



Trade Update

Dear Trade Partner,

THIS ADVICE IS FOR AGENTS IN OCEANIA ONLY

****Argentina has introduced strict border closures. Passengers travelling to Argentina and Argentine nationals are restricted from boarding flights from Australia and New Zealand to Santiago at this time. If this applies to your customer, please tell them not to travel to the airport. we will continue to keep you updated.****

****Due to the constant changes to schedules and cancellations that are beyond LATAM's control, please DO NOT re-book flights for customers who intend to travel in the next 48 hours. We are working hard to protect these bookings and move passengers onto alternative flights. We need your help with not changing these bookings. Thank you.****

Thank you again for your patience at this time. We are working round the clock to support you, your customers and keep you up to date on schedule changes for flights up until the end of March. We will inform you as soon as possible about flights in April.

The following Trade Advice was updated on 25 March 2020. No changes have been made since this advice was issued. Tickets issued as of 25 March 2020 must abide by the following conditions:

Commercial Procedure for customers with tickets to travel from 09 March until 31 May 2020

For customers with tickets to travel to / from destinations with border closures or restrictions, or due to flight cancellations / rescheduling the following options are available:

1. Change of date to complete travel by 31 December 2020

Customers can change their flight date to complete travel by 31 December 2020 and will not pay any fare difference or change fees, with the following conditions:

- One change is allowed per booking, subject to cabin availability.
- Travel must be completed by 31 December 2020 eg. Outbound 20 November 2020 and Inbound 13 December 2020.
- No charge for the fare difference provided it is the same origin/destination.
- Bookings to be made in the lowest available class.
- Reissue must be complete within the ticket validity (one year of the original date of issue) eg. Ticket issued 10 June 2019 must be reissued prior to 10 June 2020.

How to reissue the ticket:

1. Enter the following in the endorsement box: COV24MAR20
2. Add an OSI in the reservation: INVOL CHG DUE TO COV24MAR20

2. Change of date to travel on or after 01 January 2021

For customers who choose to travel on or after 01 January 2021, fare difference charges will apply.

3. Cancel booking for credit

Customers can cancel their booking and retain the value of the ticket as a travel credit, with the following conditions:

- The ticket must be reissued before the ticket expiry (12 months from the date of issue) or 31 December 2020 (whichever date comes first).
- Agent must reissue the ticket in accordance with the conditions for **Change of date** policy above (see above).

How to leave the ticket as a travel credit:

1. The agent must email salesupport.oceania@latam.com BEFORE the departure of the original flight date to enter a OSI on the ticket: **COV24MAR20 with email subject "OSI CREDIT REQUEST"**.
2. Cancel the booking.

If your customer wants to cancel their booking for a refund, it is subject to fare regulations.

4. In case of No Show

No show's are allowed on flights that are affected by cancellations or schedule changes, prior to 30 April 2020. Customers can change the date or cancel their booking for credit with the same conditions as above. Effective 01 May 2020, regular fare rules apply.

*If your customer is booked on a flight that is operating as per normal schedule or flying to/from a country without restrictions/border closures, [please follow this procedure](#).

[For more information](#)

Border closures and restrictions

We are receiving updates on border closures and restrictions at the same time as the general public, and we are doing our best to update our policies and communicate them to you as quickly as possible. For the latest information visit LATAMtrade.com

[Border restrictions](#)

Sincerely,

Valeria Alvano

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