

LATAM TRADE



Voluntary Changes made to LATAM tickets issued by agencies

Dear agency partner,

In line with our aim to continuously improve the services offered to our clients, we would like to inform you that **from 23 November 2018, LATAM Airlines** will be able to make changes to tickets issued to customers by travel agents (via contact centre or airport ticketing office) upon a client's request to make a voluntary change.

Each time **LATAM Airlines** makes a change to a ticket, the agency will lose control of the ticket, so for future reference the customer should contact **LATAM Airlines** directly.

The cases in which LATAM Airlines can intervene are the following:

- ⇒ If it involves tickets with public fares.
- ⇒ If **LATAM Airlines** has access to all flight segments in the ticket (segments with other airlines).
- ⇒ If it involves sales with automatic pricing.
- ⇒ If it is an individual booking (not group).
- ⇒ If no ground packages are associated with the reservation.
- ⇒ Tickets with private fares: date/flight changes will keep their original private condition provided the **LATAM office** processing the change has access to the private fare and there is no change in the Fare Basis. Otherwise, the ticket will be reissued to public fares.

In case of passengers contacting **LATAM** directly asking for changes in their EMDs, the same ticket conditions will apply.

Please note that in case the booking has any special service request (SSR), those need to be requested again when ticket changes are made.

In all cases, a Service Fee for the change will be applied.

Kind regards,
LATAM Airlines.