



11<sup>th</sup> Mar, 2020

## CORONA VIRUS

Dear Trade Partner

### FARES - Flexible changes for international tickets purchased until March 22, 2020

<b>Applicable to:</b>	All sales channels
<b>Description:</b>	In an effort to offer more convenience to our customers who still have not purchased their international tickets, we have increased the flexibility of our <b>Promo, Light, Plus, Premium Economy Plus</b> and <b>Premium Business Plus</b> fares to accommodate any changes to their travel plans. This flexibility allows <b>changes without penalty</b> according to the conditions below:
<b>Scope:</b>	International tickets issued between March 06 and 22, 2020.
<b>Implementation date:</b>	<b>March 06, 2020</b>

<b>Considerations:</b>	<p>Considerations:</p> <ul style="list-style-type: none"><li>- Changes <b>without penalty</b> apply only to international tickets without a commenced journey, provided that:<ul style="list-style-type: none"><li>a) The ticket is reissued at least <b>14 days before</b> the travel date (1<sup>st</sup> segment in the itinerary),</li><li>b) The new <b>trip commences no later than December 31, 2020</b> (included).</li></ul></li><li>- All applicable fare differences will be charged and the change is subject to the current reissue policy.</li><li>- The adjustment may be identified in the Fare Penalties (16) category with the following standard text:  CHANGE FEE WAIVED FOR TICKETS ISSUED BETWEEN 06MAR20 AND 22MAR20 AND PROVIDED THAT:<ul style="list-style-type: none"><li>- <b>REISSUE IS COMPLETED AT LEAST 14 DAYS PRIOR TO DEPARTURE OF THE 1ST OUTBOUND FLIGHT OF THE JOURNEY</b></li><li>- <b>THE NEW JOURNEY BEGINS NO LATER THAN DIC 31ST 2020 (1ST OUTBOUND FLIGHT OF THE JOURNEY)</b></li></ul><b>CHANGES OTHERWISE ARE SUBJECT TO PENALTY FEE OR CHANGE RESTRICTION APPLICABLE FOR THIS FARE TYPE</b></li><li>- Changes made outside the conditions stated above are subject to the penalty or restrictions defined for each fare level.</li><li>- Fares will be loaded in the system to allow automatic reissue through all sales channels.</li></ul>
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Kindly inform all the concerned teams accordingly.

For any clarification, please contact our representation in India.

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Kind Regards,  
LATAM Airlines Group