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LATAM - TICKET MODIFICATIONS - LATAM reissue policy adjustments and clarifications

We inform to our Travel Agents that in an effort to simplify the reissue of tickets with combined REF/NON REF fare components, **starting January 10, 2017** the policy for reissuing tickets on or after that date will be adjusted.

The adjustments will be as follows:

- When modifying a NON REF component in a ticket, the fare price of the resulting ticket should be equal to or higher than the original price.

E.g.:

TKT: Original ticket price: USD 1,000.

1st component: NON REF

2nd component: REF

Since the change modifies the NON REF component, the price of the new ticket must be equal to or higher than USD 1,000.

- If the change only involves the REF component, the fare price of the resulting ticket may be lower, equal or higher than the original ticket. In the previous example, the resulting ticket may be lower (USD 990).

This is the only procedure that changes. It will be updated in chapter "[Ticket Modifications](#)" of MUNDOLAN on the implementation date.

The following are some important clarifications regarding the new LATAM reissue policy:

- All tickets with voluntary changes must ALWAYS be reissued, even if there is no fare difference and/or associated penalty.

- Ticket validity:

- Tickets without initiated trip will be valid **for 12 months from the date of reissue.**

- Tickets with initiated trip will be valid **for 12 months from the first date of travel.**

- The phrase "ANY TIME/ANY TIME NO SHOW" means a fare restriction depending on whether the **change is made prior to or after flight departure**. In other words, "ANY TIME" refers to the restriction or penalty applied when changes are requested BEFORE flight departure. "ANYTIME NO SHOW" refers to the restriction or penalty to be applied when changes are requested AFTER flight departure.

- The penalty charged for reissue is always **higher or more restrictive** than the modified components.

- If any one ticket segment does not allow changes, then the ticket cannot be altered under any circumstance (even if it has already been used). • Upgrading a segment that allows no changes to a higher class in order to meet combination requirements is NOT permitted.

- Tickets with initiated trip exceeding the maximum stay allowed may be reissued at a higher fare in order to adjust them to the new maximum stay, provided all components allow changes.

- **NON REF tickets will carry over this condition to any new reissue.** E.g.: A NON REF ticket priced at USD 800 is reissued as a REF ticket at a price of USD 1,500. If the new ticket is sent for refund, the NON REF portion will not be refunded. Only the REF amount paid as a difference (USD 700) will be refunded.

- Tickets issued on or before November 30, 2016 and reissued for the first time after that date will be governed by the ticket change procedures valid at that time. However, and for future reissues, any changes to the first coupon will be governed by the new fare structure implemented on December 1, 2016.

- **Any reissues made in accordance with industry standards must be processed individually**, that is, each ticket given as form of payment must be processed as a reissue and consolidated into a single ticket in order to meet the policy.

- Expired tickets and tickets do not allow any changes: only a refund of the airport taxes may be requested. These tickets are not accepted as payment for airport taxes in case of a new ticket issue.