



As a service to its customers and at **LATAM Airlines Group** specific request, IATA may make available, via BSPLink, communications from **LATAM Airlines Group** to its appointed agents. Such communications in no way represent or reflect the opinions or policies of IATA. The information contained in these communications is provided by and remains the responsibility of **LATAM Airlines Group** in the communication and is intended only for the access, use and benefit of certain designated BSPLink users. IATA accepts no liability for any misrepresentation contained in such material; for the accuracy of the content; for any use of, or reliance on, the information contained in such material; and/or for the access of such materials by BSPLink users to whom such material is not directed. Any problems or complaints concerning such material must be referred directly to **LATAM Airlines Group** on whose behalf such material has been made available.

IMPORTANT NOTICE

LATAM Airlines Group notifies to all Agencies in Russia BSP that due to some changes in local regulation regarding to the collection of credit card has decided not accepting this payment method, allowing only the issue in Cash. All GDS and IATA have been duly informed.

In case you have to refund tickets issued with credit card form of payment please send an email to mediospagoeuropa@lan.com and we will process it.

Madrid, September 1st 2015



As a service to its customers and at **TAM Linhas Aereas** specific request, IATA may make available, via BSPLink, communications from **TAM Linhas Aereas** to its appointed agents. Such communications in no way represent or reflect the opinions or policies of IATA. The information contained in these communications is provided by and remains the responsibility of **TAM Linhas Aereas** in the communication and is intended only for the access, use and benefit of certain designated BSPLink users. IATA accepts no liability for any misrepresentation contained in such material; for the accuracy of the content; for any use of, or reliance on, the information contained in such material; and/or for the access of such materials by BSPLink users to whom such material is not directed. Any problems or complaints concerning such material must be referred directly to **TAM Linhas Aereas** on whose behalf such material has been made available.

IMPORTANT NOTICE

TAM Linhas Aereas notifies to all Agencies in Russia BSP that due to some changes in local regulation regarding to the collection of credit card has decided not accepting this payment method, allowing only the issue in Cash. All GDS and IATA have been duly informed.

In case you have to refund tickets issued with credit card form of payment please send an email to mediospagoeuropa@lan.com and we will process it.

Madrid, September 1st 2015