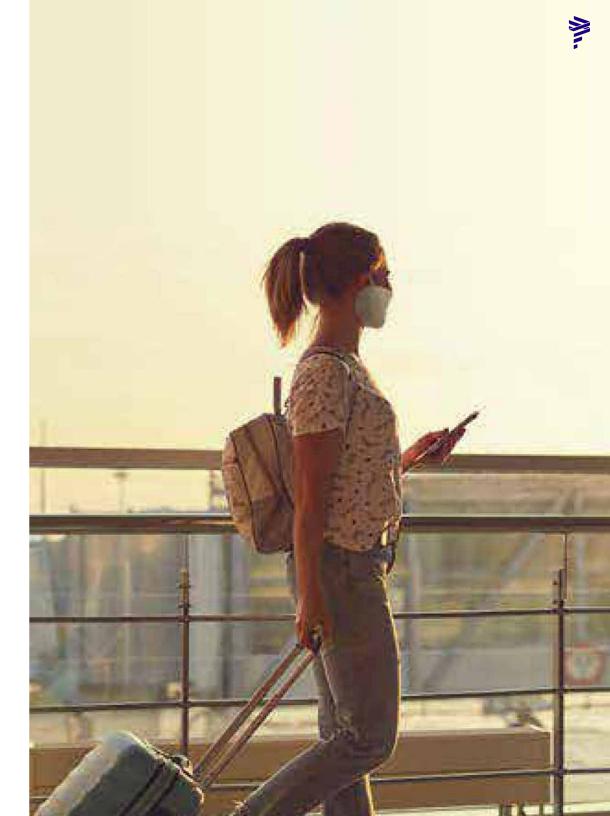
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Empty Seat:

whenever possible, we will leave the middle seat empty to facilitate social distance between passengers.



our aircrafts are equipped with an air recirculation system that renews the air inside thecabin every 3 minutes using HEPA (High Efficiency Particulate Air) filters, which removes 99.97% of the particles.





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Cabin Hygiene:

we have defined proactive and regular cleaning procedures throughout the cabin. Additionally, we are providing hand sanitizer in all our aircraft.



Crew Protocols:

to avoid possible contagion, we adjusted our crew protocolswhich include the use of masks of all of our crew members.



Catering:

we simplified our food services by minimizing the handling of items and have limited eachservice to only one interaction.



Materials:

as a preventive measure and to reduce unnecessary contact, our crew will only distribute amenities upon passenger request. Additionally, items in the seat pockets have been removed. process to avoid crowding.





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Recommendations for our passengers:

- Use online check-in and choose todownload a digital boarding pass.
- Arrival to the airport should beat least 4 hours prior to thescheduled departure time forinternational flights.
- At the airport, use ourself-service stations(where available).
- When approaching the check-in orbag drop counters, do so by yourself(without friends or family members).
 - Once on the plane, remain seated and avoid moving throughout the cabin.





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Recommendations for our passengers:

Maintain social distancing in the waiting area, while boarding, deplaning, passport controland at the baggage carousel areas.

The use of a mask ismandatory at all times

For more information, please visit latam.com/coronavirus Further, together.



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Country	City / Airport	Non-Stop flights to:
	Boston – BOS	Brazil
	New York – JFK	Brazil Chile Ecuador Peru
USA	Orlando – MCO	Brazil Chile Peru
	Miami – MIA	Brazil Chile Colombia Peru
	Los Angeles – LAX	Chile Peru
Mexico	Mexico City – MEX	Brazil Chile Peru
/*IEXICU	Cancun – CUN	Brazil Chile Peru
Dominican Republic	Punta Cana – PUJ	Chile Peru







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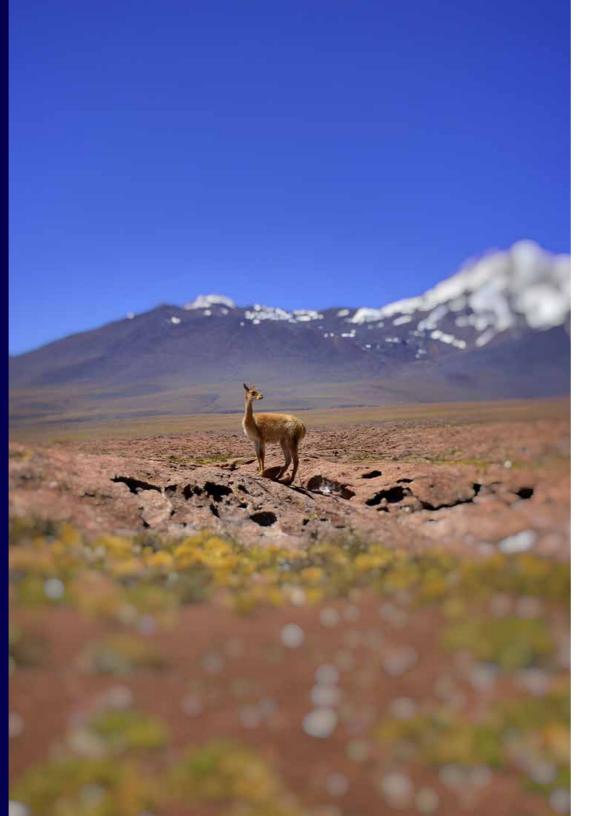
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LATAM offers a wide range of connections from Canada to our North American gateways. Thru-fares are available using domestic-Canada and flights to the US, Mexico and Dominican Republic with:

- WestJet (Code-share and interline)
- Air Canada (Interline)
- Delta (Codeshare and interline)
- United (Interline)
- AeroMexico (Interline)

You can mix-and-match carriers and routings on either bound!







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Continent	Country	Domestic	Regional	Long-Haul		
				NON-STOP	1-STOP CONNECTION	
	Argentina		Ø		Ø	
	Bolivia		Ø		Ø	
	Brazil	Ø	Ø	Ø		
	Chile	Ø	Ø	Ø		
	Colombia	Ø	Ø	Ø		
South	Ecuador	Ø	Ø	Ø	Ø	
America	Paraguay		Ø		Ø	
	Peru	Ø	Ø	Ø		
	Uruguay		Ø		Ø	
	Falkland Islands / Islas Malvinas			Ø	Ø	
North America	Cuba		Ø			
	Dominican Republic		Ø			
	Mexico			Ø		
	USA			Ø		
Central America	Costa Rica		0			



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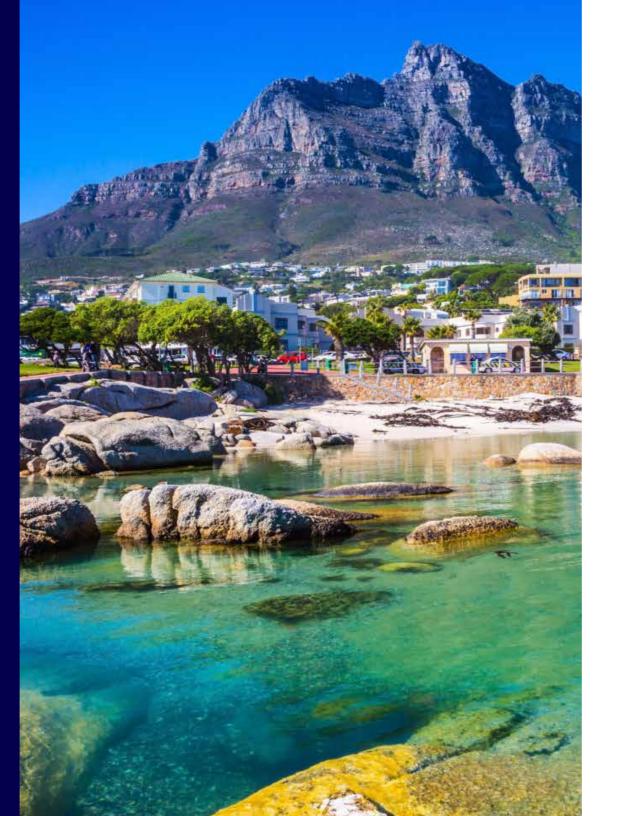
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Continent	Country	Domestic	Regional	Long-Haul		
	Country		Regional	NON-STOP	1-STOP CONNECTION	
	England			Ø		
	France			Ø		
Europe	Germany			Ø		
	Italy			Ø		
	Spain			Ø		
Asia	Israel			Ø		
Africa	South Africa			Ø		
Oceania	Australia			Ø	Ø	
	New Zealand			Ø		
	Tahiti			Ø		





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With an average age of 7.5 years, LATAM features one of the youngest fleets in the region.



Boeing 777

Capacity: 410 passengers Length: 73.08mts / 214ft Wingspan: 64.80mts / 209ft

A4 : 246 54

Maximum takeoff weight: 346,544kg / 382ton

Emergency exit: 10 **Toilet facilities:** 10







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Boeing 787-9 - Dreamliner

Capacity: 303-304 passengers

Length: 63mts / 207ft

Wingspan: 60mts / 197ft

Maximum takeoff weight: 251,360kg / 277ton

Emergency exit: 8 **Toilet facilities:** 8







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Boeing 787-8 - Dreamliner

Capacity: 247 passengers

Length: 56.72mts / 186ft

Wingspan: 60.13mts / 197ft

Maximum takeoff weight: 227.930kg / 251ton

Emergency exit: 8

Toilet facilities: 6





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Boeing 767-300

Capacity: 221-238 passengers

Length: 54.2mts / 177ft

Wingspan: 47.16mts / 155ft

Maximum takeoff weight: 184611kg / 203ton

Emergency exit: 8 **Toilet facilities:** 6-7





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Airbus 321

Capacity: 220–224 passengers

Length: 44,51mts / 144ft

Wingspan: 35,8mts / 117ft

Maximum takeoff weight: 89000kg / 98ton

Emergency exit: 8

Toilet facilities: 3





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Airbus 320-200

Capacity: 168-180 passengers

Length: 44,51mts / 146ft

Wingspan: 34,10mts / 112ft

Maximum takeoff weight: 77000kg / 84ton

Emergency exit: 8

Toilet facilities: 3







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Airbus 319

Capacity: 144 passengers

Length: 33,84mts / 111ft

Wingspan: 34,10mts / 112ft

Maximum takeoff weight: 70000kg / 77ton

Emergency exit: 6

Toilet facilities: 2-3





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Premium Business Class

All LATAM Airlines wide body aircrafts feature full-flat-bed seats (180 degrees)

NEW Premium Business Class Cabin

1-2-1 cabin configuration and new seat, already available in most flights to North America and Europe

The most private, comfortable and exclusive flying experience to South America.





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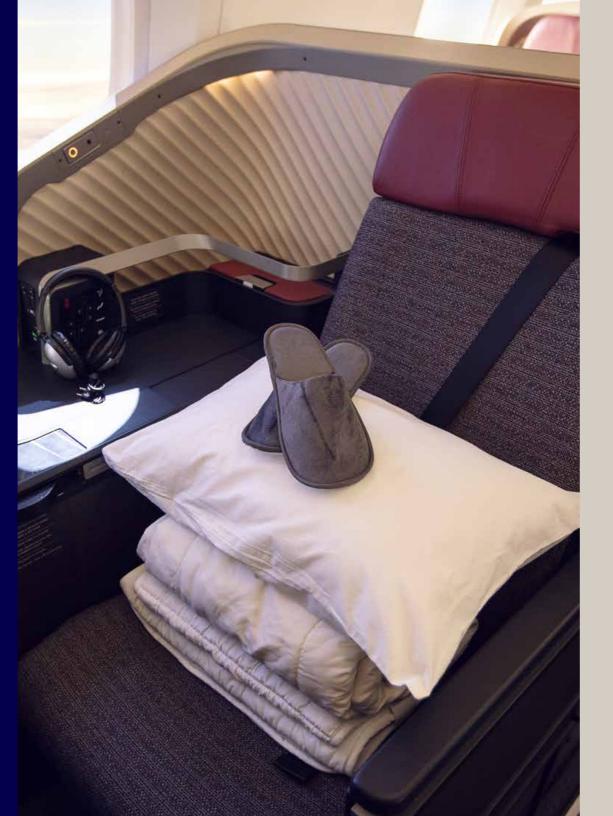
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Premium Business Class Cabin (V2)

2-2-2 configuration currently being phased out and replaced with the new 1-2-1 cabin configuration and seat

Featuring our multiple-award-winning spacious and comfortable 180 degree bed





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Premium Economy Class

Cabin available in all regional and domestic flights within South America and select medium-haul destinations (A319/320/321 aircrafts)
RBD's: W & P

NEW! Premium Economy Class Cabin

- Access to LATAM's VIP lounges (applicable to regional country-to-country within South America flights)
- Faster boarding and deplaning
- First 3 rows of the aircraft
- Blocked middle seat
- Special food and beverage menu
- Dedicated overhead bins
- Additional baggage allowance
- Additional mileage accrual







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LATAM+ Preferential Seats

Seats available in all LATAM flights offering extra legroom, dedicated overhead bins and faster boarding and deplaning

LATAM+

Extra comfort for a small additional fee – Bookable on the GDS or through LATAM.com



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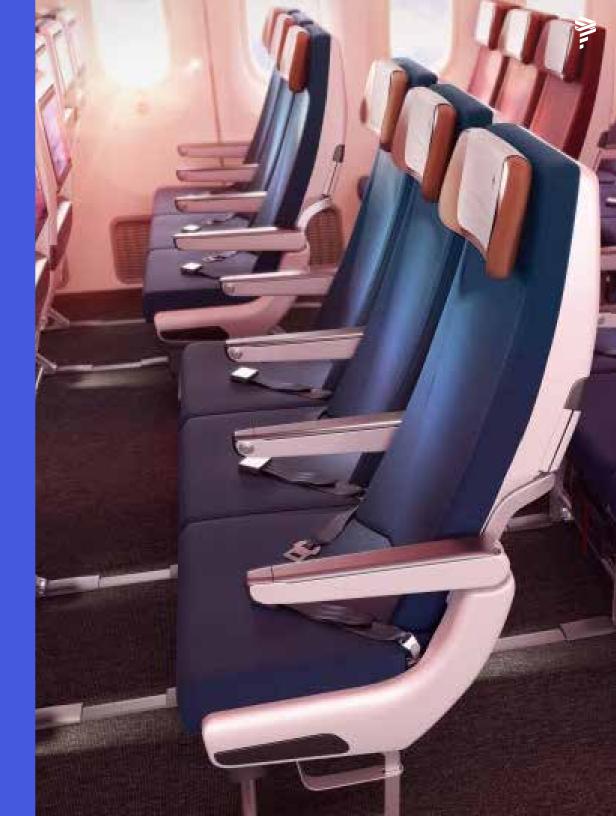
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Economy Class

Award-winner Economy Class Cabin

- Entertainment system on every flight (in-seat or via WIFI)
- Complimentary meals
- Complimentary alcoholic and non-alcoholic beverages
- · Spacious modern aircraft
- Oversized overhead bins (B787, A350 and B777)





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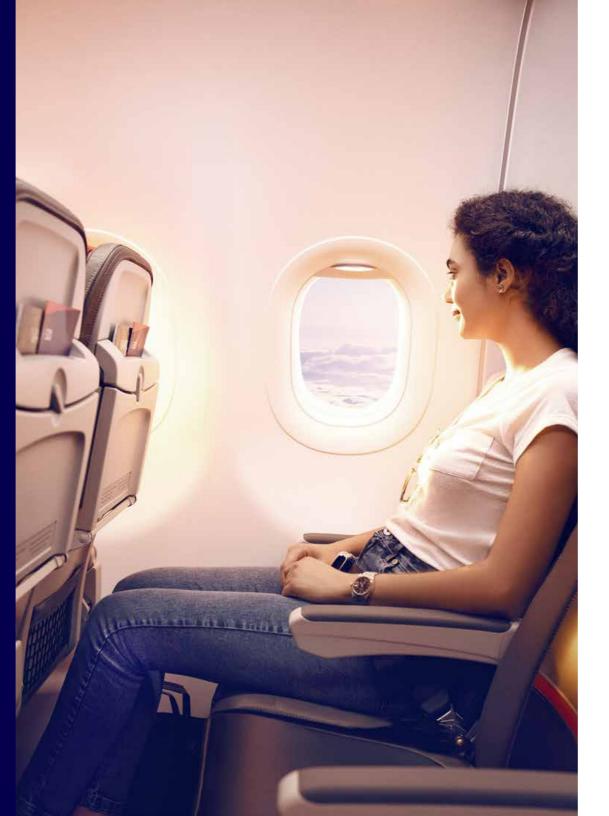
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Aircraft	Cabin	Conf.	Flat Bed	Pitch	Length	Width
D707 0	J	2-2-2	Y	75	72	23
B787-8	Υ	3-3-3		30-31		17
	J	2-2-2	Y	74	72	23
B787-9 (V1)	LATAM+	3-3-3		35		17
	Y	3-3-3		31-32		17
D707.0	J	1-2-1	Y	45	77	24
B787-9 (NEW)	LATAM+	3-3-3		35		17
(14244)	Y	3-3-3		31-32		17
	J	1-2-1	Y	45	76	23
B777-300 ER	LATAM+	3-4-3		35		17
	Y	3-4-3		31-32		17
B767-300 ER	J	1-2-1	Y	45	78	20
	LATAM+	2-3-2		35		18
	Y	2-3-2		31-32		18
A319 / 320 / 321	PY	2-2*		29-34**		18
	LATAM+	3-3		30-33**		18
	Y	3-3		29-30**		18

J: Premium Business Class / LATAM+: Premium seating / PY: Premium Economy Class / Y: Economy Class *Middle seat blocked



^{**} Depending on specific aircraft/country configuration



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Modern Aircrafts

With an average age of 7.5 years, LATAM features one of the most modern fleets in the world.

Passengers get to fly the most comfortable and technologically advanced aircrafts such as the Boeing 787 Dreamliner, B777 or A320 NEO.





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F&B

- · Delicious meals in all our long-haul flights.
- Passengers in Economy Class can choose from 2 meal options for dinner, lunch and breakfast (depending on the flight time)
- Our award-winning wines are handpicked by Hector Vergara, the only sommelier in South America.







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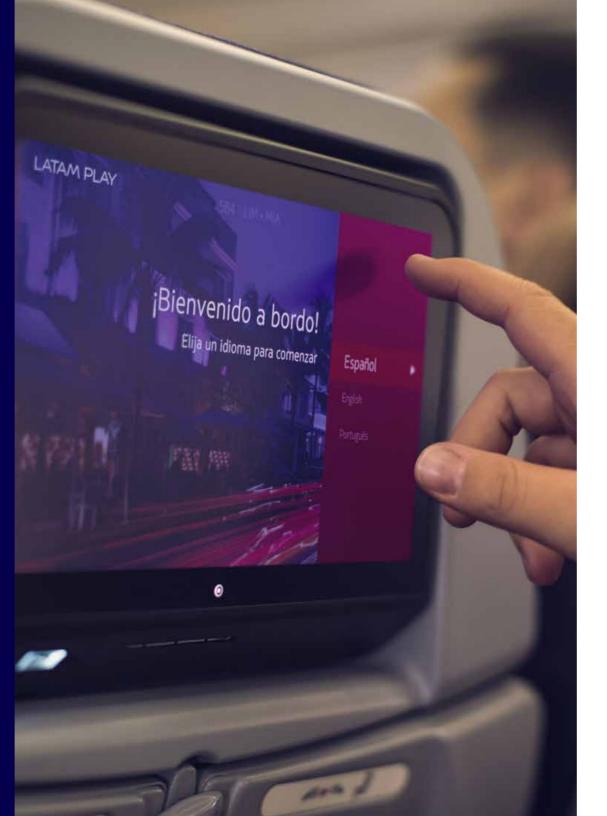
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Entertainment - LATAM Play

LATAM Play, the most awarded entertainment system platform in the region, is available in all our flights.

In long-haul flights, passengers enjoy in-seat entertainment screens as well as free-of-charge headphones.







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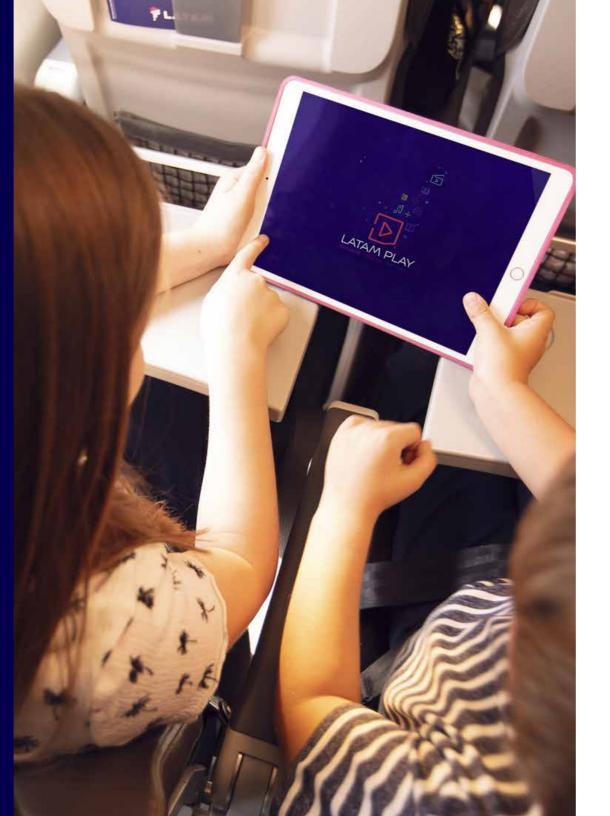
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Entertainment - LATAM Play

In narrow-body aircrafts flights (A320 family), passengers can access LATAM Play through their personal mobile devices or tablets by connecting to the aircrafts' WIFI entertainment network and going to "play.latam.com" in the browser (Safari or Chrome).

Access to dozens of movies, TV series, music and games, is completely free of charge for all passengers.







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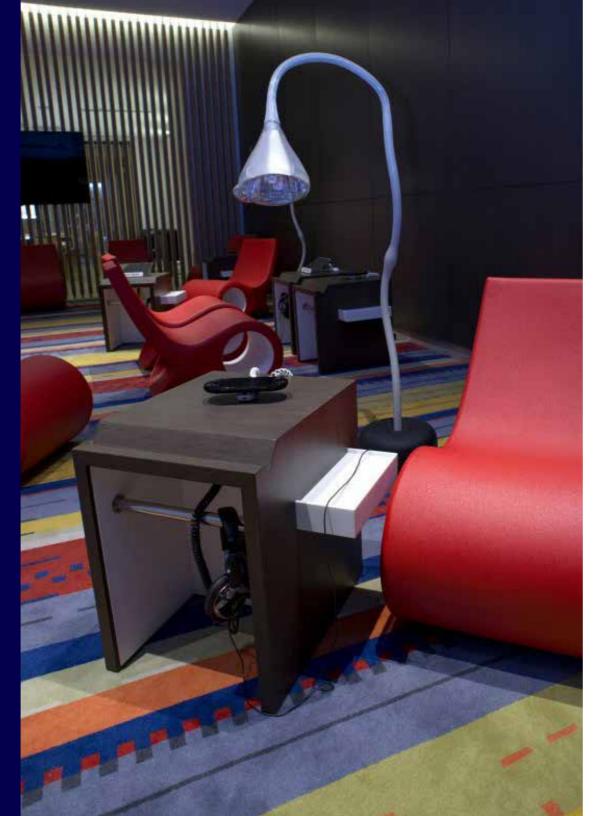
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LATAM VIP Lounges

Modern and spacious lounges available in Bogota, Buenos Aires, Santiago, Sao Paulo and Miami; for Premium Business and Premium Economy Class passengers.

Our lounges feature an extensive variety of food and beverages, entertainment areas for all ages, sleeping pods (SCL), relaxing areas, showers, meeting rooms and a lot more.

LATAM passengers can also take advantage of an extensive number of partner lounges worldwide.







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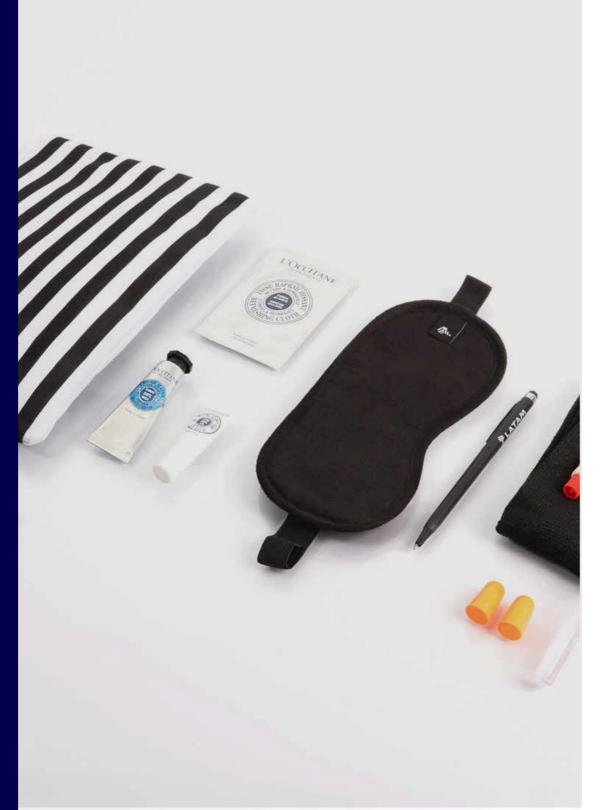
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Amenity Kits

Useful amenity kits featuring L'Occitane products



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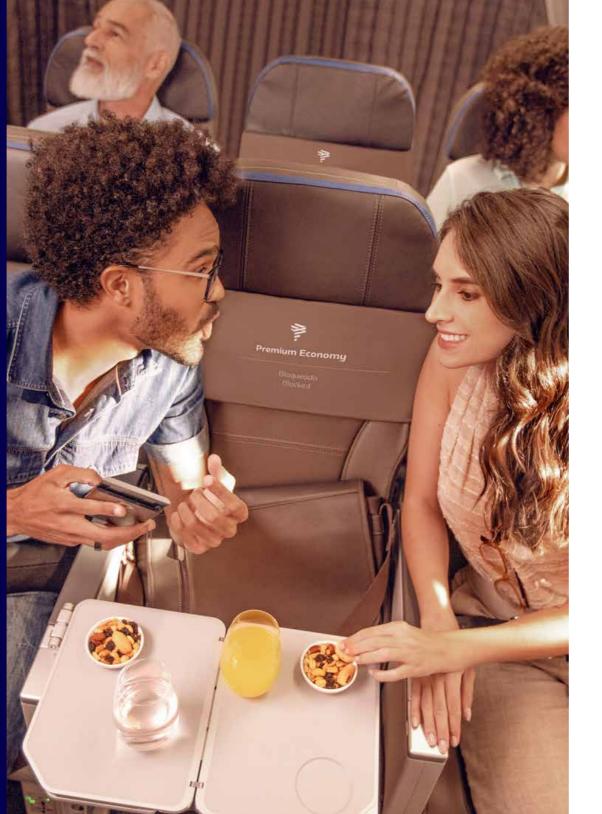
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High-Speed Internet

LATAM is currently installing high-speed internet on the A320 fleet.

Powered by Gago's 2KU latest technology, passengers can choose different data packages; from texting to streaming all at affordable pricing.

Service is currently available in some of our aircraft based in Brazil, operating domestic and regional flights.



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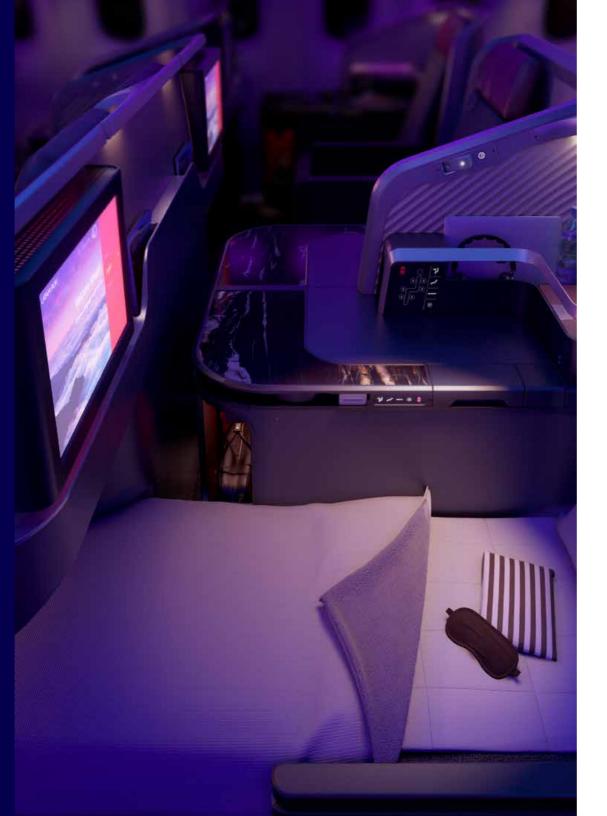
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Mattress Pads

Mattress pads in every Premium Business Class seat by Coco-Mat, a renowned Greek premium mattress manufacturer.







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How to

Questions on how to sell LATAM? Check out our tutorials)



LATAM IATA Code



Published Fares (Coming soon)



Private Fares: TMC leisure nets (long-haul, domestic and regional) Commissionable Private fares (coming soon)



Branded Fares



Baggage:
Allowance and fees



Partners: Codeshare and interline flights



Partners: Codeshare and interline flights



Destinations (Coming soon)

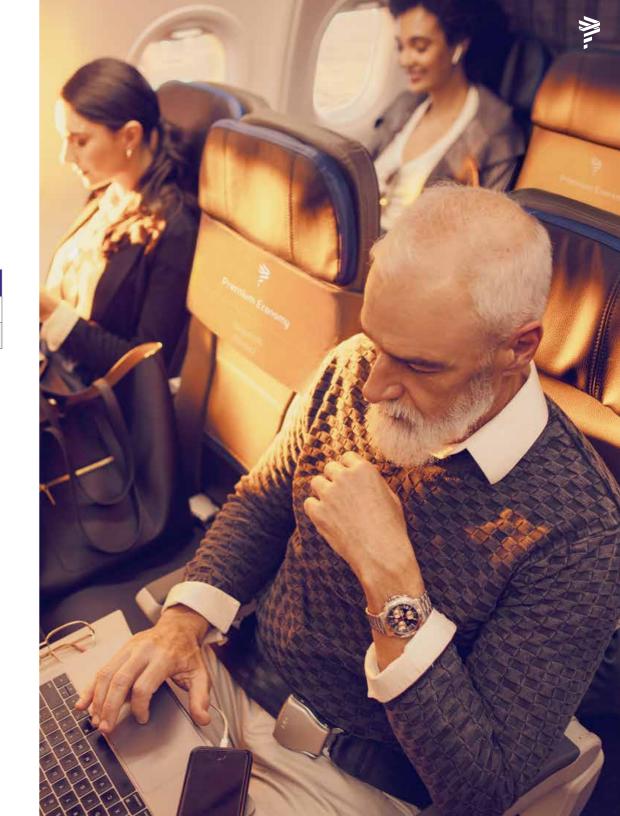


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Code	Plate	Countries			
LA	45	Brazil / Chile / Colombia / Paraguay / Peru			
XL	462	Ecuador			





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Private Fares

Learn more about private fares that might be available to your agency.

Note that these fares are only available for leisure purposes and are available to applicable leisure IATA's and/or PCC's

Leisure NET fares & LATAM Airpass - NEW!

Find all details below about our long-haul dynamic (CAT) and fixed discounted fares as well as our LATAM Airpass for domestic and regional flights; designed for the leisure side of your business, allowing unlimited markup!





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Dynamic (CAT) – automatic discount from published Long-haul flights (USA & Canada)

Commission/Markup	Fares are NET and can be marked up without a limit – non-commissionable				
Account code	As per your companie's requirements - please contact your help desk or LATAM account manager to check the code (if any)				
Farebasis/Designator	******/TT00				
Type of passenger	Discounted promotional fares for any purpose or type of passenger				
Type of flight	Long-haul - Round Trip - Open Jaw permitted				
Origin	All USA and Canada				
Destination	Argentina / Bolivia / Brazil / Chile / Colombia / Ecuador / Peru / Paraguay / Uruguay				
LATAM booking IATA Codes "LA: Argentina / Bolivia / Brazil / Chile / Colombia / Peru / Paraguay / Uruguay XL: Ecuador"					
US Feeders	DL / B6 / UA / AS				
Canadian feeders	WS / AC / DL				
Thrufares from Canada via	MIA / MCO / JFK / BOS / LAX / CUN / MEX / PUJ				
Cabin	Economy Class and Premium Business Class				
Class/RBD	"- Economy: G / O / Q / N / S / X / V / L / M - Business: I / D"				
Advance purchase	14 Days				
Minimum stay	3 or SUN				
Maximum stay	90 days				





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Dynamic (CAT) – automatic discount from published Long-haul flights (USA & Canada)

Stopovers/Transfers	2 free
Ticket time limit	- MIA / MCO / JFK / BOS / LAX: 30 days - Rest of USA and Canada: Depending on feeder carrier rules
Season	All
Changes	 Economy: First change free / then USD 200 before departure / not permitted after departure Business: First change free / then USD 300 before departure / not permitted after departure
Refunds	- Economy: Penalty of USD 200 before departure / non-refundable after - Business: Penalty of USD 300 before departure / non-refundable after
Baggage	- Economy: 1 checked bag / 1 carry-on / 1 handbag - Business: 2 checked bags / 1 carry-on / 1 handbag
Seat selection	Included
Restrictions	Fares apply when LONG-HAUL/OVER-THE-WATER flights are operated by LATAM S.A. (LA), LATAM Chile (LA), LATAM Peru (LA) and LATAM Ecuador (XL) Other rules/restrictions may apply, see GDS Rules Display



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Commission/Markup	Fares are NET and can be marked up without a limit - non-commissionable		
Account code	As per your companie's requirements – please contact your help desk or LATAM account manager to check the code (if any)		
Farebasis/Designator	**OPPWOS		
Type of passenger	Leisure passengers		
Type of flight	Long-haul - Round Trip - Open Jaw permitted		
Origin	LATAM USA gateways: MIA / MCO / JFK / BOS / LAX		
Destination	LIM / SCL / RIO / SAO / BUE / GYE / BOG		
LATAM booking IATA Codes	LA: Argentina / Bolivia / Brazil / Chile / Colombia / Peru / Paraguay / Uruguay XL: Ecuador		
US Feeders	Not applicable – only originating in MIA / MCO / JFK / BOS / LAX		
Canadian feeders	Not applicable – only originating in MIA / MCO / JFK / BOS / LAX		
Thrufares from Canada via	Not applicable – only originating in MIA / MCO / JFK / BOS / LAX		
Cabin	Economy Class		
Class/RBD	Economy: N		
Advance purchase	14 Days		
Minimum stay	3 or SUN		
Maximum stay	90 days		



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Stopovers/Transfers	2 free
Ticket time limit	30 days
Season	All
Changes	- Economy: First change free / then USD 200 before departure / not permitted after departure - Business: First change free / then USD 300 before departure / not permitted after departure
Refunds	- Economy: Penalty of USD 200 before departure / non-refundable after - Business: Penalty of USD 300 before departure / non-refundable after
Baggage	1 checked bag / 1 carry-on / 1 handbag
Seat selection	Included
Restrictions	Fares apply when LONG-HAUL/OVER-THE-WATER flights are operated by LATAM S.A. (LA), LATAM Chile (LA), LATAM Peru (LA) and LATAM Ecuador (XL) Other rules/restrictions may apply, see GDS Rules Display



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Commission/Markup	Fares are NET and can be marked up without a limit - non-commissionable				
Account code	Works with and without account code "SAA"				
Farebasis/Designator	****SAA				
Type of passenger	Leisure passengers				
Type of flight	Domestic and Regional South America / one-way fares				
Origin	All South America				
Destination	All South America				
LATAM booking IATA Codes	LA: Argentina / Bolivia / Brazil / Chile / Colombia / Peru / Paraguay / Uruguay XL: Ecuador				
US Feeders	N/A				
Canadian feeders	N/A				
Thrufares from Canada via	N/A				
Cabin	Economy Class and Premium Economy Class				
Class/RBD	- Economy Class: L / H - Premium Economy: W - Business Class: D				
Advance purchase	14 Days				
Minimum stay	N/A				





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Maximum stay	N/A
Stopovers/Transfers	N/A
Ticket time limit	30 Days
Season	All
Changes	- Before departure: USD 50 or 90% (whatever is lower) - After departure: Not permitted
Refunds	- Before departure: USD 50 - After departure: Non-refundable
Baggage	1 checked bag / 1 carry-on / 1 handbag
Seat selection	Included
Restrictions	NON Note: For international passengers arriving in Peru, it is strongly recommended to enter the LONG-HAUL ticket number in the endorsement box, in order to exclude the ""PE""tax.



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LATAM Airpass fares

	DISTANCE (MILES)		USD FARES by RBD			
GROUP	FROM	ТО	L	Н	W	D
1	0	311	\$90	\$135	\$155	\$180
2	311	715	\$115	\$175	\$200	\$230
3	715	1119	\$135	\$205	\$235	\$270
4	1119	1709	\$150	\$225	\$260	\$300
5	1709	-	\$255	\$385	\$440	\$505





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Long Haul Nets

IMPORTANT	If the original saved fare is no longer available at time of ticketing, use the expired fare and issue using waiver code "TTOO"
-----------	---

SABRE	
Fare quote	FQNYCSCL31DEC-[LATAM CARRIER CODE]#UAC*[ACCOUNT/SNAP CODE]#PV
PNR pricing	WPAC*[ACCOUNT/SNAP CODE]
AMADEUS	
Fare quote	FQDNYCSCL/D31DEC21/A[LATAM CARRIER CODE]/R,U*[ACCOUNT/SNAP CODE]
PNR pricing	FXX/R,U*[ACCOUNT/SNAP CODE]
APOLLO	
Fare quote	\$DNYCSCL31DEC*[LATAM CARRIER CODE]}-PRI-[ACCOUNT/SNAP CODE]
PNR pricing	\$B-[ACCOUNT/SNAP CODE]

LATAM CARRIER CODES:

LA: Argentina, Bolivia, Brazil, Chile, Colombia, Paraguay, Peru and Uruguay

XL: Ecuador



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LATAM Airpass

SABRE	
Fare quote	FQLIMCUZ8JUN‡UAC*[WITH OR WITHOUT ACCOUNT/SNAP CODE "SAA"]-[LATAM CARRIER CODE]
PNR pricing	WPAC*[WITH OR WITHOUT ACCOUNT/SNAP CODE "SAA"]‡XC
AMADEUS	
Fare quote	FQDLIMCUZ/D8JUN21/A[LATAM CARRIER CODE]/R,U*[WITH OR WITHOUT ACCOUNT/SNAP CODE "SAA"]
PNR pricing	FXX/R,U*[WITH OR WITHOUT ACCOUNT/SNAP CODE "SAA"]
APOLLO	
Fare quote	\$DLIMCUZ8JUN*[LATAM CARRIER CODE]-PRI-[WITH OR WITHOUT ACCOUNT/SNAP CODE "SAA"]
PNR pricing	\$B-[WITH OR WITHOUT ACCOUNT/SNAP CODE "SAA"]

LATAM CARRIER CODES:

LA: Argentina, Bolivia, Brazil, Chile, Colombia, Paraguay, Peru and Uruguay

XL: Ecuador



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Branded Fares

Download our full manual including GDS instructions.

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- > Español





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Note:

International Premium

available in flights between countries in South America.

Premium Business Class available in selected flights

withing South America, when operated by wide-

body aircraft.

Economy Cabin only

Branded Fares

International route

	E	Economy Cabin			Premium Econom	y Cabin	Premium/Busines	s Cabin
	Fare Basis VHX SE D9S	Light SL	Plus SE	Top SF	Plus RA/RL	Top RY	Plus EV	Top EJ
2	Carry-on baggage Economy Cabin 1 piece, 30 kg Premium Cabin 1 piece, 36 kg	0	0	0	0	0	0	0
ø	Checked baggage	Extra charge	1 piece	2 pieces	1 piece	3 pieces	3 pieces	3 pieces
哟	Seat Selection	Extra charge	0	0	0	0	0	0
180	LATAM+ seat	Extra charge	Extra charge	0				
44	Changes	Extra charge	Extra charge	0	Extra charge	0	Extra charge	0
S	Refund	Allowed with penalty	Allowed with penalty	0	Allowed with penalty	0	Allowed with penalty	0
3	Earning LATAM Pass Miles	0	0	0	•	0	•	0
	Same day Flight changes	Extra charge	Extra charge	0	Extra charge	0	Extra charge	0
E	UPG coupons	0	0	0			87	



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Branded Fares

Domestic route (within the same country)



^{*} Conditions do not apply for Brazil



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Branded Fares

Regional route (within South America)

		Economy Cabin				Premium Economy		Premium Business	
	Fare Basis VHXQPD9S	Basic QP	Light SL	Plus SE	Top SF	Plus RA/RL	Top RY	Plus EV	Top EJ
占	Carry-on baggage Economy Cabril Linese, 10 kg Primium Cabril II piece, 16 kg	0	0	0	0	0	0	0	0
Ø	Checked baggage Piece of 23 kg	Extra charge	Extra charge	1 piece	2 pieces	I piece	3 pieces	3 pieces	3 pieces
P	Seat Selection	Extra charge	Extra charge	0	0	0	0	0	0
180	LATAM+ seat	Extra charge	Extra charge	Extra charge	0				
	Changes	8	Extra charge	Extra charge	0	Extra charge	0	Extra charge	0
5	Refund	8	Allowed with penalty	Allowed with penalty	0	Allowed with penalty ^{ie}	0	Allowed with penalty**	0
3	Earning LATAM Pass Miles	0	0	0	0	0	0	•	0
@	Same day flight change	0	Extra charge	Extra charge	0	Extra charge	0	Extra charge	0
13	UPG coupons	0	8	0	0				



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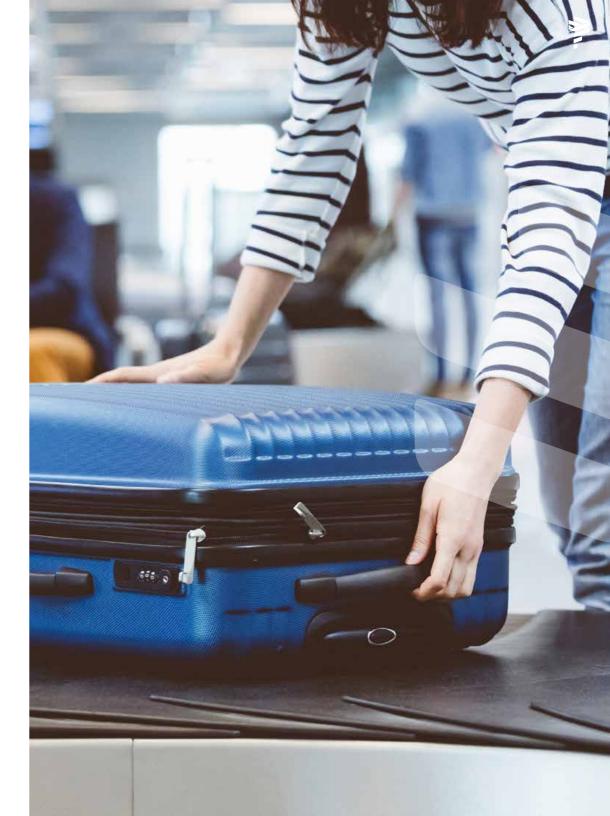
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Baggage: Allowance and fees







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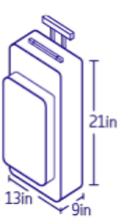
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Baggage: Allowance and fees

Carry-On & Personal Item



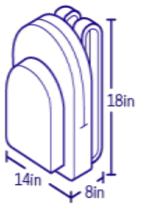
Carry-on

1 (one) piece permitted

The maximum weight is 10 kilos (22 lb) in Economy and 16 kilos (35 lb) in Premium Economy or Premium Business.

The maximum dimensions are 21 in (55 cm) \times 13 in (35 cm) \times 9 in (25 cm) (height, depth and width), including the pockets, wheels and handle.

If the carry-on baggage meets these requirements but there isn't enough room on board, we'll check the bag, free of cost. If the carry-on baggage exceeds the maximum amount, size or weight allowed, the passenger will have the option to check it for an extra fee from US \$ 35 in domestic flights and from US \$ 70 in international flights.



Personal Item

It can be a purse, a laptop bag or a diaper bag.

Should be placed under the seat in front unless the seat is in the first row or an exit row.

The maximum dimensions of the personal item are 18 in (45 cm) \times 14 in (35 cm) \times 8 (20 cm) (height, length and width), including the pockets, wheels, handle, etc.1 (one) piece permitted



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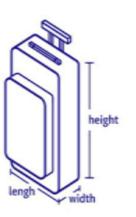
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Baggage: Allowance and fees Checked Luggage



Maximum permitted dimensions and weight per bag:

- WEIGHT: Up to 50lb (23 kg)
- SIZE: 158 linear cms (length + width + height).



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Baggage: Allowance and fees Checked Luggage

Route / Fare	Promo / Basic	Light	Plus	Тор	Points redeem
Domestic flights in Brazil, Chile, Argentina, Ecuador,	X	X	One 23 kg	Two 23 kg	X
Colombia and Peru	Extra charge	Extra charge	(50lb)	(50lb)	Extra charge
Flights between Chile and Easter Island	Two 23 kg	Two 23 kg	Two 23 kg	Two 23 kg	Two 23 kg
	(50lb)	(50lb)	(50lb)	(50lb)	(50lb)
Regional flights within South America	X	X	One 23 kg	Two 23 kg	X
	Extra charge	Extra charge	(50lb)	(50lb)	Extra charge
International flights to or from United States and Canada	X	X	One 23 kg	Two 23 kg	Two 23 kg
	Extra charge	Extra charge	(50lb)	(50lb)	(50lb)



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Baggage: Allowance and fees Checked Luggage

Route / Fare	Promo / Basic	Light	Plus	Тор	Points redeem
Flights between South America and Europe	X	X	One 23 kg	Two 23 kg	Two 23 kg
	Extra charge	Extra charge	(50lb)	(50lb)	(50lb)
Flights within Europe	X	X	One 23 kg	Two 23 kg	One 23 kg
	Extra charge	Extra charge	(50lb)	(50lb)	(50lb)
Flights between South American and Central	X	X	One 23 kg	Two 23 kg	Two 23 kg
America/Caribe	Extra charge	Extra charge	(50lb)	(50lb)	(50lb)
Flights between South America and Mexico	X	X	One 23 kg	Two 23 kg	Two 23 kg
	Extra charge	Extra charge	(50lb)	(50lb)	(50lb)



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Baggage: Allowance and fees Checked Luggage

Route / Fare	Promo / Basic	Light	Plus	Тор	Points redeem
Flights between South America and Tel Aviv	X	X	One 23 kg	Two 23 kg	Two 23 kg
	Extra charge	Extra charge	(50lb)	(50lb)	(50lb)
Flights between South America and Africa	X	X	One 23 kg	Two 23 kg	Two 23 kg
	Extra charge	Extra charge	(50lb)	(50lb)	(50lb)
Flights between South America and Oceania	Two 23 kg	Two 23 kg	One 23 kg	Two 23 kg	Two 23 kg
	(50lb)	(50lb)	(50lb)	(50lb)	(50lb)
Flights between French Polinesia and Easter Island	One 23 kg	One 23 kg	One 23 kg	Two 23 kg	One 23 kg
	(50lb)	(50lb)	(50lb)	(50lb)	(50lb)



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Baggage: Allowance and fees Checked Luggage

Route / Fare	Promo / Basic	Light	Plus	Тор	Points redeem
Flights within Oceania	One 23 kg	One 23 kg	One 23 kg	Two 23 kg	One 23 kg
	(50lb)	(50lb)	(50lb)	(50lb)	(50lb)
Other international flights	One 23 kg	One 23 kg	One 23 kg	Two 23 kg	One 23 kg
	(50lb)	(50lb)	(50lb)	(50lb)	(50lb)



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Baggage: Allowance and fees Checked Luggage

Premium Business and Premium Economy Class by branded fare

	Plus	Тор	Points redeem
Premium Economy	One 23 kg (50lb)	Three 23 kg (50lb)	One 23 kg (50lb)**
Premium Business	Three 23 kg (50lb)	Three 23 kg (50lb)	Three 23 kg (50lb)



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Baggage: Allowance and fees Regular & Excess Luggage Pricing

Flights between USA/CANADA and:	1st checked bag up to 48 hours before the flight	1st checked bag less than 48 hours before the flight	2st checked bag up to 48 hours before the flight	2st checked bag less than 48 hours before the flight	3rd item and above	+Excess weight between 50-70 lb (23-32 kg)	+ Excess weight between 70-99 lb (32-45 kg)	+ Oversized	Special baggage
ECUADOR	USD 28 - 55	USD 55 - 90	USD 50 - 75	USD 110 - 150	USD 50 - 200	USD 100	USD 200	USD 100	USD 100
PERU	USD 28 - 55	USD 55 - 90	USD 50 - 75	USD 110 - 150	USD 50 - 200	USD 100	USD 200	USD 100	USD 100
COLOMBIA	USD 35 - 55	USD 55 - 100	USD 50 - 75	USD 110 - 150	USD 50 - 100	USD 50 - 100	USD 100 - 200	USD 100	USD 100
REST OF SOUTH AMERICA	USD 35 - 55	USD 45 - 100	USD 50 - 75	USD 110 - 150	USD 50 - 200	USD 100	USD 200	USD 100	USD 100

Important: The price of baggage depends on the flight date (high or low season), fare, how far in advance it's purchased and/or the passenger's route.

More information on baggage allowance policies:

> English



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Delta Air Lines

At LATAM, we are working hard to expand and improve the benefits for our passengers, providing an unparalleled travel experience and the leading frequent flyer program in Latin America.

Partnership:

- Mutual codeshare flights
- Frequent flyer program tier recognition
- · Frequent flyer mileage redemption
- Frequent flyer mileage accrual
- Lounge access
- · LATAM now at Terminal 4 in JFK (Delta Terminal) allowing easier and faster connections





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	GOLD	GOLD PLUS	PLATINUM	BLACK	BLACK SIGNATURE
Seat selection	V	V	V	V	V
Priority Check-in	(Silver Medallion)	(Silver Medallion)	(Sky Priority)	(Sky Priority)	(Sky Priority)
Priority baggage	V	V	V	V	V
Priority boarding	×	(Zone 1)	(Sky Priority)	(Sky Priority)	(Sky Priority)
Additional checked baggage	X	\times	V	V	V
VIP Lounges*	×	X	V	V	V

Click here for latest updates and FAQ's on the alliance





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North and South American Codeshare & Interline Partners

Feeder segment type	Link to benefits
Codeshare and Interline	Details
Interline	Details
Interline	Details
Interline	Feeder flights and thru-fares only
Codeshare and Interline	Feeder flights and thru-fares only
Interline	Feeder flights and thru-fares only
Codeshare	Details
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Airlines in EMEA:

Click here for more information





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March 16th, 2021

Dear Travel Partner,

Based on your valuable feedback and concerns, we reviewed our internal processes and tools to offer you a better Debit Memo (ADM) management procedure and service.

Effective March 15th, 2021 the following policy will be implemented in the United States; only for ARC ADM's:

- Memo Manager is the only channel in which LATAM will accept disputes after an ADM has been uploaded.
- In case you may need an explanation on our response to your dispute, you can reach our Sales Support team for assistance. However, if you want to respond, please do it directly through Memo Manager.
- Your dedicated LATAM account manager will no longer handle or intervene with ADM disputes.
- The agency will have up to 2 dispute interactions in Memo Manager.
- The agency must always include a full and clear explanation, attaching all relevant documentation. (Example: copy of waiver code, copy email with tour code, copy of commission contract, flight affected by schedule change, etc)
- The timeline will be as follows:





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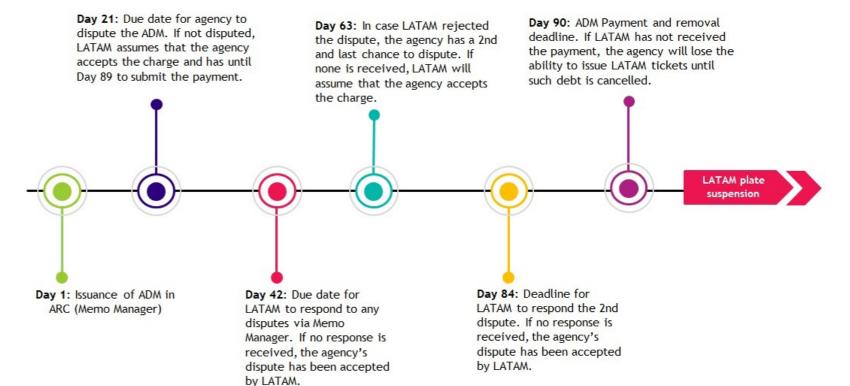
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Timeline - ARC only







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This new policy is already published on www.latamtrade.com.

Link: https://www.latamtrade.com/en_us/news/ADM_POLICY_LATAMs_Debit_Memos_Policy_is_updated

For current ADMs on Memo Manager uploaded in 2021, please make sure to dispute them in the following 21 days for us to consider the dispute. if the ADM was uploaded in December 2020, since they are already reaching 90 days, please proceed to pay before March 30th, to avoid plate suspension.

Please remember that the processes for our booking irregularities and chargebacks policies, before generating an ADM, will not change:

- For booking irregularities, LATAM will continue sending a monthly email with a plain text file, based on previous month sales; in order for you to send any additional information to avoid an ADM (e.g. passenger passport information)
- For Chargebacks, LATAM will continue requesting all necessary information to dispute it with the
 passenger's bank and we need your response within the timeframe given by the bank. Please keep
 payment records for 13 months after the sale is made. If the case is won by LATAM, there will not
 be an ADM issued. If the case is lost, an ADM will be issued to the Agency. This can happen within a
 maximum of 16 months after the sale was made.

IMPORTANT:

All disputes and communications regarding ADM's must be done through ARC Memo Manager. Account managers are no longer involved in ADM management.







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A Necessary Destination Our commitment to sustainability

Watch the official launch of "A Necessary Destination" (5 MAY 2021)





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A Necessary Destination Our commitment to sustainability

We have put sustainability at the core of our business and have therefore created a long-term strategy that we have named "A Necessary Destination" to promote the social, environmental and economic development of the region. We invite you to watch the event launch where you can learn about our projects and the path to becoming a sustainable group.





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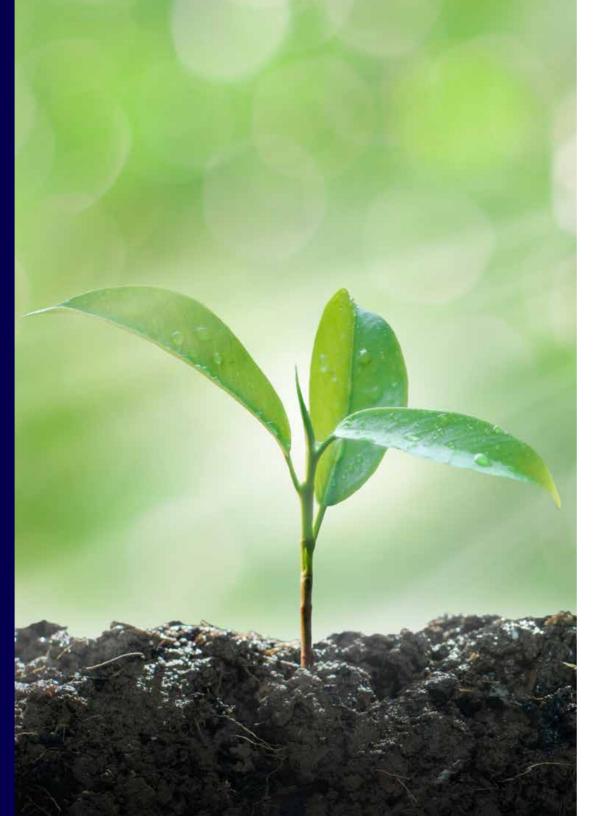
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Our "Necessary Destination" is based on four pillars:





We will implement a world-class environmental management system that will allow us to control and mitigate our environmental impacts.





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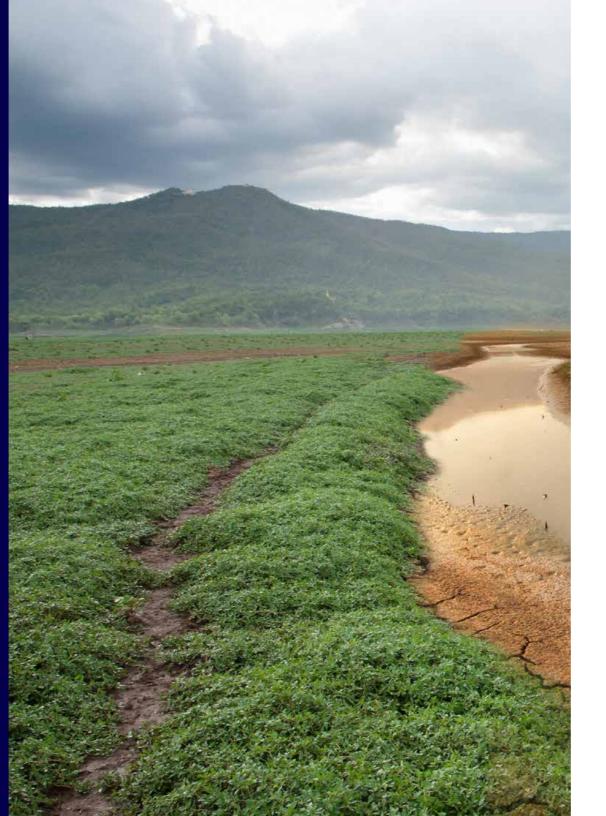
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CLIMATE CHANGE



We will work to offset 50% of domestic emissions by 2030, establishing a path to be carbon neutral by 2050, through collaborative projects to conserve and offset iconic ecosystems in South America.





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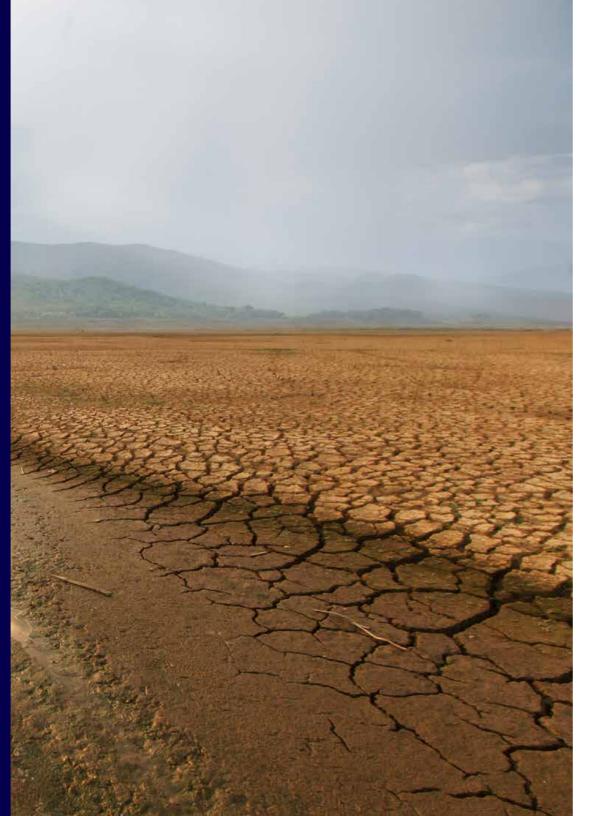
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CLIMATE CHANGE



We will seek to **reduce our emission**s through new technologies in our aircraft and the **development of sustainable alternative fuels**. In parallel, we will promote **the** "Compensate Your Trip" program, which will allow us to offer our passengers, corporate and cargo customers the option of offsetting the CO2 emissions associated with their trips. In addition, LATAM will offset the sme amount of CO2 emissions as customers (1+1 program).



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A Necessary Destination Our commitment to sustainability





CIRCULAR **ECONOMY**



We aim to be a **zero waste-to-landfill group by 2027.** We will eliminate single-use plastics by 2023.





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A Necessary Destination
Our commitment to sustainability

Our "Necessary Destination" is based on four pillars:



CIRCULAR **ECONOMY**



We will strengthen our **Second Flight Plan**, an initiative through which we take care of the textile waste produced by changing uniforms each year, transforming garments into new products that highlight the diverse cultures of South America.





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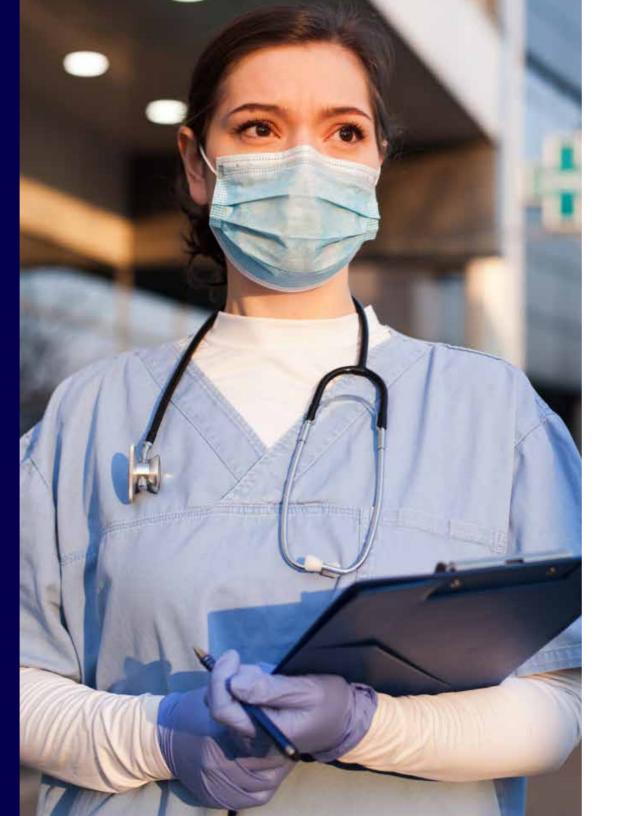
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A Necessary Destination
Our commitment to sustainability

Our "Necessary Destination" is based on four pillars:



SHARED **VALUE**



Our Solidarity Plane program, with 10 years of history, will be more active than ever, providing free support to health needs in the region, promoting environmental care and helping in case of natural disasters.

For more information click here





Entertainment Industry Program



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Entertainment Industry Program

Tailored Flexible Conditions by LATAM

Phone: (800) 526-4246

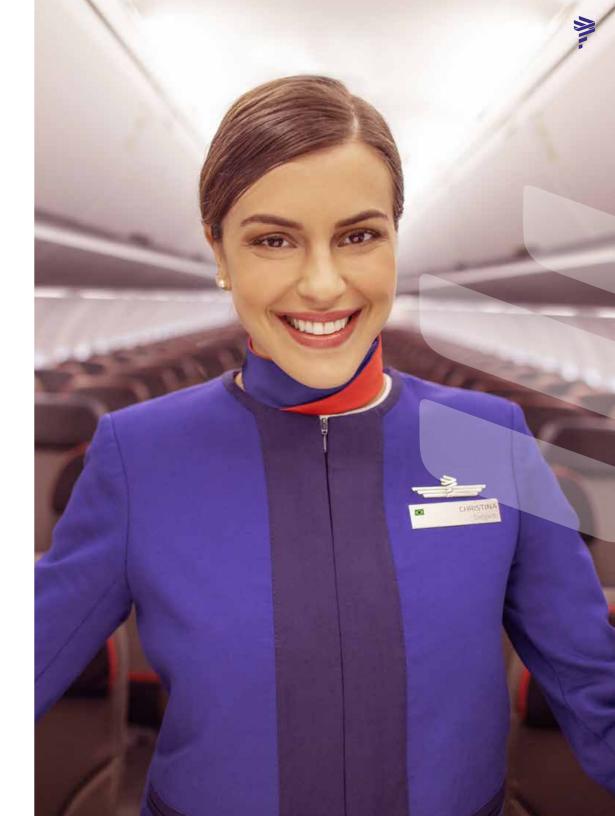
When calling enter only the first 7 digits of the issuing IATA number

Phone option #2

E. grp_entertainmentna@latam.com - Subject: Entertainment Waivers & Favors:

Special Service Assistance:

Should be requested to your sales rep at least 48hrs before flight departure





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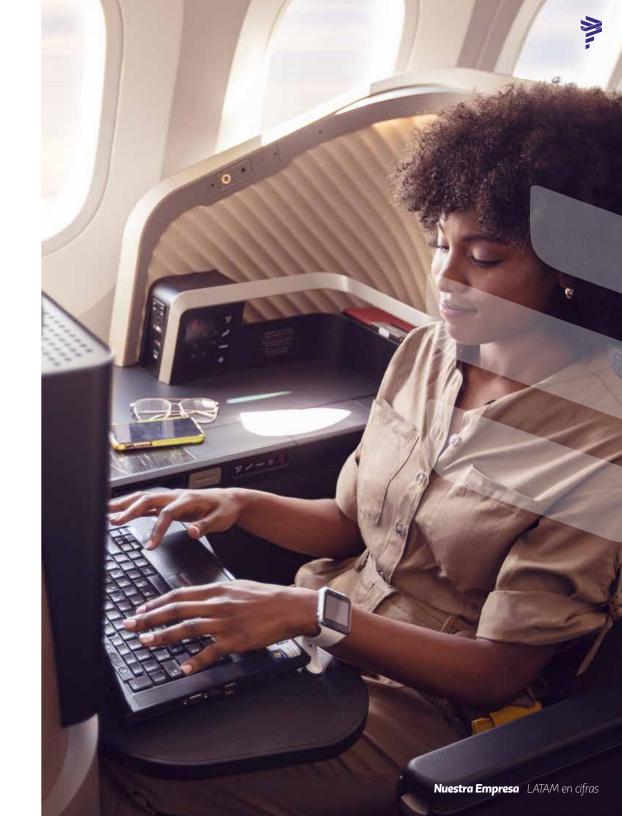
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Information needed:

- PNR
- Passport Number
- Country of Issuance,
- Expiration Date and
- Birthday Date

Flexible Group Policies:

Groups can be requested with minimum of 6 passengers Click HERE to request a group Please make sure to mention the type of group (ENTERTAINMENT)





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Names changes:

- For groups: Companies are allowed to request a maximum of 40% per group PNR.
 Requests need to be done with minimum of 72 hrs before departure.
- For FITs: The agent must create a new reservation, the fare should be the same or higher.

 After 48 hrs of the new ticket has been issued, we will provide a waiver for full refund of the original ticket without penalty.

To request the waiver email our sales support desk with both reservations.

Extra luggage:

Passengers travelling with LATAM Airlines from North America to South America will have one courtesy bag of 23kgs / 50lbs for every 4 extra bags already paid.





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Overweight luggage:

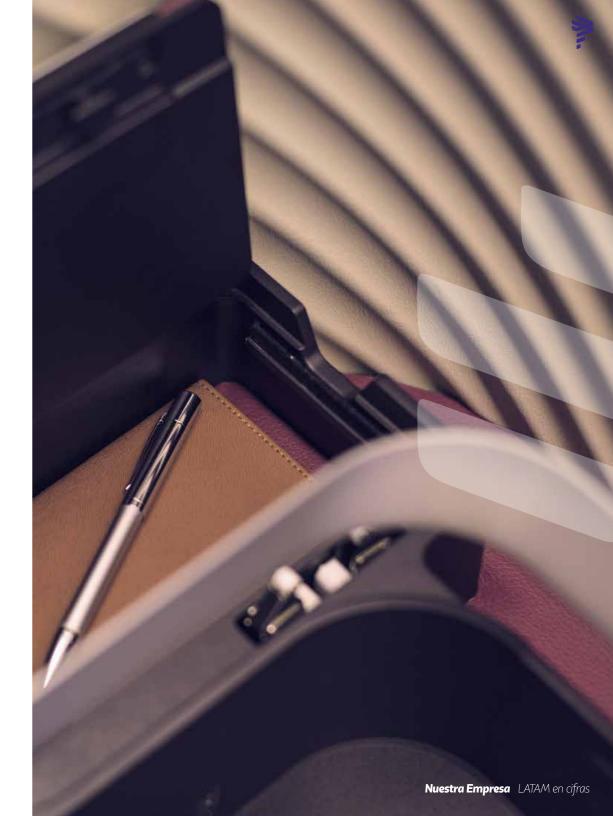
Passengers travelling with LATAM Airlines from United States to South America will have one courtesy bag of 23kg/50lb for every 4 bags already paid or / and 1 charge of 23kg/50lb for every 4 bags overweight luggage already paid.

For other extra luggage requests please contact your sales representative.

The waiver must be requested to LATAM Sales Support Desk with minimum of 72hrs before departure

Advance Purchase: Tour code provided **Minimum Stay:** Tour code provided

Special requests – Always contact your sales representative





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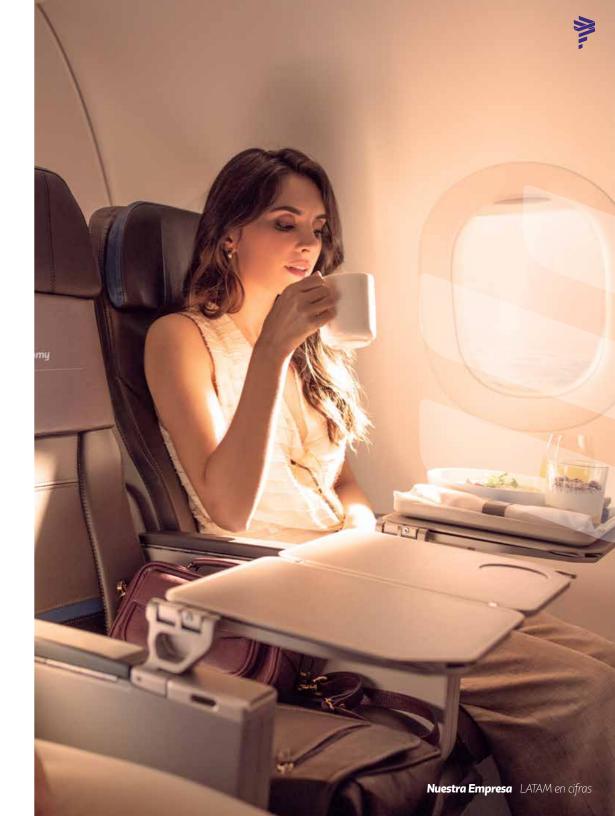
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Tailored Flexible Conditions by LATAM

We appreciate if you can keep us informed about any entertainment client travelling with LATAM so we can provide the best service for your clients.



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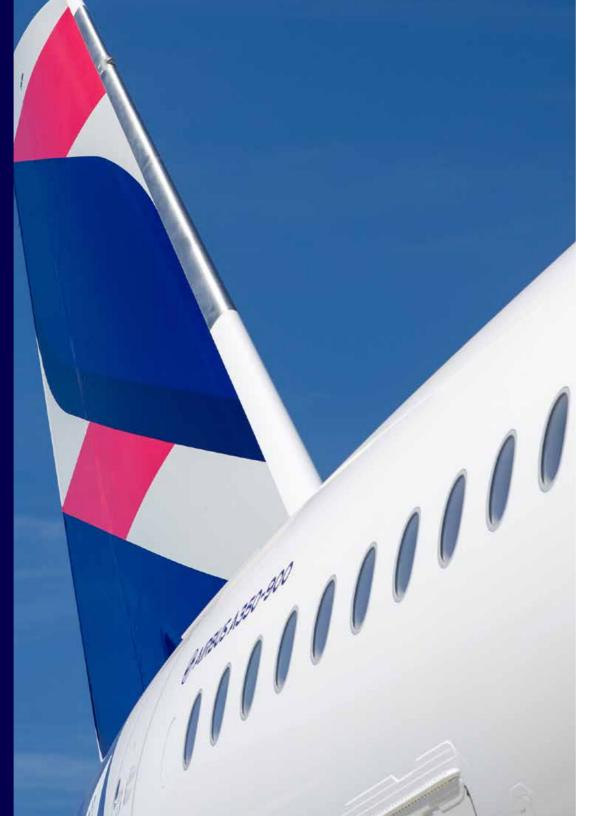
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LATAM Charters

LATAM offers charter services to, from and within South America operated by a modern fleet of various aircraft types and models.

Charter Request Form click here



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LATAM Groups

For reservations of 10 passengers or more, please request your group using the below form or contact us via phone or email.

Canada: See feeder and deposit details below

LATAM Airlines North America Groups Request form click here





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LATAM Groups

Contact:

Series, NEGO space, group protections and charters. Groups Request form: www.LatamGroups.com

Email inquiries: Grp_groupdeskNA@sac.latam.com

Chat feature available at Latamtrade.com (purple icon bottom right)



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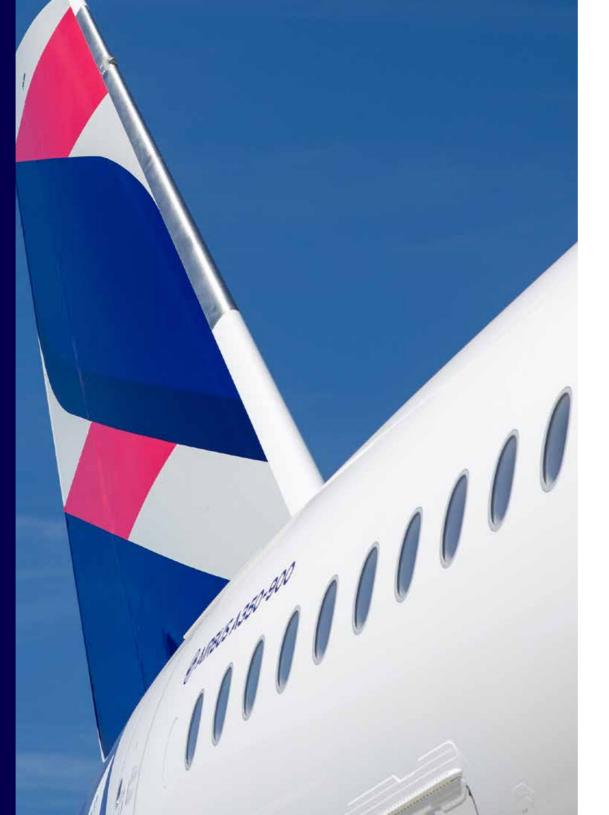
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Contact us

Agency Sales Support (USA & Canada only):

Phone: (800) 526-4246

When calling or interacting through the chat feature, provide only the first 7 digits of the issuing IATA number

Option 1:

Operational:

Special services, AVIH, WCHR, PETC, baby bassinet, special meals, extra seat, cabin baggage, UMNR, MEDIF, POC, policies, fare inquiries (published and private), reissues, protections, name corrections, ancillaries, flight status, invalid no-show, ticket status, PNR synchronization, irregularities, involuntary changes and partially used tickets.

E: Grp_CorpOperationalna@sac.latam.com

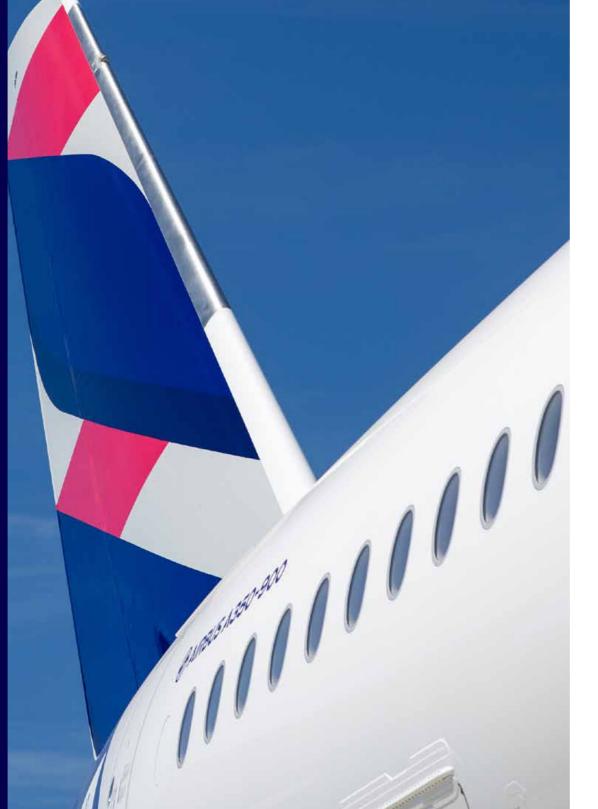




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Agency Sales Support (USA & Canada only):

Option 2

Commercial Exceptions

Fare match, waivers and favors, refunds, ADM's, reissues with previous commercial exceptions, post-sales support, refunds, voluntary changes, involuntary change for open tickets, e-LATAM support, e-LATAM issue/reissue and entertainment industry.

E: Grp_CorpSalesNA@sac.latam.com

Entertainment industry (only): grp_entertainmentNA@latam.com - Subject: Entertainment





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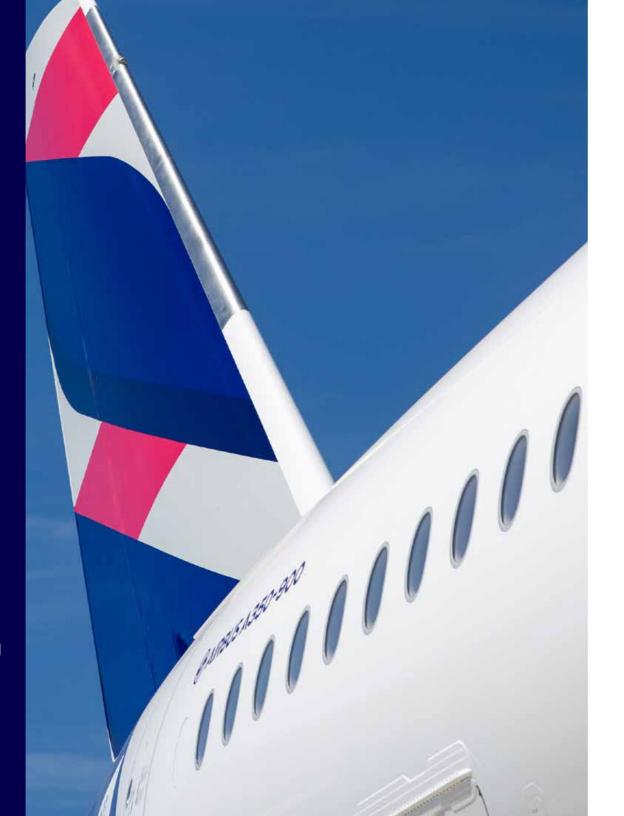
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Agency Sales Support (USA & Canada only):

Groups Desk:

Group Requests, Series, NEGO space, group protections and charters.

- Groups Request form: www.LatamGroups.com
- Email inquiries: Grp_groupdeskNA@sac.latam.com
- Chat feature available at Latamtrade.com (purple button bottom right)

Policies, Terms & Conditions and Sales Support Chat:

USA: www.LATAMTRADE.com/en_us/

Canada: www.LATAMTRADE.com/en_ca/

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Your LATAM Account Manager:

Julian Cotignola NYC Based

Email:

Phone:

USA: +1 (646) 468-3580

CANADA: +1 (877) 526-4329

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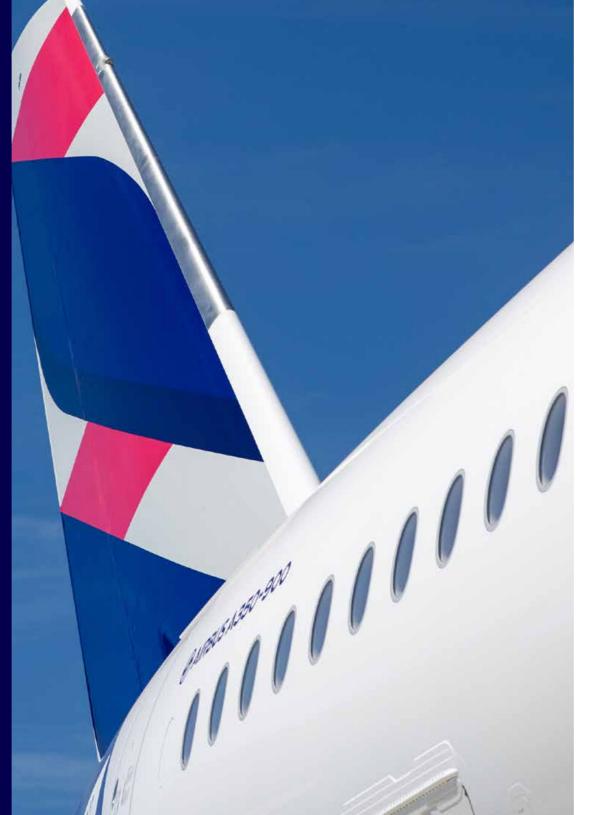
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Customer Service:

Click here for the customer claims form

LATAM for the Entertainment Industry:

For more information click here

P. (800) 526-4246 Option #2

E. grp_entertainmentna@latam.com - Subject: Entertainment

LATAM Charters:

For more information and requests click here

Social Media:











