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TRADE PARTNER



# Passenger Protection Policy



At LATAM, we understand that unforeseen events such as **cancellations, delays, and route changes** can be inconvenient and disrupt our customers' travel plans. That's why we are committed to offering **travel solutions to minimize the impact** when the unexpected happens.

Below, we provide you with a comprehensive overview of the **events that may arise and the alternative options available for your passengers:**



EVENT	ALTERNATIVE
Flight cancellations	<ol style="list-style-type: none"> <li>1. Flight change, date change, or re-routing without additional costs, maintaining the same origin and destination (penalty and fare difference are exempted).</li> <li>2. Change of destination subject to fare difference (only the penalty is exempted).</li> <li>3. Full refund of unused segments (no waiver required).</li> </ol>
Advance in the flight departure time (starting from 16 minutes)	
Delay in the flight departure time (starting from 31 minutes)	
Non-compliance with the final destination or intermediate stops	
Cabin downgrade due to flight material change	

For a detailed understanding of our Passenger Protection policy, please refer to **LATAM Trade**. Additionally, we have compiled a document addressing the most **frequently asked questions** on this topic.

[Access here and resolve any doubts you may have](#)

We want to assure you that in the event of such occurrences, you have the **autonomy to implement the proposed solutions without the need to contact our support teams**. However, if you still have any doubts, please don't hesitate to reach out to us via our support chat located at **latamtrade.com**.

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