

WELCOMING NEW HEIGHTS

It's having the technological support that empowers your operation with maximum autonomy.

Join the webinar and get more out of your Virtual Assistant

In this session, we'll show you, in a simple and practical way, how to get the most out of the Virtual Assistant in your daily work. You'll see:

- How to structure your requests (the “golden formula”)
- What you can resolve instantly
- How to use the Assistant for ticket status, name corrections, fare rules, and more
- When and how to reach support if needed



Date: April 14

Time: 13:30h (Miami Time)

Register: <https://event.webinarjam.com/vkkzp/register/8mmkyf19>

We look forward to having you with us.

Global Sales Support Team
LATAM Airlines

Essential information
for your customers



Exception Policies / Operational Alerts



FLEXIBILITY - Alternatives due to Congestion at immigration at Atlanta (ATL) and New York (JFK) airports due to partial shutdown of the US Federal Government.

This applies to customers traveling from/via ATL and JFK, with original flight date between March 23 and March 25, 2026.

[More >](#)

COMMERCIAL EXCEPTIONS - Alternatives due to Curfew by public safety decree in Ecuador via GYE

Customers may choose one of the following options without penalty.

[More >](#)

FLEXIBILITY - Alternatives due to Curfew by public safety decree in Ecuador

The alternatives apply to passengers traveling from/to/via GYE, with an original flight date between March 14 and 16, 2026.

[More >](#)

COMMERCIAL EXCEPTIONS - Alternatives in the face of the Israel-Iran conflict

Passengers with canceled or rescheduled flights may access the options established in LATAM's Passenger Protection Policy.

[More >](#)

FLEXIBILITY EXTENSION - Adverse weather conditions due to rains and flooding in northern Peru

The options established in LATAM's Passenger Protection Policy will be offered to passengers traveling from/to/via: Talara (TYL), Piura (PIU), and Tumbes (TBP).

[More >](#)

FLEXIBILITY - Alternatives due to Security situation in Tel Aviv (TLV)

Review the commercial exceptions offered by LATAM.

[More >](#)

FLEXIBILITY - Alternatives due to Lufthansa Group pilots' strike in Frankfurt (FRA)

They apply to passengers traveling from/to/via Frankfurt (FRA) and Munich (MUC), connecting with Lufthansa (LH), with an original flight date between March 12 and 13, 2026.

[More >](#)

[See all](#)

Policy Changes



FARES - The Delta Comfort (SF) brand has been incorporated into the fare display for LA codeshare flights operated by Delta (DL)

This new fare will be offered when the customer's selected itinerary includes a Delta-operated codeshare flight that has this cabin available.

[More >](#)

SPECIAL SERVICES - Change in the requirements for the hydration of pets in hold (AVIH)

Starting March 26, 2026, for itineraries lasting more than 7 hours, the water container must hold a sufficient amount to ensure the pet's hydration during the trip.

[More >](#)

FARES - New Standard brand for Premium Economy on domestic routes in Colombia

We inform you that a new brand (fare) will be implemented for the Premium Economy cabin on domestic routes within Colombia.

[More >](#)

Germany train service resumes in conjunction with ticket sales

The train destinations within Germany, Deutsche Bahn (W2), must be booked together with the international flight segment. The train cannot be added to tickets already issued.

[More >](#)

[See all](#)

News



How to Prevent Check-in Issues on Bookings with Partner Airlines

We share below operational best practices aimed at keeping information properly synchronized between LATAM and partner airlines.

[More >](#)

ROUTES - New operation between Sao Paulo (GRU) - Amsterdam (AMS)

This new route will begin operating on March 29, 2026.

[More >](#)

Terminal change at Paris Airport (CDG)

Starting April 21, 2026, LATAM Airlines flights at Paris-Charles de Gaulle Airport (CDG) will perform check-in at Terminal 2A (T2A), Area 4.

[More >](#)

[See all](#)

NDC



Mandatory 2FA to create new users in the NDC Portal

Starting March 30, the ability to create new users within the NDC Portal will be directly linked to the security configuration of the profile performing the action.

[More >](#)

[See all](#)



Do you have any questions?

At latamtrade.com you will find our support chat and all the information about policies, alerts, and the latest news.

latamtrade.com





WELCOMING NEW HEIGHTS

It means feeling informed at all times.

From now on, PNRs that include a commercial exception (either courtesy-based or under a LATAM commercial policy) can be managed fully autonomously by the travel agent.

With the new integrated flow between LATAM Trade and NDC, the waiver request is submitted through the LATAM Trade Portal and, once approved, the change or refund can be processed directly in NDC – with the exemption applied automatically.

Access the full manual and start using this new functionality today.

[Click here](#)



What does this mean in practice?

- Waiver request submitted via LATAM Trade.
- Automatic approval (if aligned with current commercial policies).
- Changes or refunds processed directly in the NDC by LATAM portal.
- Change or refund penalty automatically adjusted according to the approved exception.

- Only any applicable fare difference will be charged.

Important to note:

- Valid for Courtesy and Policy Waivers.
- The PNR must contain only the tickets eligible for review (a split may be required).
- Applicable to active PNRs or up to 72 hours after the last flight NO SHOW.
- Not available for TKT as a form of payment.
- We recommend that, once the waiver is approved, the refund request be processed directly through the NDC by LATAM portal. However, refunds may still follow the existing flow depending on the agency's country (via BSP or ARC).

This enhancement was designed to make your operation simpler, more secure, and more efficient - reducing dependency on support teams and enabling faster service to your end customers.

Global Sales Support Team
LATAM Airlines



Do you have any questions?
At latamtrade.com you will find our support chat and all the information about policies, alerts, and the latest news.

latamtrade.com