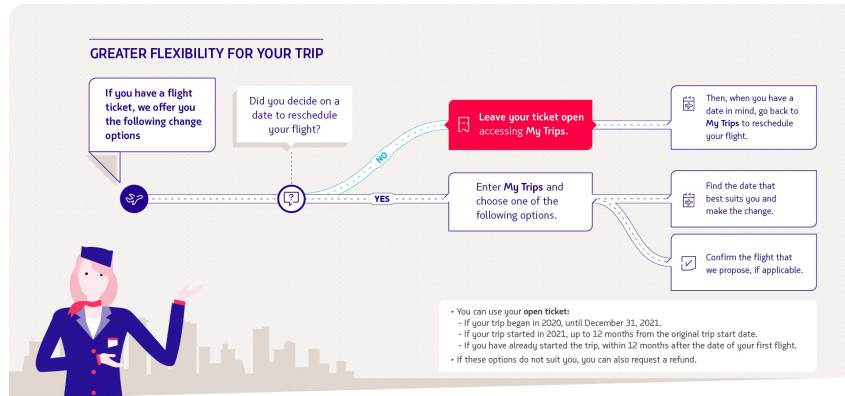


DISCOVER A NEW WAY OF FLYING, WITH EVEN MORE SAFETY AND FLEXIBILITY

We will keep flying for you. We are gradually resuming our operation with the highest standards and safety protocols, a renewed flexibility policy with even more benefits and the support of the 90 years that we have been operating in the region.

MORE FLEXIBILITY FOR YOUR TRIP

MY FLIGHT WAS CANCELED OR RESCHEDULED



If you had a flight after March 1 and it was canceled or rescheduled, don't worry. Your ticket will be open to changes, so you don't need to have a new date immediately.

You may

- Change your flight date once without penalty or payment for the fare difference.
- Change your destination, but you will have to pay the fare difference if there is one.



Keep in mind

- You can reschedule your flight during the validity of the ticket. That is, until December 31, 2021, if your trip started in 2020, or 12 months from the start date of the original trip, if your trip started in 2021.
- You can request a refund through a [Travel Voucher](#). This is valid until December 31, 2021, and can be exchanged for LATAM services or cash (the latter option does not apply to tickets purchased in Colombia).
- The Travel Voucher for tickets only allows the refund of the amount you paid in money. The return of LATAM Pass Miles or Points is done through the normal process of accreditation to your member account.

I HAVE A TICKET TO FLY IN THE NEXT FEW DAYS



- Check the [flight status](#) and if there are travel or entrance restrictions to your destination.
- Check-in online to confirm that you will travel with us and obtain your boarding pass.
- If you can't travel, let us know before your flight through [My Trips](#) or our Contact Center. Check the conditions that apply according to the date of purchase of your ticket in the paragraphs below.
- If you choose not to leave your ticket open and don't show up on the day of your flight, the initial conditions of the fare you purchased will apply.

I PURCHASED MY TICKET BEFORE 09/30 - I WANT TO POSTPONE

I PURCHASED MY TICKET FROM 10/01 - I WANT TO POSTPONE

We have extended the flexibility without payment of penalties in our change policy for all tickets purchased as of October 1, 2020.

If you decide to change the date or destination of your ticket you can:

Make multiple changes without charging a penalty, as long as the change is requested until June 30, 2021. For changes of date or destination requested after that date, one change will be allowed without penalty and future changes are subject to the conditions of the new rate.

Keep in mind:

- Every time you make a change, if the new option has a higher value, you will have to pay the fare difference
- Changes must be made before departure of the flight to be modified.
- You will be able to choose your new travel date to fly during the next 330 days (approximately 11 months) from the consultation date.
- The change of ticket is allowed according to the availability within the same cabin of the original ticket at the time of the request.
- If you do not show up on the day of the flight, the initial conditions of the fare you purchased will apply.
- These policies also apply to tickets issued with LATAM Pass Points. Returning points will maintain the standard credit process.



If you made your purchase through a travel agency, you should contact your agent for the changes that may apply.

I WANT TO PURCHASE A TICKET



Check the [flexibility options](#) we have for you when purchasing a new ticket.



You will have the possibility to make one (1) date change without penalty, but paying a fare difference if applicable. You will need to send us your medical certificate as a backup and you will be able to travel after 21 days from the diagnosis of the disease or certifying that you are no longer in the contagion stage. [Contact us](#) for assistance in this process.

QUICK LINKS



UPDATES



Given the current global situation regarding COVID-19, we are taking the necessary measures to protect the safety of our passengers and collaborators. **Only some of our VIP lounges are available**, and they have the highest safety and hygiene standards (at airports where the health authorities have allowed us to reopen).

Given the infrastructure modifications and passenger reduction, we have made some changes on the Premium Check-in counters:

Guarulhos

Since the remodelations on Terminal 3, we have been attending our Black Signature and Black clients on an exclusive queue in a frontal zone of the F Check-in. The premium attention for domestic flights in Terminal 2 have not changed.

**Santiago**

The Elite and Premium Cabins attention have been moved to counters 34 to 37 in the central hall in level 3.

Lima

The premium counter is now available for Elite and Premium Cabins passengers (both for international or domestic flights). The attention is from 4:00 to 22:00 (local time). The counter capacity has been reduced to 20 passengers due of COVID-19 measures.

[CHECK OUT OUR LATEST NEWS AT OUR PRESS ROOM](#)

[Go to Press Releases](#)

WE'RE ALL IN THIS TOGETHER



