Get to know LATAM







Home 01 06 **COVID Safety** 02 03 **About** North American Gateways Sustainability 07 Canada to South America Countries Served Fleet 08 **Cabins** 04 Premium Business Class

Premium Economy LATAM+ Economy Class Configuration & Seat Specs

Travel Experience 05

How to IATA Codes Branded Fares Baggage Partners Debit Memo Policy

Entertainment Industry

LATAM Charters 09

Group Requests

Contact us



COVID-19 Safety Measures







- 01 Home
- O2 COVID Safety
- OS About

 North American Gateways

 Canada to South America

 Countries Served

 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **05** Travel Experience
- 06 How to
 IATA Codes
 Branded Fares
 Baggage
 Partners
 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







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





- 01 Home
- O2 COVID Safety
- North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **05** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- 10 Group Requests
- 11 Contact us







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.



we have adjusted our boarding and disembarking

Empty Seat:

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

😽 Ventilation 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 removes 99.97% of the particles.





- 01 Home
- O2 COVID Safety
- O3 About

 North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **05** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- 08 Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







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.





- 01 Home
- O2 COVID Safety
- O3 About

 North American Gateways

 Canada to South America

 Countries Served

 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **O5** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







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.





O2 COVID Safety

North American Gateways
Canada to South America
Countries Served
Fleet

O4 CabinsPremium Business Class

Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

O6 How to

IATA Codes

Branded Fares

Baggage

Partners

Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us





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.





About LATAM







\triangle 4		ome	

COVID Safety

03 About

North American Gateways Canada to South America Countries Served Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

- **05** Travel Experience
- O6 How to
 IATA Codes
 Branded Fares
 Baggage
 Partners
 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us





North American Gateways



Canada to South America



Countries Served



Fleet



O2 COVID Safety

North American Gateways
Canada to South America
Countries Served
Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

06 How to

IATA Codes Branded Fares Baggage Partners Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us









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
Mavisa	Mexico City – MEX	Brazil Chile Peru
Mexico	Cancun – CUN	Brazil Chile Peru
Dominican Republic	Punta Cana – PUJ	Chile Peru







\frown	4	Home
		Home
\mathbf{v}		

COVID Safety

AboutNorth American Gateways

Canada to South America

Countries Served

4 Cabins

Fleet

Premium Business Class Premium Economy LATAM+ Economy Class Configuration & Seat Specs

05 Travel Experience

O6 How to

IATA Codes

Branded Fares

Baggage

Partners

Debit Memo Policy

07 Sustainability

08 Entertainment Industry

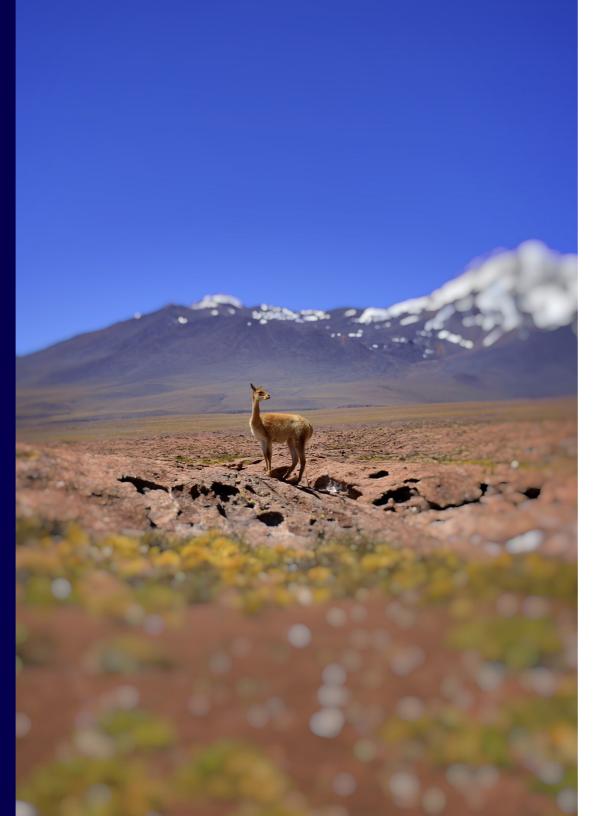
09 LATAM Charters

10 Group Requests

11 Contact us









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!



O2 COVID Safety

North American Gateways
Canada to South America
Countries Served
Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

O6 How to

IATA Codes

Branded Fares

Baggage

Partners

Debit Memo Policy

07 Sustainability

08 Entertainment Industry

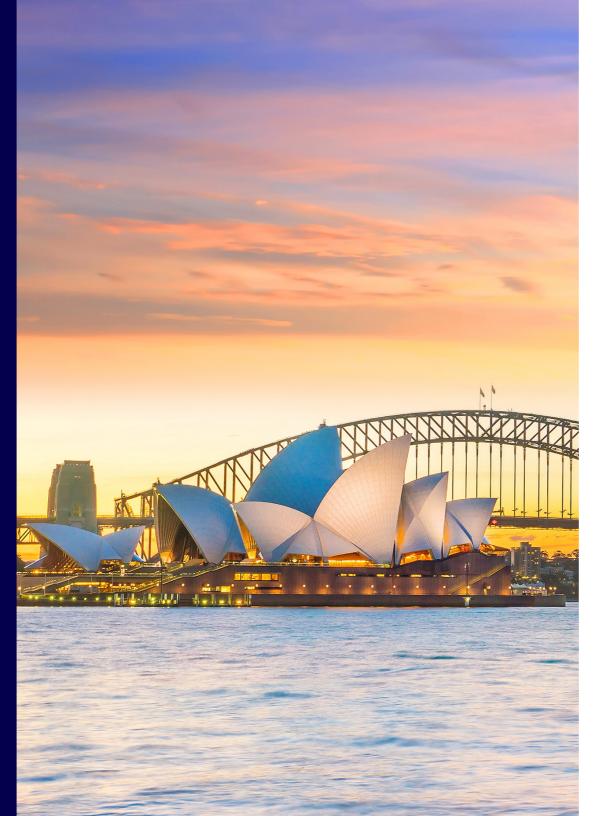
09 LATAM Charters

10 Group Requests

11 Contact us









Continent	Country	Domestic	Regional O O O O O O O O O O O O	rional Long-Haul	
Continent	Country	Domestic		NON-STOP	1-STOP CONNECTION
Continent South America	Argentina		Ø		Ø
	Bolivia		Ø		Ø
	Brazil	•	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		•
	Falkland Islands / Islas Malvinas			Ø	Ø
North	Cuba		Ø		
	Dominican Republic		Ø		
America	Mexico				
	USA			Ø	
Central America	Costa Rica		Ø		

Content

01 Home

O2 COVID Safety

North American Gateways
Canada to South America
Countries Served

Fleet

14 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

How to

IATA Codes

Branded Fares

Baggage Partners

Debit Memo Policy

07 Sustainability

08 Entertainment Industry

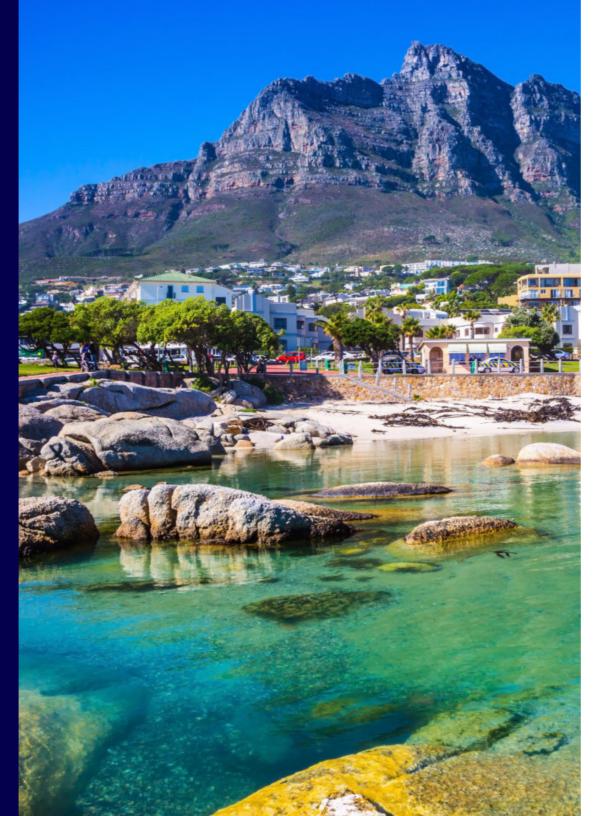
09 LATAM Charters

10 Group Requests

11 Contact us









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







- 01 Home
- COVID Safety
- About
 North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **05** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







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



COVID Safety

About

North American Gateways

Canada to South America

Countries Served

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

O6 How to

IATA Codes

Branded Fares

Baggage

Partners

Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us











Boeing 787-9 - Dreamliner

Capacity: 303-304 passengers

Length: 63mts / 207ft

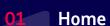
Wingspan: 60mts / 197ft

Maximum takeoff weight: 251,360kg / 277ton

Emergency exit: 8
Toilet facilities: 8







O2 COVID Safety

03 About

North American Gateways Canada to South America Countries Served Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

06 How to

IATA Codes Branded Fares Baggage Partners Debit Memo Policy

- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us











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





COVID Safety

AboutNorth American Gateways

Canada to South America

Countries Served

Fleet

4 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

06 How to

IATA Codes Branded Fares Baggage Partners Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us











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





O2 COVID Safety

03 About

North American Gateways Canada to South America Countries Served Fleet

04 Cabins

Premium Business Class Premium Economy LATAM+ Economy Class Configuration & Seat Specs

05 Travel Experience

06 How to

IATA Codes Branded Fares Baggage Partners Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us











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





COVID Safety

AboutNorth American Gateways

Canada to South America

Countries Served

Fleet

Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

O6 How to

IATA Codes

Branded Fares

Baggage

Partners

Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us











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

Content

- 01 Home
- O2 COVID Safety
- North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **05** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us









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







- 01 Home
- O2 COVID Safety
- About

 North American Gateways

 Canada to South America

 Countries Served

 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **05** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us





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.



Content

- 01 Home
- OZ COVID Safety
- North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **O5** Travel Experience
- O6 How to

 IATA Codes

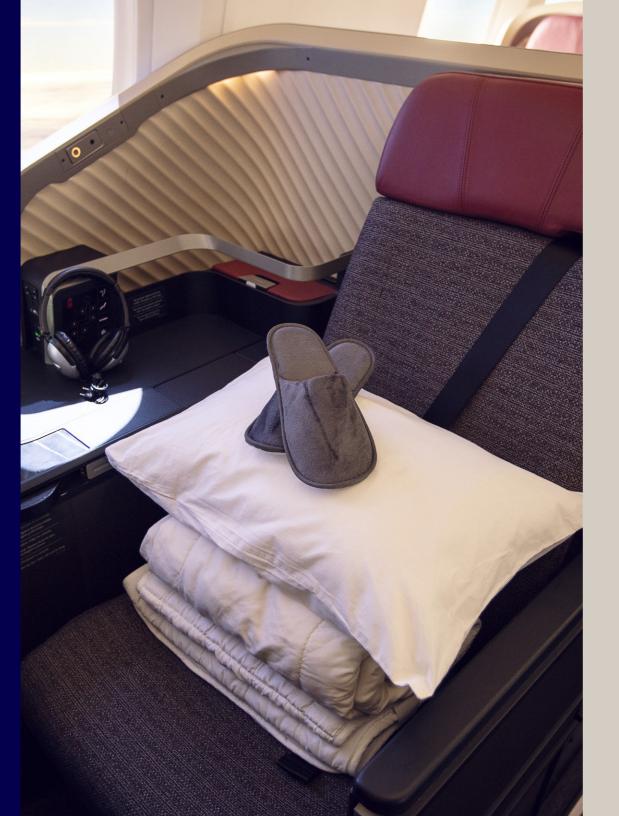
 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- 08 Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us





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





- 01 Home
- COVID Safety
- O3 About

 North American Gateways

 Canada to South America

 Countries Served

 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **O5** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us



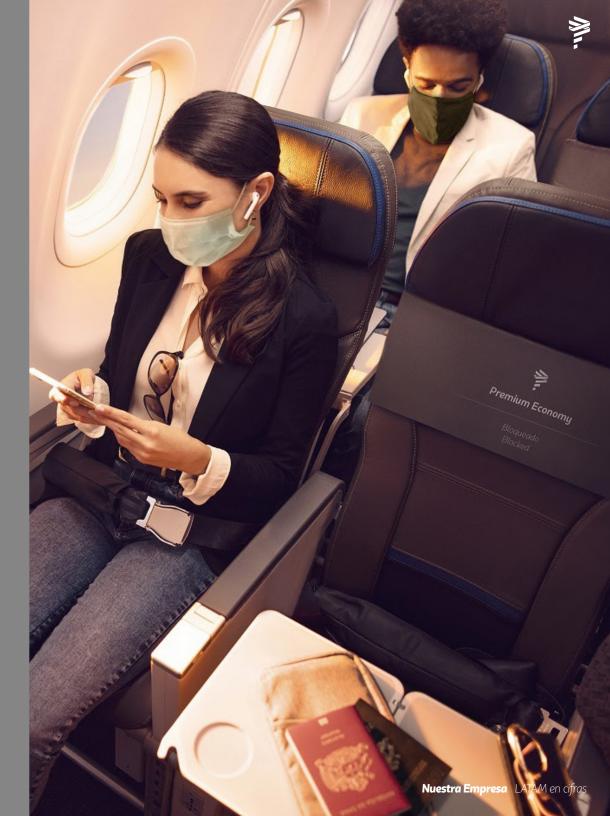


Premium Economy Class

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





- 01 Home
- O2 COVID Safety
- North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **05** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

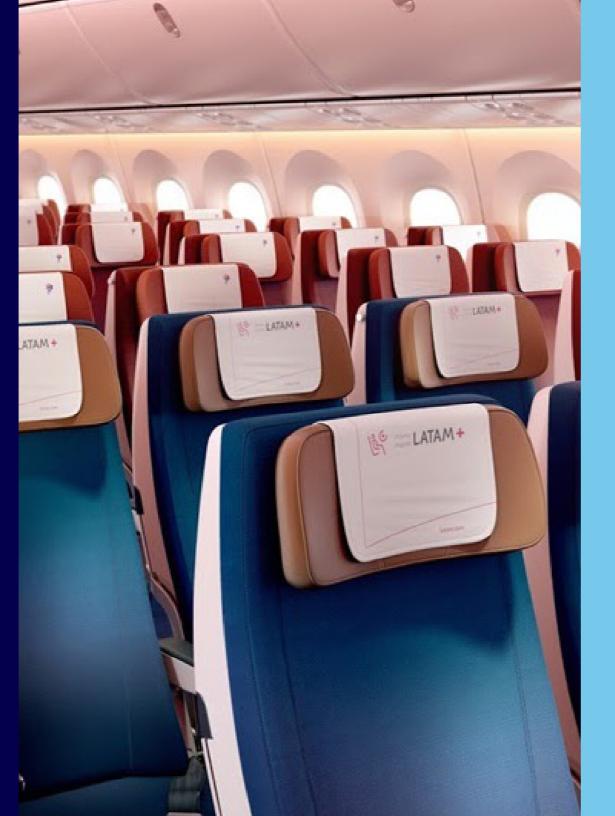
 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







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



- 01 Home
- O2 COVID Safety
- O3 About

 North American Gateways

 Canada to South America

 Countries Served

 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **05** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us

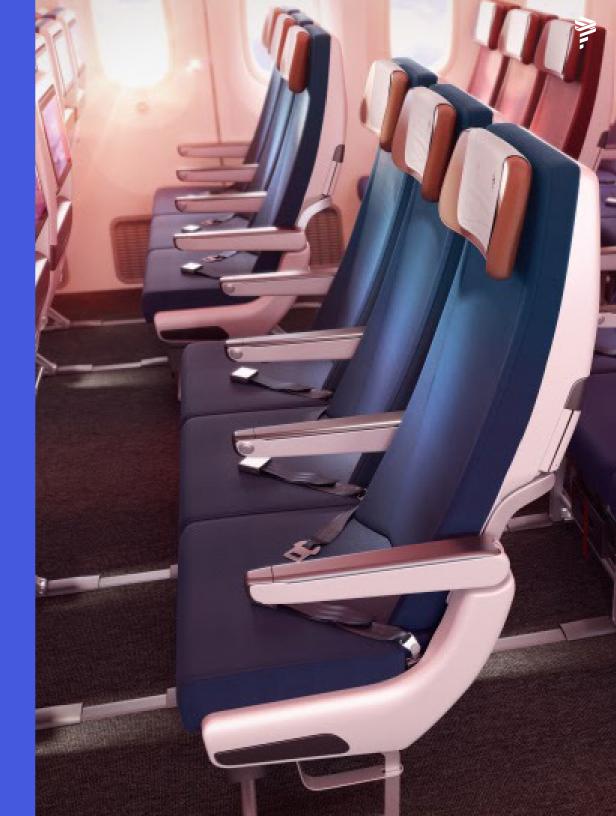




Economy Class

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)





- 01 Home
- COVID Safety
- O3 About
 North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **105** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

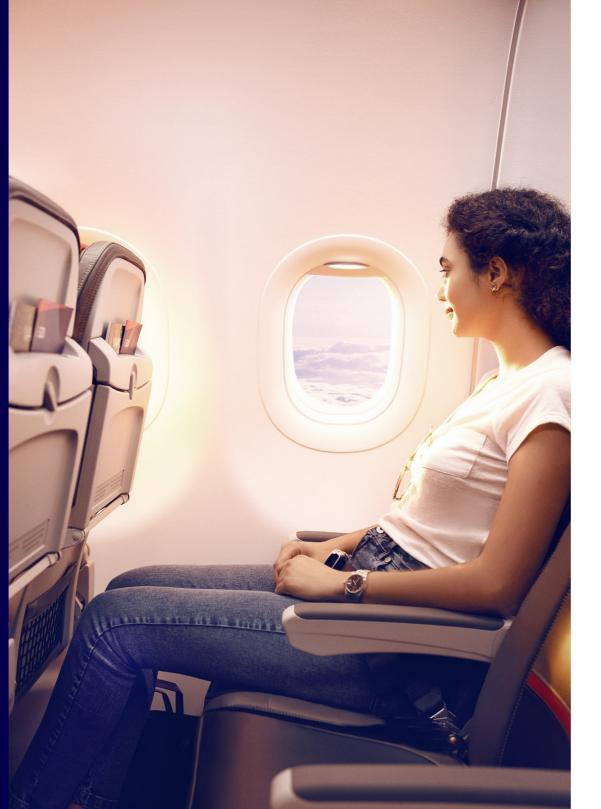
 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us









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



Travel Experience







	 ama	١
	ome	1

O2 COVID Safety

North American Gateways
Canada to South America
Countries Served
Fleet

O4 Cabins
Premium Business Class
Premium Economy
LATAM+
Economy Class

Configuration & Seat Specs

05 Travel Experience

O6 How to

IATA Codes

Branded Fares

Baggage

Partners

Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us









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.



Content



O2 COVID Safety

O3 About

North American Gateways

Canada to South America

Countries Served

Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

O6 How to

IATA Codes

Branded Fares

Baggage

Partners

Debit Memo Policy

07 Sustainability

08 Entertainment Industry

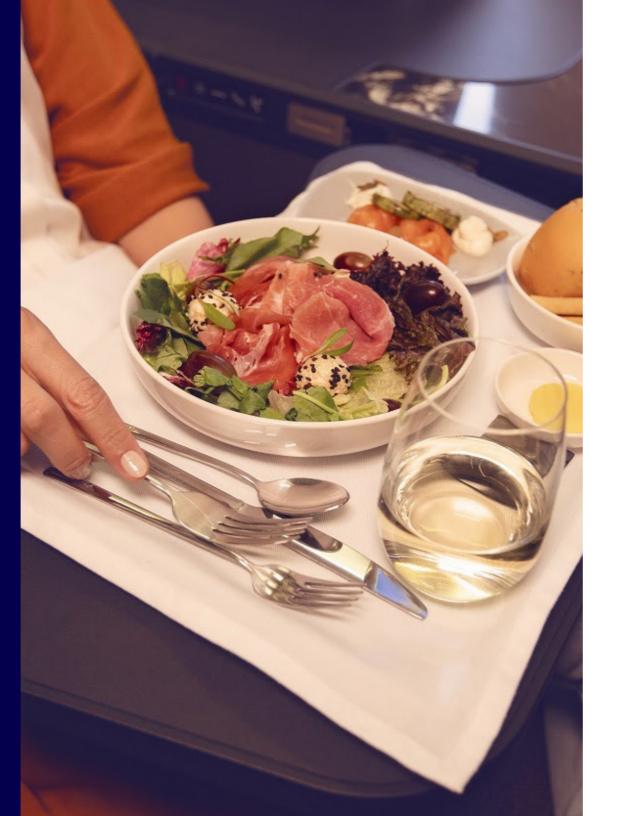
09 LATAM Charters

10 Group Requests

11 Contact us









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.



Content



O2 COVID Safety

O3 About

North American Gateways

Canada to South America

Countries Served

Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

- **05** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

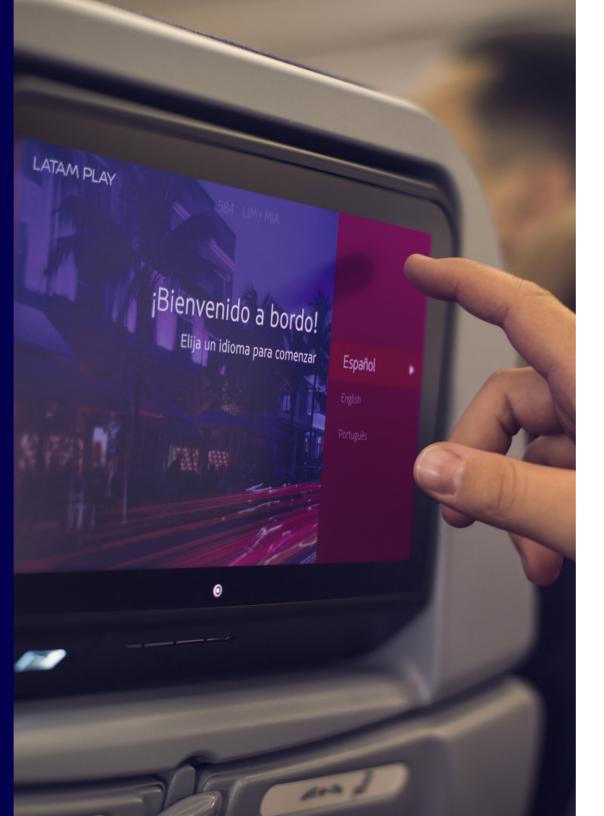
 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us









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.





O2 COVID Safety

O3 About

North American Gateways

Canada to South America

Countries Served

Fleet

O4 Cabins
Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

O6 How to

IATA Codes

Branded Fares

Baggage

Partners

Debit Memo Policy

07 Sustainability

08 Entertainment Industry

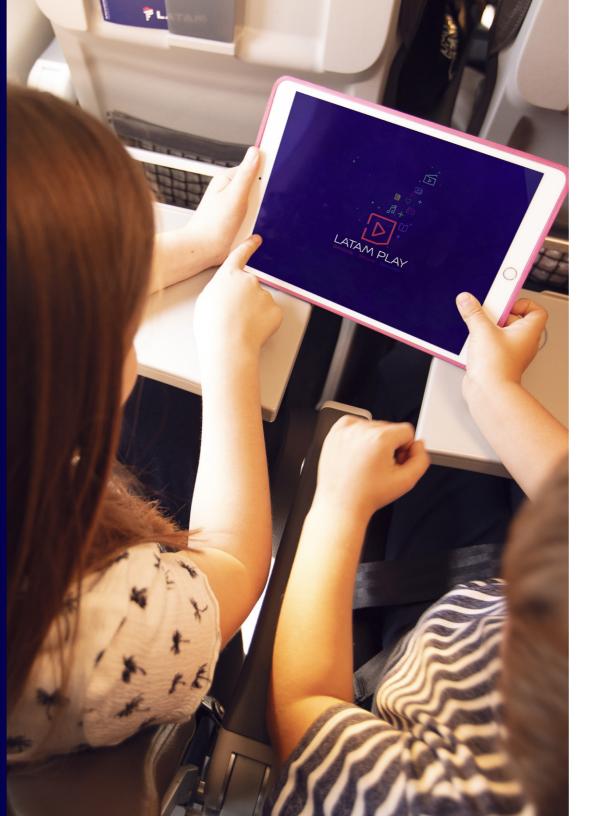
09 LATAM Charters

10 Group Requests

11 Contact us









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.





- 01 Home
- O2 COVID Safety
- O3 About

 North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **05** Travel Experience
- O6 How to

 IATA Codes

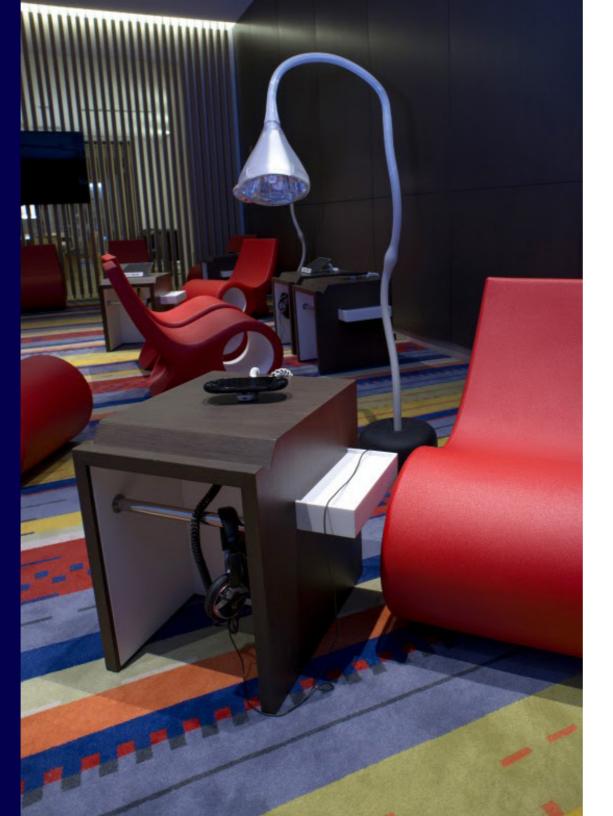
 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







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.





OZ COVID Safety

03 About

North American Gateways Canada to South America Countries Served Fleet

Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

06 How to

IATA Codes Branded Fares Baggage Partners Debit Memo Policy

07 Sustainability

08 Entertainment Industry

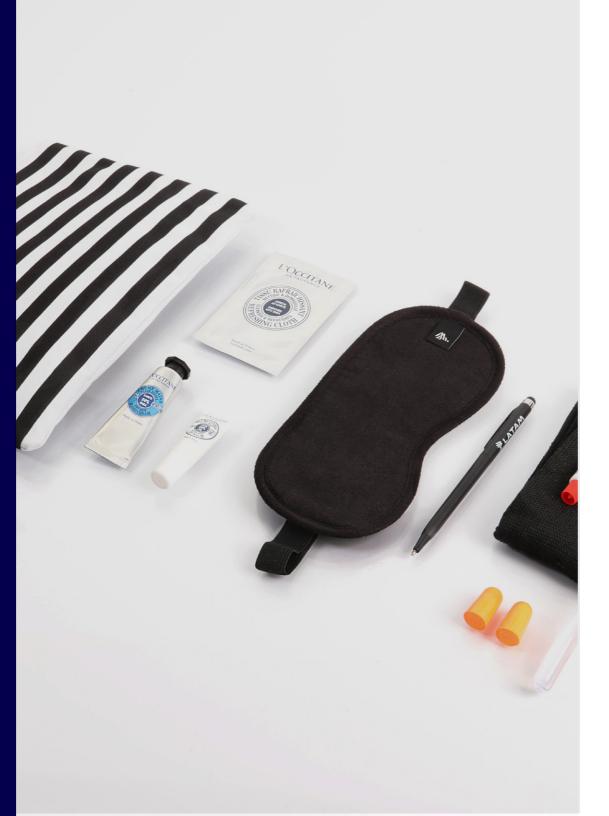
09 LATAM Charters

10 Group Requests

11 Contact us









Amenity Kits

Useful amenity kits featuring L'Occitane products



Content



COVID Safety

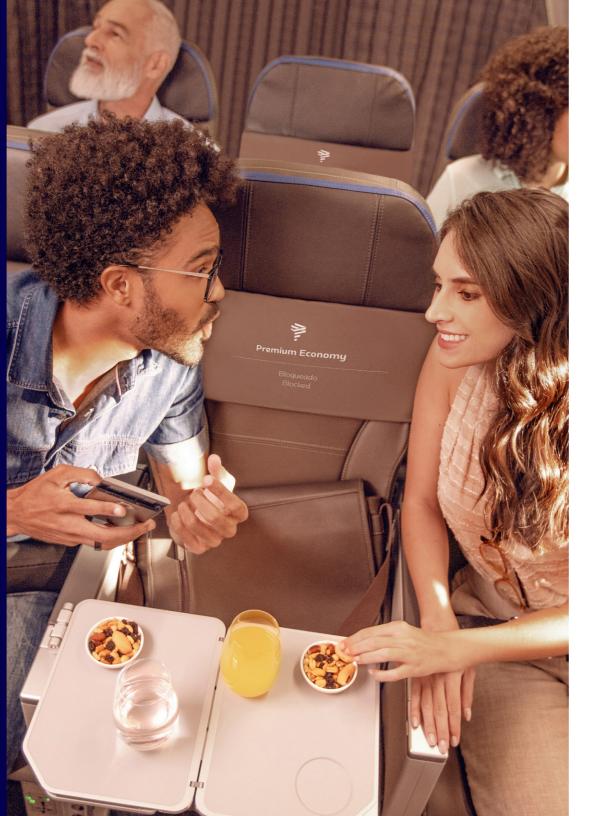
About North American Gateways Canada to South America Countries Served Fleet

Cabins

Premium Business Class Premium Economy LATAM+ Economy Class Configuration & Seat Specs

- **Travel Experience**
- 06 How to IATA Codes Branded Fares Baggage Partners Debit Memo Policy
- Sustainability 07
- 08 **Entertainment Industry**
- **LATAM Charters** 09
- 10 **Group Requests**
- 11 **Contact us**







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.



- 01 Home
- **COVID Safety**
- North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **05** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

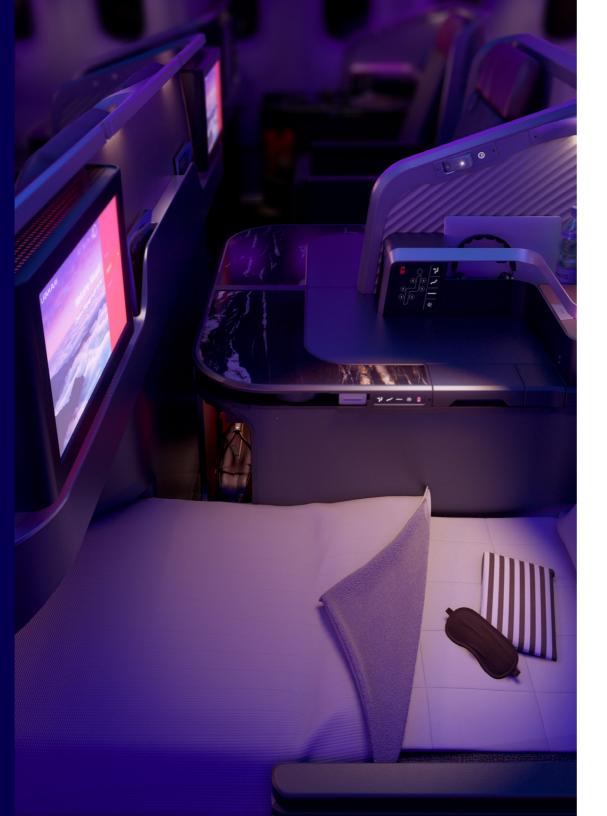
 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us









Mattress Pads

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







How to





Content



- 01 Home
- COVID Safety
- O3 About

 North American Gateways

 Canada to South America

 Countries Served

 Fleet
- **04** Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

- **O5** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us





How to

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



LATAM IATA Code



Branded Fares



Baggage:
Allowance and fees



Partners: Codeshare and interline flights



Debit Memo Policy ARC only (USA)



01 Home

O2 COVID Safety

North American Gateways
Canada to South America
Countries Served
Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

O6 How to

IATA Codes

Branded Fares

Baggage

Partners

Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

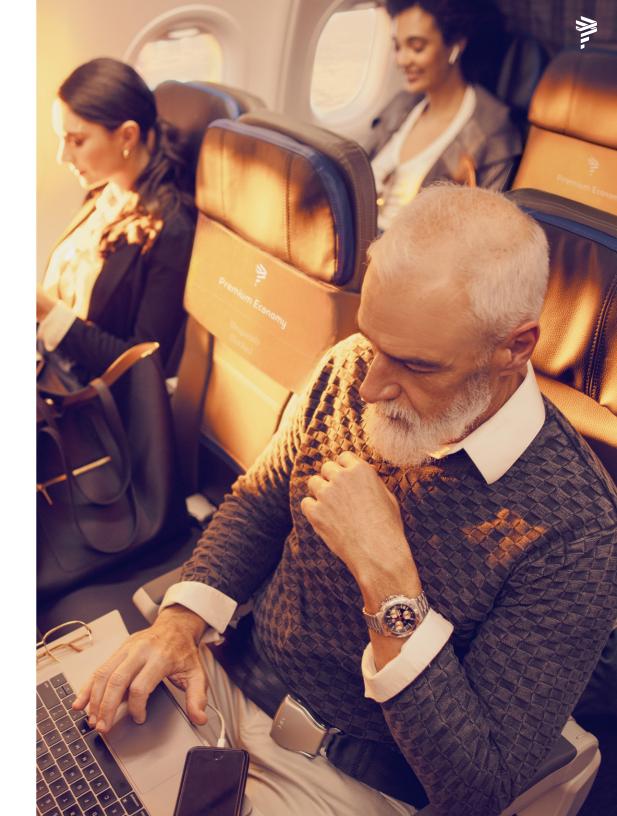
11 Contact us







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





- 01 Home
- COVID Safety
- O3 About

 North American Gateways

 Canada to South America

 Countries Served

 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **05** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







Branded Fares

Download our full manual including GDS instructions.

- > English
- > Español





- 01 Home
- O2 COVID Safety
- O3 About

 North American Gateways

 Canada to South America

 Countries Served

 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **O5** Travel Experience
- O6 How to
 IATA Codes
 Branded Fares
 Baggage
 Partners
 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







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

Carry-on baggage nomy Cabin: 1 piece, 10 kg mitum Cabin: 1 piece, 16 kg Checked baggage	Light SL Extra charge	Plus SE	Top SF	Plus RA/RL	Top RY	Plus EV	Top EJ
mium Cabin: 1 piece, 16 kg		•	0				
Checked baggage	Extra charge		The second second		Ø	●	0
		1 plece	2 pieces	1 piece	3 pieces	3 pieces	3 pieces
Seat Selection	Extra charge	•	0	•	Ø	•	0
LATAM+ seat	Extra charge	Extra charge	•				
Changes	Extra charge	Extra charge	•	Extra charge	Ø	Extra charge	•
Refund	Allowed with penalty	Allowed with penalty	•	Allowed with penalty	Ø	Allowed with penalty	0
Earning LATAM Pass Miles	0	•	•	•	•	•	•
Same day Flight changes	Extra charge	Extra charge	0	Extra charge	Ø	Extra charge	0
UPG coupons	8	0	•				
	Changes Refund Earning LATAM Pass Miles Same day Flight changes	LATAM+ seat Extra charge Changes Extra charge Refund Allowed with penalty Earning LATAM Pass Miles Same day Flight changes Extra charge	LATAM+ seat Extra charge Extra charge Extra charge Extra charge Extra charge Allowed with penalty Earning LATAM Pass Miles Same day Flight changes Extra charge Extra charge Extra charge Extra charge	LATAM+ seat Extra charge Extra charge Changes Extra charge Extra charge Refund Allowed with penalty Earning LATAM Pass Miles Same day Flight changes Extra charge Extra charge Extra charge Extra charge Extra charge	LATAM+ seat Extra charge Changes Extra charge Refund Allowed with penalty Allowed with penalty Allowed with penalty Earning LATAM Pass Miles Image: Allowed with penalty Same day Flight changes Extra charge Extra charge Extra charge Extra charge Extra charge	LATAM+ seat Extra charge Extra charge Changes Extra charge Extra charge Refund Allowed with penalty Allowed with penalty Earning LATAM Pass Miles ✓ ✓ Same day Flight changes Extra charge Extra charge	LATAM+ seat Extra charge Extra charge Changes Extra charge Extra charge Refund Allowed with penalty Allowed with penalty Earning LATAM Pass Miles ✓ ✓ Same day Flight changes Extra charge Extra charge Extra charge Extra charge Extra charge



- 01 Home
- COVID Safety
- O3 About

 North American Gateways

 Canada to South America

 Countries Served

 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **05** Travel Experience
- O6 How to
 IATA Codes
 Branded Fares
 Baggage
 Partners
 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







Branded Fares

Domestic route (within the same country)

		Economy Cabin				Premium Econom	y
	Fare Basis VHX SE D9S	Basic QP	Light SL	Plus SE	Top SF	Plus RA/RL	Top RY
<u>"</u>	Carry-on baggage Economy Cabin: 1 piece, 10 kg Premium Cabin: 1 piece, 15 kg	&	0	Ø	0	•	Ø
7	Checked bag	Extra charge	Extra charge	1 piece	2 pieces	1 piece	3 pieces
73	Seat Selection	Extra charge	Extra charge	0	0	•	0
250	LATAM+ seat	Extra charge	Extra charge	Extra charge	0		
Ü	Changes	8	Extra charge	Extra charge	Ø	Extra charge	0
Ú	Refund	8	Allowed with penalty	Allowed with penalty	0	Allowed with penalty	0
\$	Earning LATAM Pass Miles	0	0	0	Ø	•	0
1	Same day Flight changes	8	Extra charge	Extra charge	0	Extra charge	0
	UPG coupons	•	×	0	Ø		

^{*} Conditions do not apply for Brazil



- 01 Home
- O2 COVID Safety
- O3 About

 North American Gateways

 Canada to South America

 Countries Served

 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **105** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







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
2	Carry-on baggage Economy Cabin: 1 piece, 10 kg Premium Cabin: 1 piece, 16 kg	0	0	0	0	0	0	0	0
7	Checked baggage Piece of 23 kg	Extra charge	Extra charge	1 piece	2 pieces	1 piece	3 pieces	3 pieces	3 pieces
lig.	Seat Selection	Extra charge	Extra charge	0	Ø	•	0	0	0
18°C	LATAM+ seat	Extra charge	Extra charge	Extra charge	Ø				
14	Changes	8	Extra charge	Extra charge	0	Extra charge	0	Extra charge	Ø
Ó	Refund	8	Allowed with penalty	Allowed with penalty	0	Allowed with penalty**	•	Allowed with penalty**	0
\$	Earning LATAM Pass Miles	0	0	0	0	•	0	•	0
8	Same day flight change	0	Extra charge	Extra charge	0	Extra charge	0	Extra charge	0
[]	UPG coupons	8	8	0	0				



- 01 Home
- O2 COVID Safety
- North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **15** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- 10 Group Requests
- 11 Contact us







Baggage: Allowance and fees







- 01 Home
- O2 COVID Safety
- O3 About

 North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **05** Travel Experience
- O6 How to
 IATA Codes
 Branded Fares
 Baggage
 Partners
 Debit Memo Policy
- **07** Sustainability
- 08 Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us

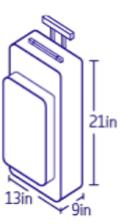






Baggage: Allowance and fees

Carry-On & Personal Item



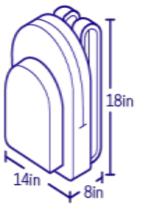
Carry-on

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 $(45 \text{ cm}) \times 14$ in $(35 \text{ cm}) \times 8$ (20 cm) (height, length and width), including the pockets, wheels, handle, etc.1 (one) piece permitted



- 01 Home
- O2 COVID Safety
- About

 North American Gateways

 Canada to South America

 Countries Served

 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **05** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

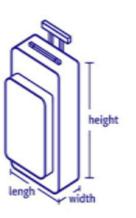
 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







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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COVID Safety

About

North American Gateways
Canada to South America
Countries Served
Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

O5 Travel Experience

O6 How to
IATA Codes
Branded Fares
Baggage
Partners
Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us







Baggage: Allowance and fees Checked Luggage

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



\wedge 4	
	Home

COVID Safety

About

North American Gateways
Canada to South America
Countries Served
Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

O6 How to
IATA Codes
Branded Fares
Baggage
Partners
Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us







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)



- 01 Home
- O2 COVID Safety
- O3 About

 North American Gateways

 Canada to South America

 Countries Served

 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **105** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- 08 Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







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)



\sim 4	Home
	HAMA
	HUHIE

COVID Safety

About

North American Gateways

Canada to South America

Countries Served

Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

15 Travel Experience

O6 How to
IATA Codes
Branded Fares
Baggage
Partners
Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us







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)



0	
	HAMA
	Home

OZ COVID Safety

About

North American Gateways
Canada to South America
Countries Served
Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

O6 How to
IATA Codes
Branded Fares
Baggage
Partners
Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us







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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OZ COVID Safety

North American Gateways
Canada to South America
Countries Served
Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

O6 How to

IATA Codes

Branded Fares

Baggage

Partners

Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us







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



- 01 Home
- O2 COVID Safety
- North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **05** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us











- 01 Home
- O2 COVID Safety
- O3 About

 North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **05** Travel Experience
- O6 How to
 IATA Codes
 Branded Fares
 Baggage
 Partners
 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us









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





- 01 Home
- O2 COVID Safety
- O3 About

 North American Gateways

 Canada to South America

 Countries Served

 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **O5** Travel Experience
- O6 How to
 IATA Codes
 Branded Fares
 Baggage
 Partners
 Debit Memo Policy
- **07** Sustainability
- 08 Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







	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	\times	\times	V	V	V
VIP Lounges*	X	\times	V	V	V

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



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COVID Safety

About

North American Gateways
Canada to South America
Countries Served
Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

O6 How to
IATA Codes
Branded Fares
Baggage
Partners
Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us







North and South American Codeshare & Interline Partners

Airline	Feeder segment type	Link to benefits
Delta Air Lines	Codeshare and Interline	Details
Aeromexico	Interline	Details
Alaska Airlines	Interline	Details
jetBlue	Interline	Feeder flights and thru-fares only
WestJet	Codeshare and Interline	Feeder flights and thru-fares only
Air Canada	Interline	Feeder flights and thru-fares only
Azul	Codeshare	Details



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v.			W.	шс

OZ COVID Safety

03 About

North American Gateways Canada to South America Countries Served Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

- **05** Travel Experience
- O6 How to
 IATA Codes
 Branded Fares
 Baggage
 Partners
 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







Airlines in EMEA:

Click here for more information



\sim 4	Home
	HAMA
	HUHIE

- O2 COVID Safety
- O3 About

 North American Gateways
 Canada to South America
 Countries Served
 Fleet

O4 Cabins Premium Business Class Premium Economy LATAM+ Economy Class Configuration & Seat Specs

- **15** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Police
- **07** Sustainability
- 08 Entertainment Industry
- 09 LATAM Charters
- **10** Group Requests
- 11 Contact us







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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. •			

COVID Safety

About

North American Gateways
Canada to South America
Countries Served
Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

O6 How to
IATA Codes
Branded Fares
Baggage
Partners
Debit Memo Police

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us







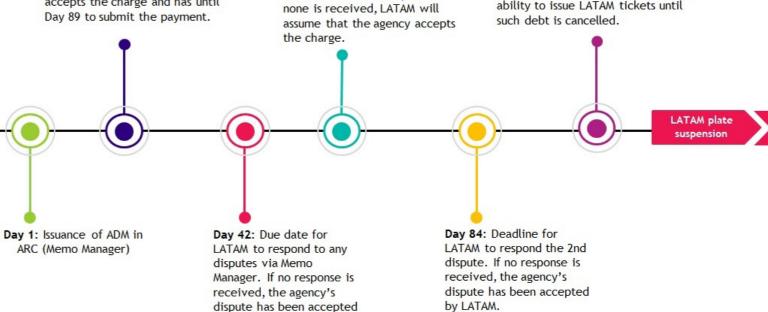
Timeline - ARC only

Day 21: Due date for agency to dispute the ADM. If not disputed, LATAM assumes that the agency accepts the charge and has until Day 89 to submit the payment.

by LATAM.

Day 63: In case LATAM rejected the dispute, the agency has a 2nd and last chance to dispute. If none is received, LATAM will assume that the agency accepts the charge.

Day 90: ADM Payment and removal deadline. If LATAM has not received the payment, the agency will lose the ability to issue LATAM tickets until such debt is cancelled.







Home
HAMA

O2 COVID Safety

O3 About

North American Gateways
Canada to South America
Countries Served
Fleet

O4 Cabins Premium Business Class Premium Economy LATAM+ Economy Class Configuration & Seat Specs

05 Travel Experience

06 How to IATA Codes Branded Fares Baggage Partners Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us







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.





\sim 4	Home
	HAMA
	HUHIE

OZ COVID Safety

O3 About

North American Gateways

Canada to South America

Countries Served

Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

O5 Travel Experience

O6 How to

IATA Codes

Branded Fares

Baggage

Partners

Debit Memo Policy

07 Sustainability

- 08 Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







A Necessary Destination Our commitment to sustainability

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







O2 COVID Safety

North American Gateways
Canada to South America
Countries Served
Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

O5 Travel Experience

O6 How to

IATA Codes

Branded Fares

Baggage

Partners

Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us









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.



- 01 Home
- COVID Safety
- O3 About
 North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **105** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







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.





\wedge 4	Home
	Hama

COVID Safety

OS About

North American Gateways

Canada to South America

Countries Served

Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

O5 Travel Experience

O6 How to

IATA Codes

Branded Fares

Baggage

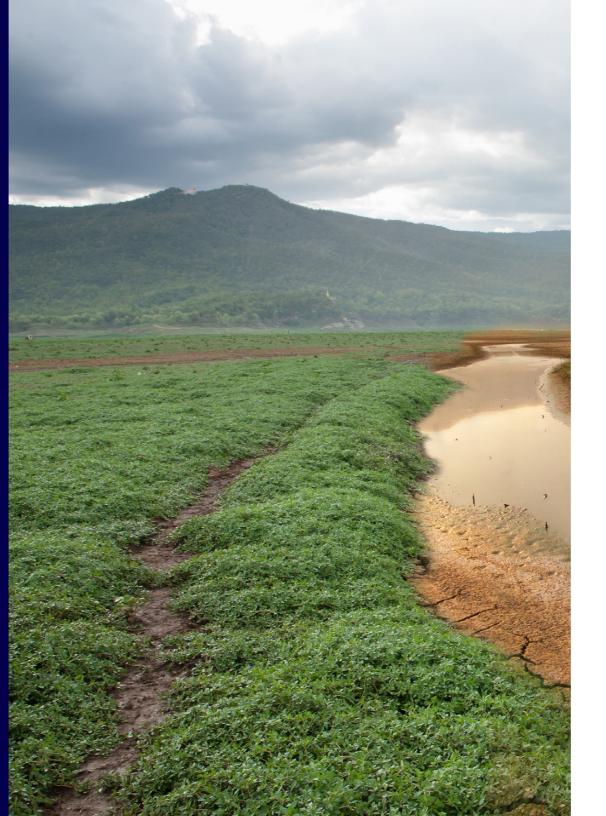
Partners

Debit Memo Policy

07 Sustainability

- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us











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.





O2 COVID Safety

O3 About

North American Gateways

Canada to South America

Countries Served

Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

O6 How to

IATA Codes

Branded Fares

Baggage

Partners

Debit Memo Policy

07 Sustainability

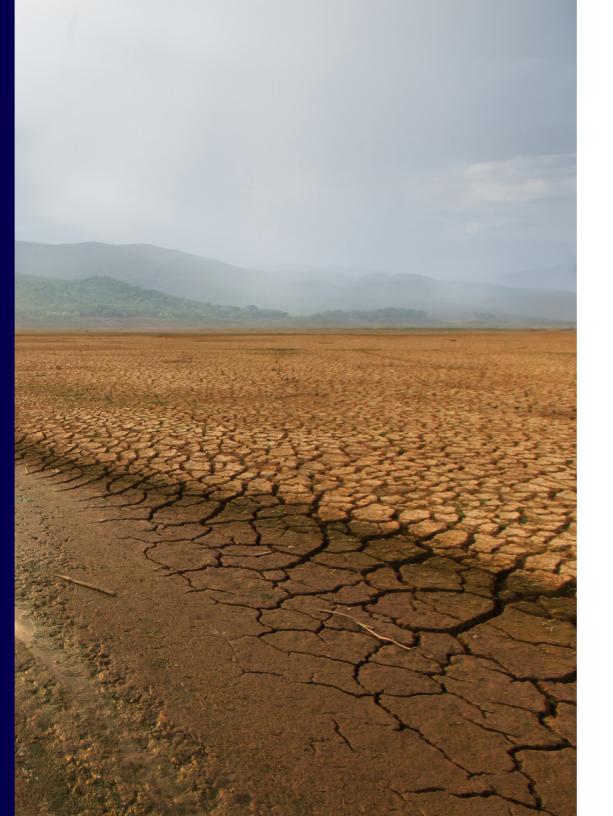
08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us







A Necessary Destination Our commitment to sustainability

Our "Necessary Destination" is based on four pillars:



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).





- 01 Home
- O2 COVID Safety
- North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **15** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







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.

Content

- 01 Home
- O2 COVID Safety
- North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **05** Travel Experience
- 06 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







A Necessary Destination Our commitment to sustainability





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.



Content

- 01 Home
- O2 COVID Safety
- About
 North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **O5** Travel Experience
- O6 How to

 IATA Codes

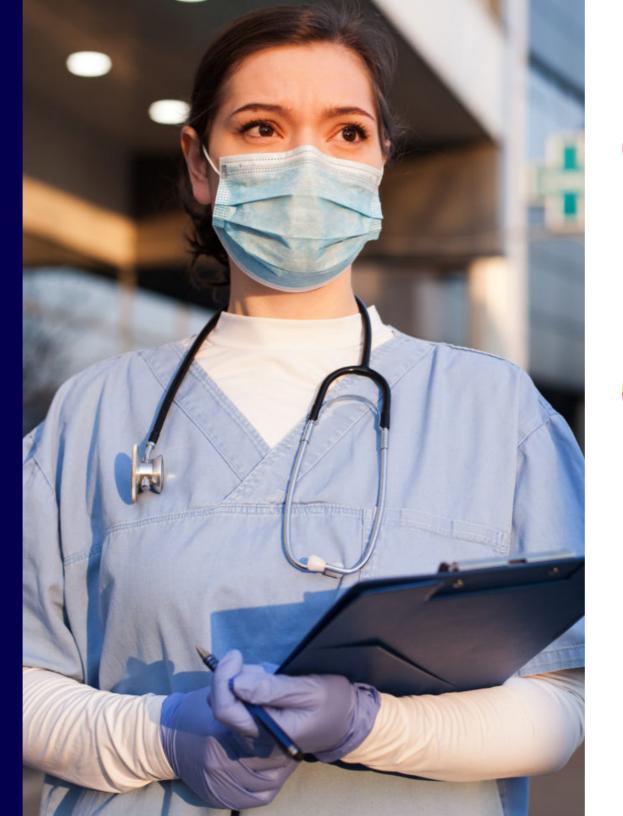
 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







A Necessary Destination
Our commitment to sustainability





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







01 Home

O2 COVID Safety

North American Gateways
Canada to South America
Countries Served
Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

O6 How to

IATA Codes

Branded Fares

Baggage

Partners

Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us







Entertainment Industry Program

Tailored Flexible Conditions by LATAM

Phone: (800) 526-4246

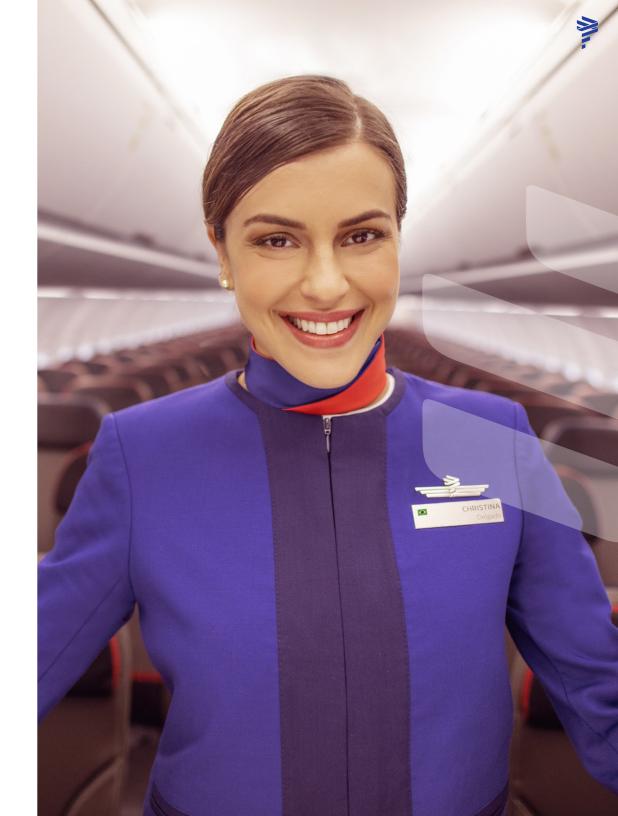
When calling enter only the first 7 digits of the issuing IATA number

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





- 01 Home
- O2 COVID Safety
- About

 North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **O5** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







Entertainment Industry Program

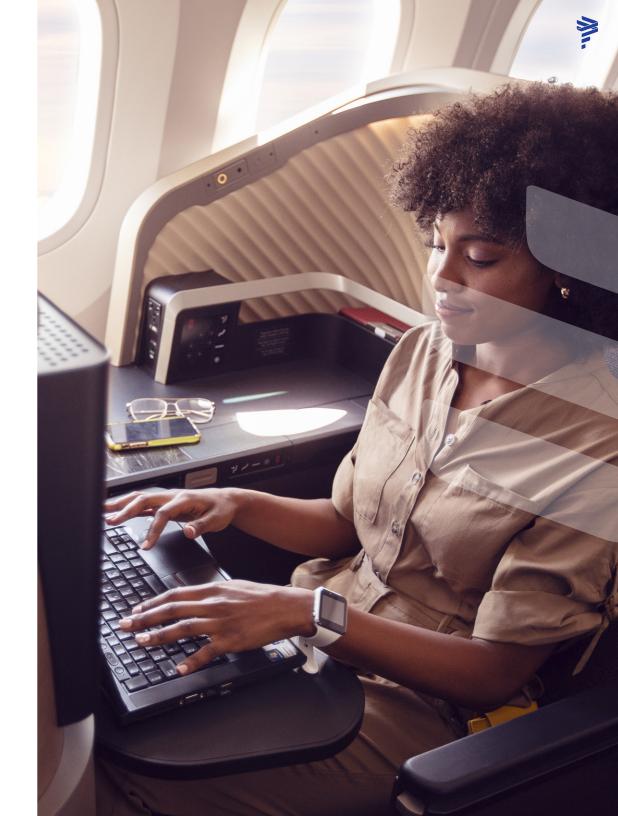
Tailored Flexible Conditions by LATAM

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)





- 01 Home
- O2 COVID Safety
- OS About

 North American Gateways

 Canada to South America

 Countries Served

 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **105** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







Entertainment Industry Program

Tailored Flexible Conditions by LATAM

Names changes:

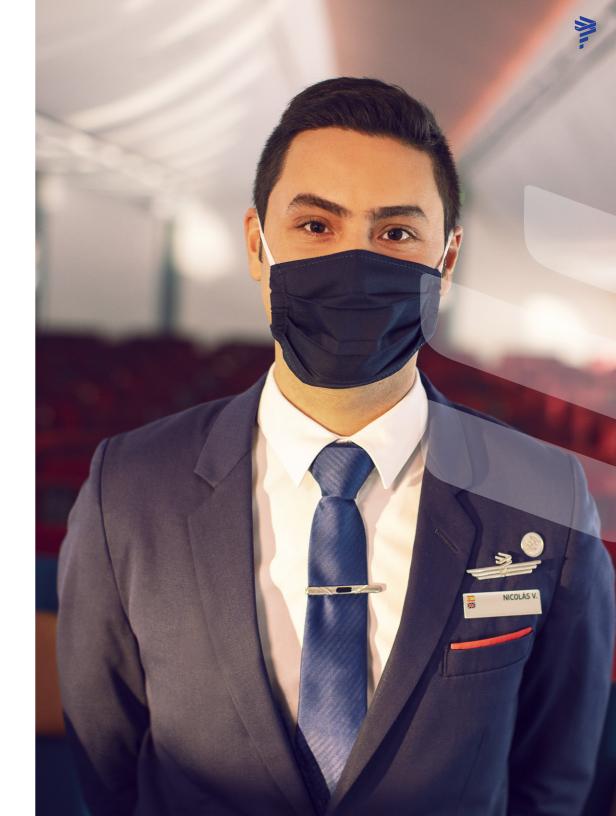
- For groups: Companies are allowed to request a maximum of 40% per group PNR.
 Requests need to be done with minimum of 72 hrs before departure.
- For FITs: The agent must create a new reservation, the fare should be the same or higher.

 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.





01 Home

O2 COVID Safety

About

North American Gateways
Canada to South America
Countries Served
Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

O6 How to

IATA Codes

Branded Fares

Baggage

Partners

Debit Memo Policy

07 Sustainability

08 Entertainment Industry

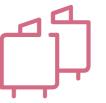
09 LATAM Charters

10 Group Requests

11 Contact us







Entertainment Industry Program

Tailored Flexible Conditions by LATAM

Overweight luggage:

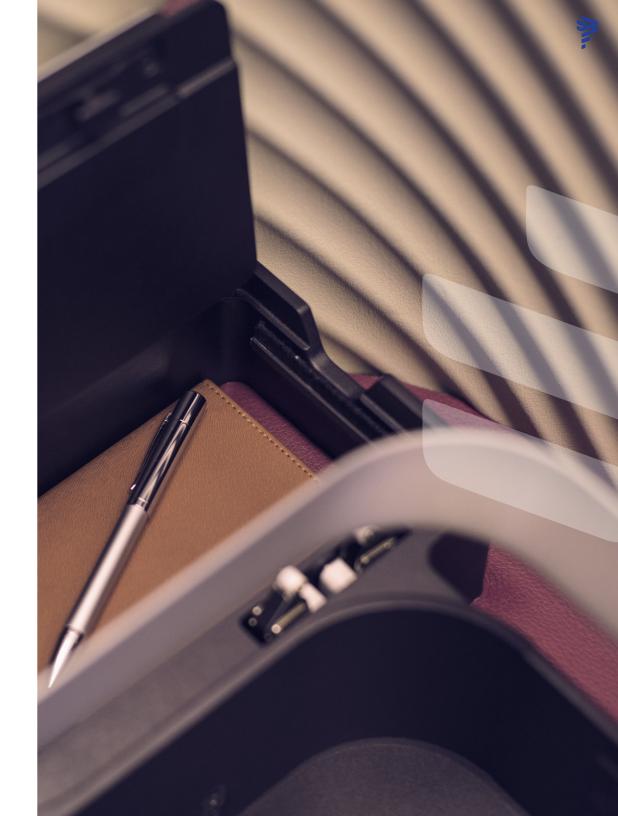
Passengers travelling with LATAM Airlines from United States to South America will have one courtesy bag of 23kg/50lb for every 4 bags already paid or / and 1 charge of 23kg/50lb for every 4 bags overweight luggage already paid.

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





- 01 Home
- COVID Safety
- North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **O5** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

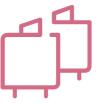
 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us



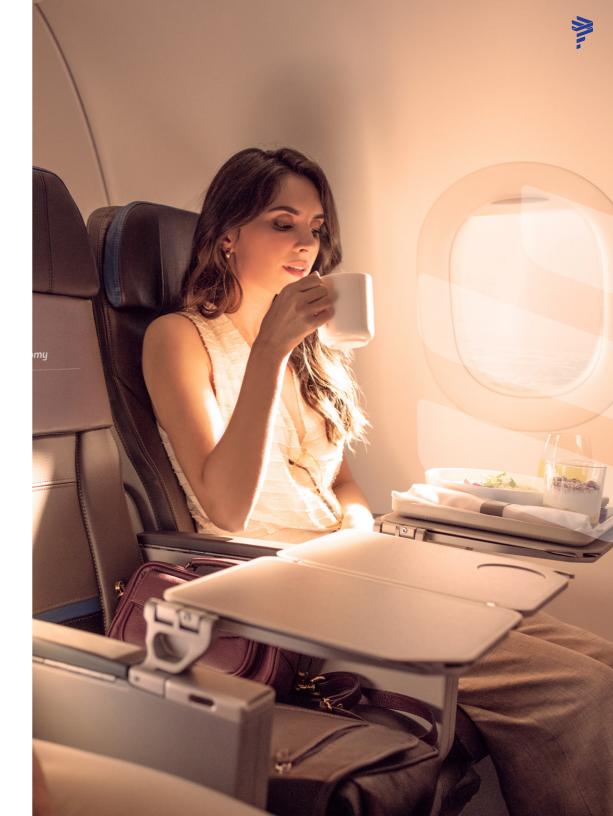




Entertainment Industry Program

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.





LATAM Charters





Content

01 Home

COVID Safety

O3 About

North American Gateways

Canada to South America

Countries Served

Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

O6 How to

IATA Codes

Branded Fares

Baggage

Partners

Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us







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





Group Request







- 01 Home
- O2 COVID Safety
- O3 About

 North American Gateways

 Canada to South America

 Countries Served

 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **105** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- **08** Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







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





01 Home

O2 COVID Safety

About

North American Gateways
Canada to South America
Countries Served
Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

O6 How to

IATA Codes

Branded Fares

Baggage

Partners

Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us







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)





Contact us









O2 COVID Safety

North American Gateways
Canada to South America
Countries Served
Fleet

04 Cabins

Premium Business Class
Premium Economy
LATAM+
Economy Class
Configuration & Seat Specs

05 Travel Experience

O6 How to

IATA Codes

Branded Fares

Baggage

Partners

Debit Memo Policy

07 Sustainability

08 Entertainment Industry

09 LATAM Charters

10 Group Requests

11 Contact us









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





- Home
- **COVID Safety**
- About North American Gateways Canada to South America Countries Served Fleet
- Cabins Premium Business Class Premium Economy LATAM+
 - Economy Class Configuration & Seat Specs
- **Travel Experience**
- 06 How to IATA Codes Branded Fares Baggage Partners Debit Memo Policy
- Sustainability 07
- **Entertainment Industry**
- **LATAM Charters** 09
- **Group Requests** 10
- 11 **Contact us**







Contact us

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





- 01 Home
- O2 COVID Safety
- North American Gateways
 Canada to South America
 Countries Served
 Fleet
- O4 Cabins
 Premium Business Class
 Premium Economy
 LATAM+
 Economy Class
 Configuration & Seat Specs
- **O5** Travel Experience
- O6 How to

 IATA Codes

 Branded Fares

 Baggage

 Partners

 Debit Memo Policy
- **07** Sustainability
- 08 Entertainment Industry
- **09** LATAM Charters
- **10** Group Requests
- 11 Contact us







Contact us

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:









