# **Get to know** LATAM





## Content



**Travel Experience** 

How to IATA Codes Branded Fares Baggage Partners

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## LATAM AIRLINES GROUP



## COVID-19 Safety Measures



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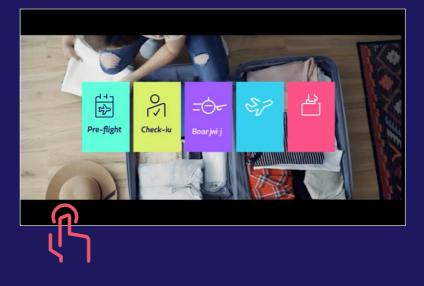
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#### New ways to fly, new safety measures.



#### New LATAM Security Measures



#### Safety protocols on a connecting flight.



### 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.

-- Boarding and disembarking: we have adjusted our boarding and disembarking

#### Empty Seat:

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

#### Sentilation systems:

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 removes99.97% 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:**

 $\bigwedge^{\circ} \mapsto \bigwedge^{\circ} Maintain social distancing in the waiting area, while boarding, deplaning, passport controland at the baggage carousel areas.$ 



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



## About LATAM





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Countries Served





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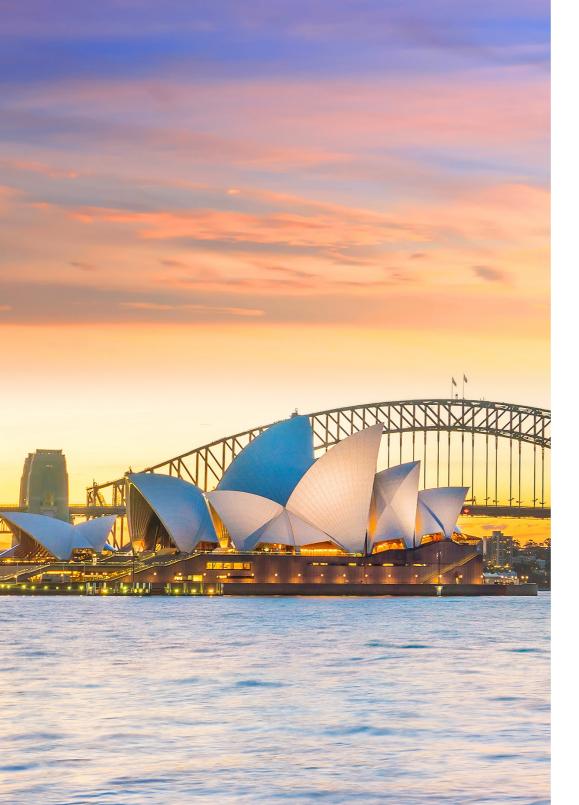
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Continent	Country	Domestic	Regional	Long-Haul		
Continient				NON-STOP	1-STOP CONNECTION	
South America	Argentina		Ø			
	Bolivia		Ø			
	Brazil	Ø	Ø			
	Chile	Ø	Ø			
	Colombia	Ø	Ø			
	Ecuador	Ø	Ø		<b>Ø</b>	
	Paraguay		Ø		Ø	
	Peru	Ø	Ø			
	Uruguay		Ø	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

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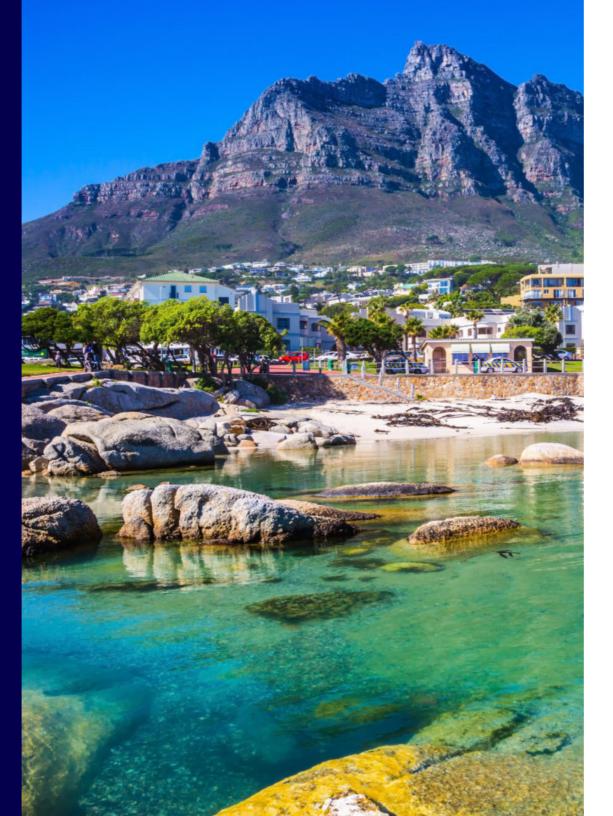
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Continent	t Country Domestic Regional		Regional	Long-Haul	
Continient	country	Donnestic	Regional	NON-STOP	1-STOP CONNECTION
	England				
Europe	France				
	Germany				
	Italy				
	Spain				
Asia	Israel				
Africa	South Africa			Ø	
Oceania	Australia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

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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 **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

## LATAM Cabins





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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.



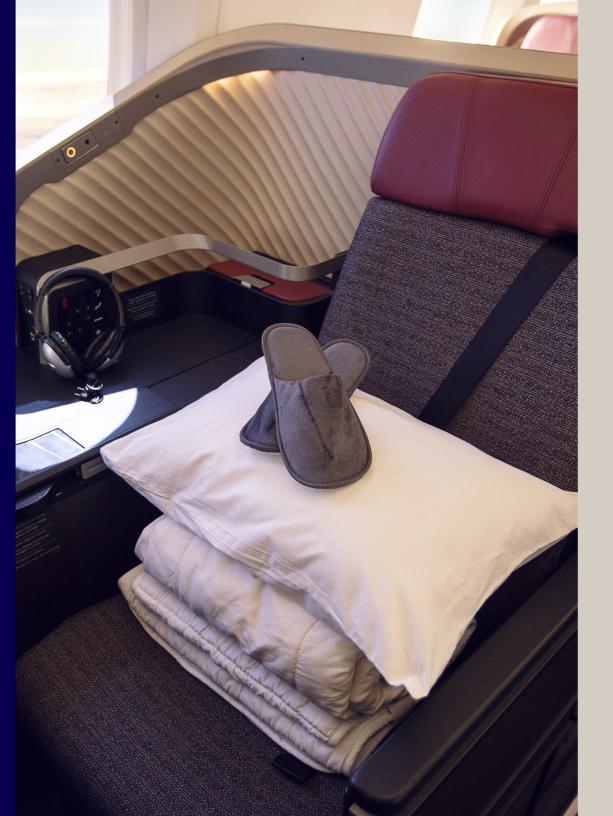
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#### Premium Business Class Cabin (V2)

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

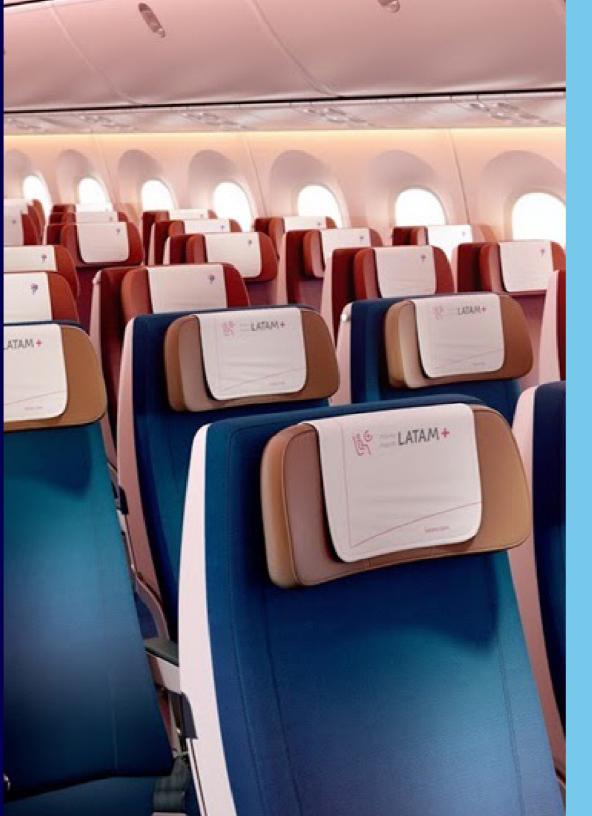
- Access to LATAM's VIP lounges (applicable to regional country-to-country within South America flights)
- Faster boarding and deplaning
- First 3 rows of the aircraft
- Blocked middle seat
- Special food and beverage menu
- Dedicated overhead bins
- Additional baggage allowance
- Additional mileage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



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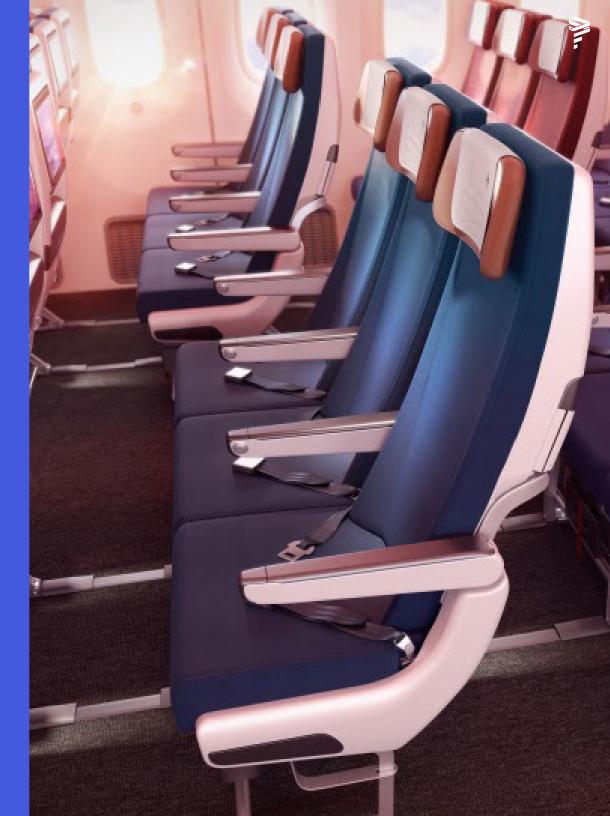
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#### **Economy Class**

#### 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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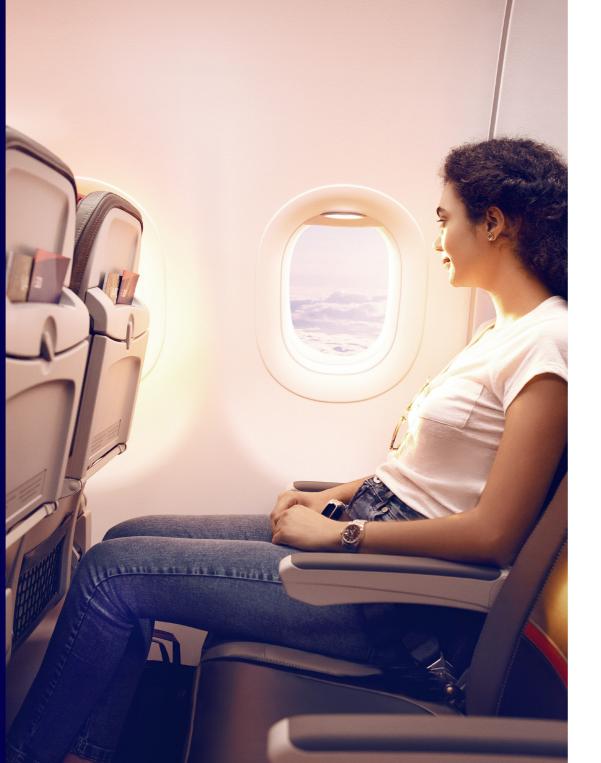
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Aircraft	Cabin	Conf.	Flat Bed	Pitch	Length	Width
B787-8	J	2-2-2	Y	75	72	23
	Y	3-3-3		30-31		17
B787-9 (V1)	J	2-2-2	Y	74	72	23
	LATAM+	3-3-3		35		17
	Y	3-3-3		31-32		17
D707 0	J	1-2-1	Y	45	77	24
B787-9 (NEW)	LATAM+	3-3-3		35		17
	Y	3-3-3		31-32		17
B777-300 ER	J	1-2-1	Y	45	76	23
	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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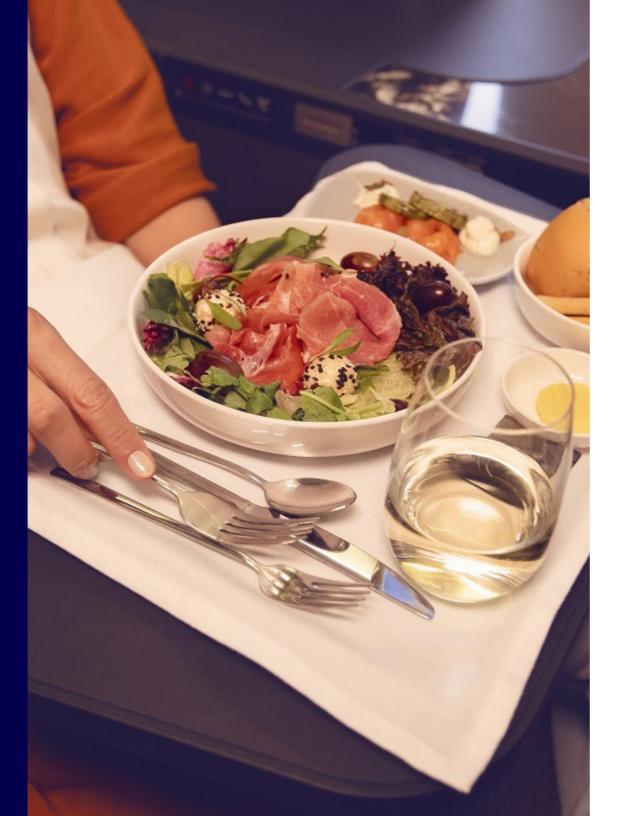
#### **Modern Aircrafts**

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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### **Travel** Experience

#### F&B

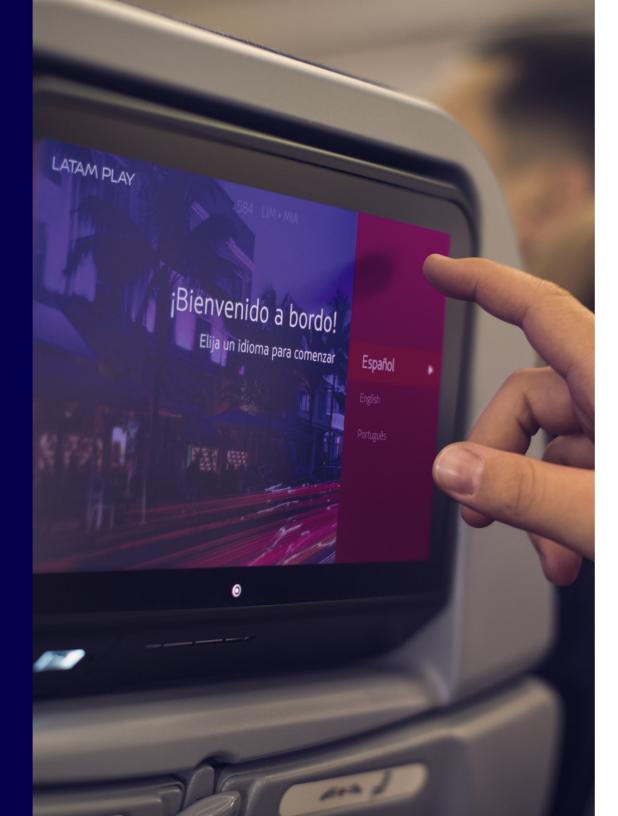
- Delicious meals in all our long-haul flights.
- Passengers in Economy Class can choose from 2 meal options for dinner, lunch and breakfast (depending on the flight time)

• Our award-winning wines are handpicked by Hector Vergara, the only sommelier in South America.

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#### **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.

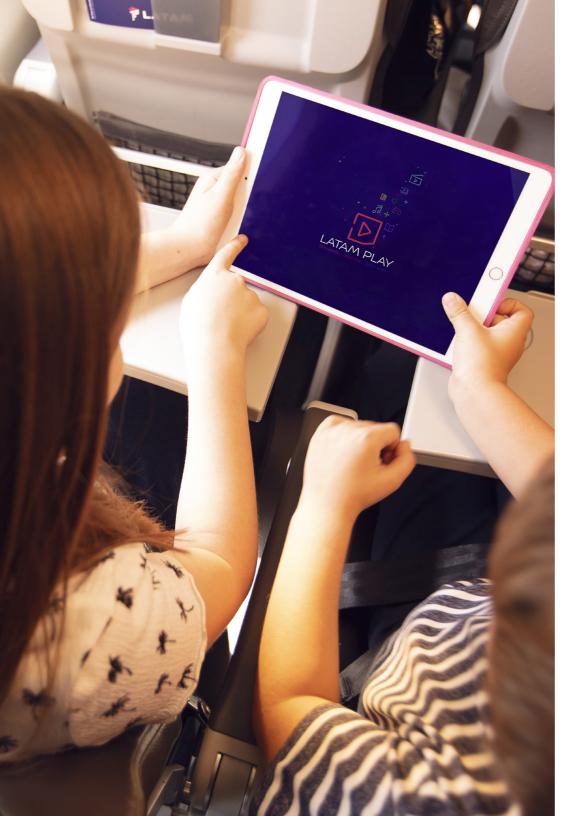
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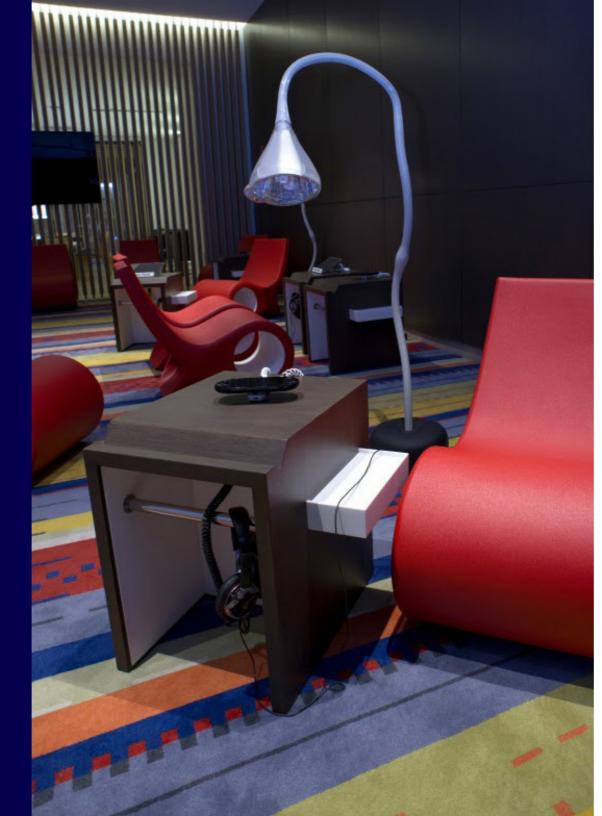
#### **Entertainment – LATAM Play**

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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#### LATAM VIP Lounges

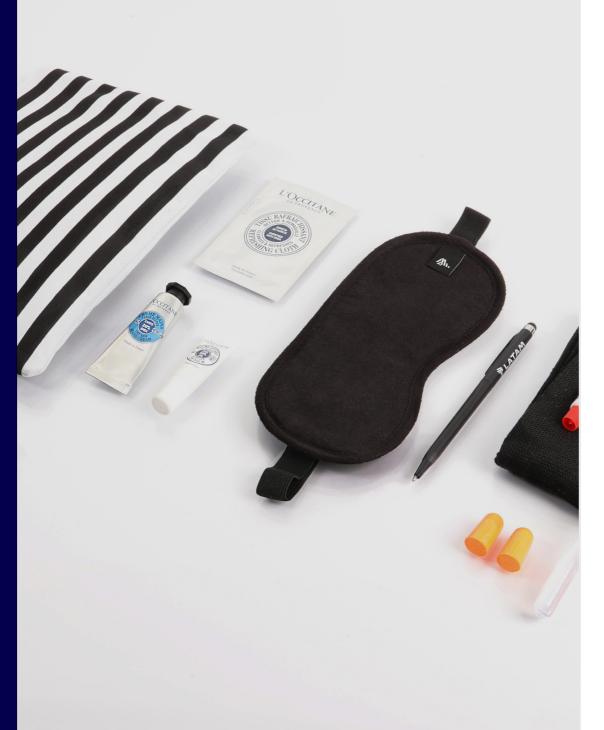
Modern and spacious lounges available in Bogota, Buenos Aires, Santiago, Sao Paulo and Miami; for Premium Business and Premium Economy Class passengers.

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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#### **Amenity Kits**

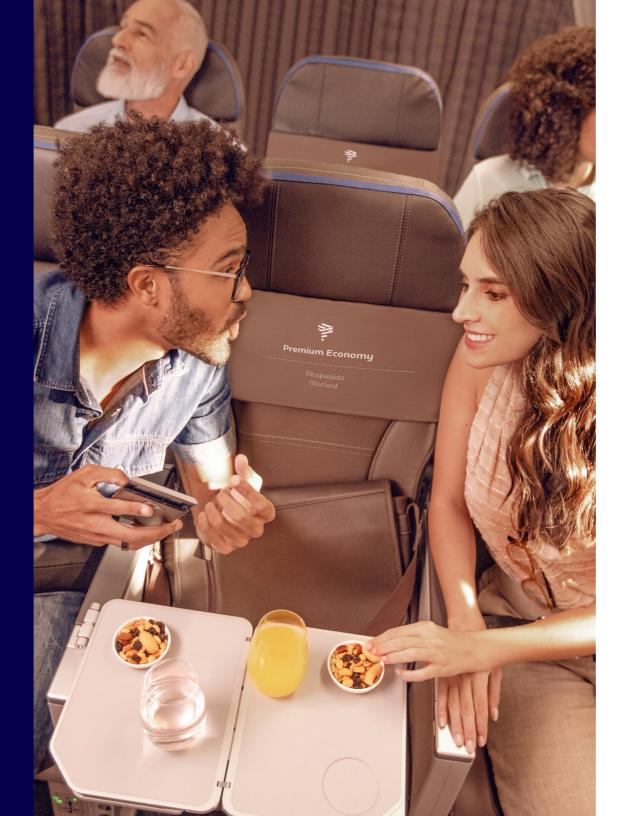
Useful amenity kits featuring L'Occitane products

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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.

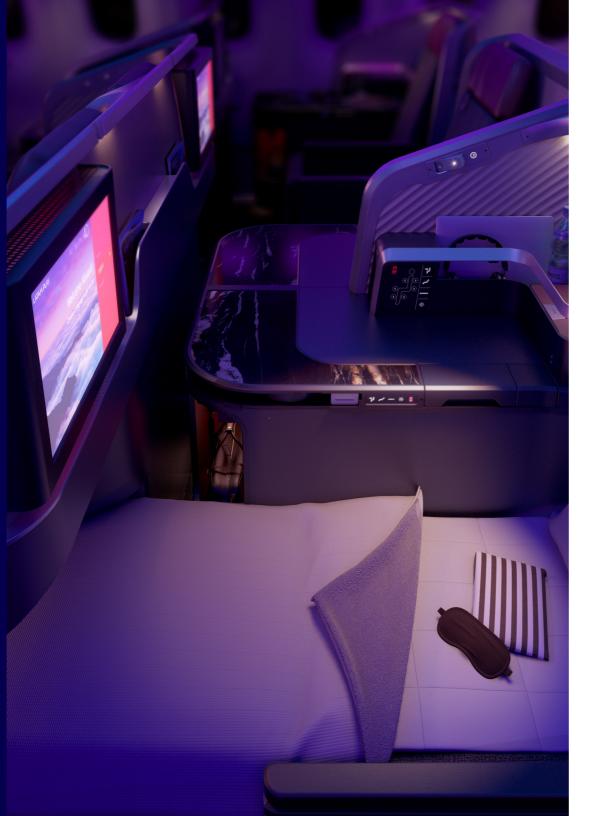
Service is currently available in some of our aircraft based in Brazil, operating domestic and regional flights.

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#### **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





Baggage: Allowance and fees



Partners: Codeshare and interline flights

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# LATAM IATA Code

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



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# Branded Fares

Download our full manual including GDS instructions. > English > Español



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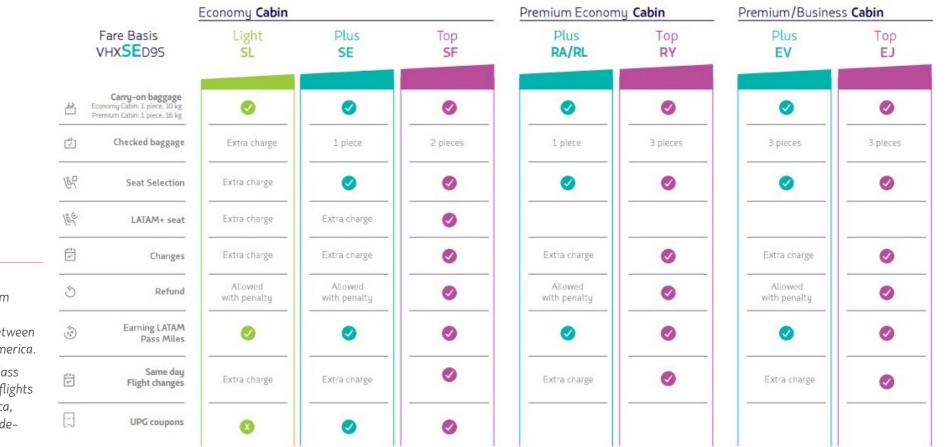
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Note: International Premium Economy Cabin only available in flights between countries in South America.

> Premium Business Class available in selected flights withing South America, when operated by widebody aircraft.



### International route



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### **Branded Fares**

### **Domestic route (within the same country)**

			Economy Cabin	0			Premium Econom	ny
		Fare Basis VHX <b>SE</b> D95	Basic QP	Light SL	Plus SE	Top SF	Plus RA/RL	Тор <b>RY</b>
	Ľ	Carry-on baggage Economy Cabin 1 piece, 10 kg Premium Cabin 1 piece, 16 kg	0	0	0	0	0	0
	Ţ.	Checked bag	Extra charge	Extra charge	1 piece	2 pieces	1 piece	3 pieces
	图	Seat Selection	Extra charge	Extra charge	0	0	0	0
	18 C	LATAM+ seat	Extra charge	Extra charge	Extra charge	0		
	44	Changes	8	Extra charge	Extra charge	0	Extra charge	ø
	Ċ	Refund	8	Allowed with penalty	Allowed with penalty	0	Allowed with penalty	Ø
	\$ 	Earning LATAM Pass Miles	0	0	0	0	0	0
	4	Same day Flight changes	8	Extra charge	Extra charge	0	Extra charge	0
* Conditions do not apply for Brazil	Ð	UPG coupons	8	8	0	0		

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# Branded Fares

### Regional route (within South America)

		Economy Cabin	<u>.</u>			Premium Economy	1	Premium Business	
	Fare Basis VHXQPD9S	Basic QP	Light <b>SL</b>	Plus SE	Top SF	Plus RA/RL	Тор <b>RY</b>	Plus EV	Top EJ
ď	Carry-on baggage Economy Cabin: 1 piece, 10 kg Premium Cabin: 1 piece, 16 kg	8	0	Ø	ø	0	ø	0	ø
2	Checked baggage Piece of 23 kg	Extra charge	Extra charge	1 piece	2 pieces	1 piece	3 pieces	3 pieces	3 pieces
ŝ.	Seat Selection	Extra charge	Extra charge	0	0	0	0	0	0
6º	LATAM+ seat	Extra charge	Extra charge	Extra charge	0				
4 H H	Changes	8	Extra charge	Extra charge	0	Extra charge	0	Extra charge	0
Ś	Refund	8	Allowed with penalty	Allowed with penalty	0	Allowed with penalty**	0	Allowed with penalty**	0
(† )	Earning LATAM Pass Miles	0	0	0	0	0	0	0	0
Ð	Same day flight change	8	Extra charge	Extra charge	0	Extra charge	0	Extra charge	0
Ð	UPG coupons	8	8	0	0				



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Baggage: Allowance and fees



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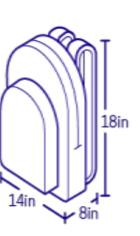
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### Baggage: Allowance and fees

# Carry-On & Personal Item

# 21in Jin 9in



#### 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) x 13 in (35 cm) x 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) x 14 in (35 cm) x 8 (20 cm) (height, length and width), including the pockets, wheels, handle, etc.1 (one) piece permitted



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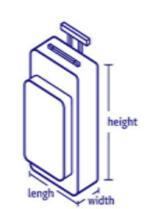
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# Baggage: Allowance and fees Checked Luggage



#### 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

# Economy Class by branded fare

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

# Economy Class by branded fare

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

# Economy Class by branded fare

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 (50lb)	لی Two 23 kg (50lb)	One 23 kg (50lb)	Two 23 kg (50lb)	Two 23 kg (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

# Economy Class by branded fare

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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Partners: Codeshare and interline flights





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Partners: Codeshare and interline flights

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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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Partners: Codeshare and interline flights

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

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

# NECESSARY DESTINATION

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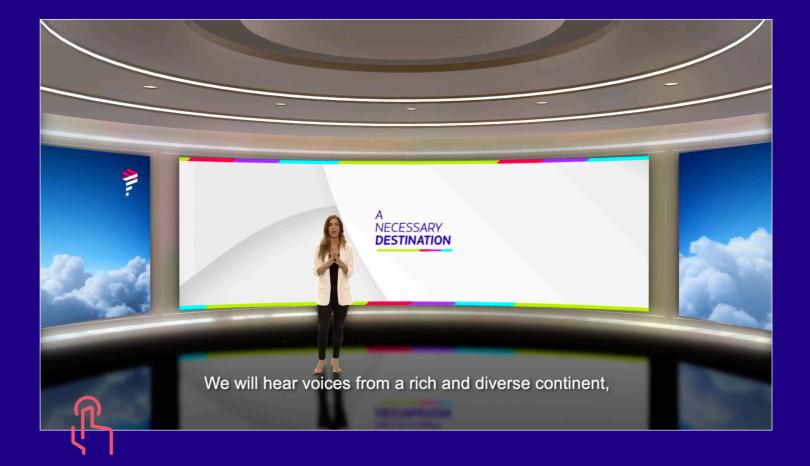
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# A Necessary Destination Our commitment to sustainability

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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# Our "Necessary Destination" is based on four pillars:



### ENVIRONMENTAL MANAGEMENT

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

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# Our "Necessary Destination" is based on four pillars:

#### CLIMATE CHANGE

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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. Ņ

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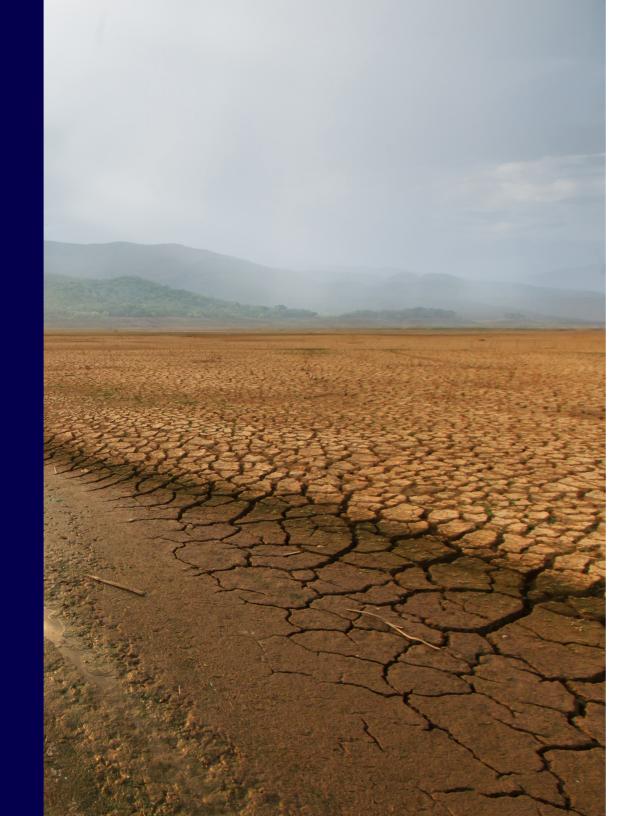
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A Necessary Destination Our commitment to sustainability 

### **Our "Necessary Destination"** is based on four pillars:

#### CLIMATE **CHANGE**

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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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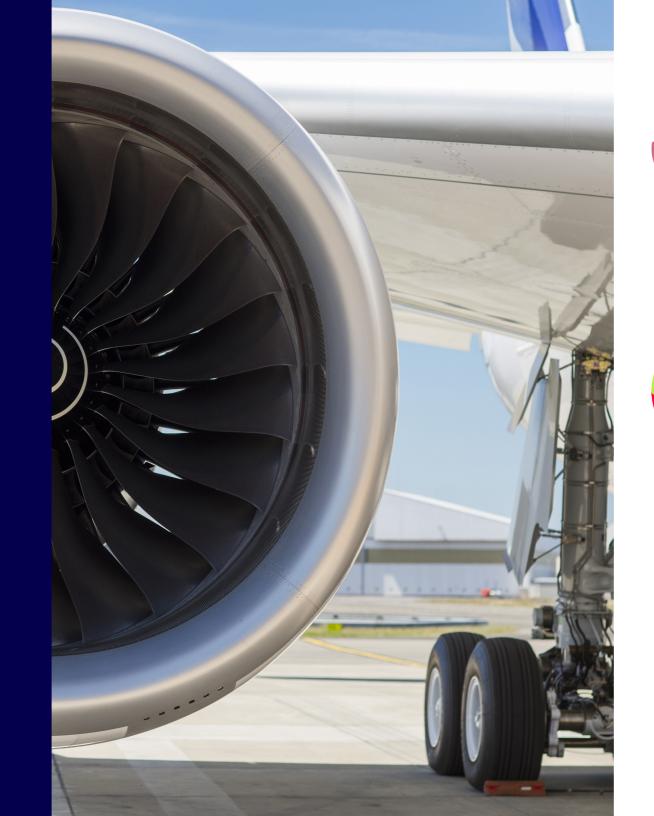
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# Our "Necessary Destination" is based on four pillars:

#### CIRCULAR **ECONOMY**

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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**

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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.

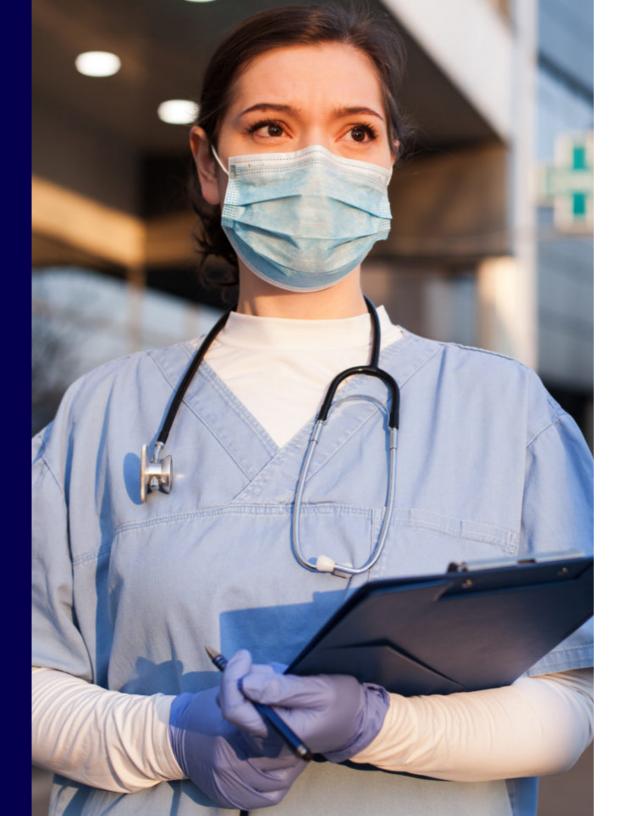
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### **Our "Necessary Destination"** is based on four pillars:



# VALUE

# 5)

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

