LATAM GROUP TO RESUME OPERATIONS WITH LOWER FARES, MORE COMMERCIAL FLEXIBILITY, INCREASED SANITARY MEASURES

News / Airlines

LATAM Airlines Group and its affiliates, Latin America's leading airline group with one of the largest route networks in the world, announced today it will gradually increase its international and domestic operations during June and July, offering passengers more flexible options, lower fares and increased sanitation measures.

In June the LATAM group expects to increase its total pre-crisis capacity from 5% to 9%, while preparing to reach 18% in July. The LATAM group understands that decision-making in these uncertain times is complex, reason why it is granting passengers greater flexibility to purchase and schedule trips with rates that on average can be up to 20% less expensive. Additional sanitation measures will also being implemented on all flights.

"With these measures, the LATAM group is responding to the connectivity needs of the countries where it operates and adapting its offerings to the requirements of customers in this complex scenario," said Michael Rutter, Senior Commercial Vice President of LATAM Airlines Group. "The group is increasing flights, destinations and frequencies, and taking concrete measures that respond to the new economic reality that clients and their families are facing. Those measures include more accessible and flexible flight options, new sanitation measures and customer assistance services for passengers during their trips."

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During June, LATAM Airlines Brazil will operate four international routes from São Paulo to Frankfurt, London, Madrid and Miami, while LATAM Airlines Group will operate from Santiago, Chile to Miami and São Paulo, a connection center through which customers can access these three destinations in Europe. By July, the LATAM group intends to increase international destinations to 13.

Domestically, LATAM Airlines Brazil will operate 74 routes, while LATAM Airlines Chile will reach 12 destinations that include La Serena, Copiapó, Temuco and Easter Island. Similarly, the affiliate in Ecuador is working to resume their domestic flights in June, with the Colombian and Peruvian affiliates expecting to reestablish their service in July, as permitted by local authorities.

MORE AFFORDABLE FARES

Given the new economic environment, the LATAM group further reduced costs and increased efficiency in order to offer tickets that on average can be up to 20% more affordable.

FLEXIBILITY TO TRAVEL

Given the uncertainty caused by the current health crisis, passengers will have more flexibility to buy tickets and schedule their trips, subject to applicable local regulations.

- Until July 31, 2020, passengers can voluntarily reschedule their tickets on Latam.com before the departure of their flight. The first change will be without penalty or fare change (same destination, subject to cabin availability and validity of the ticket). The destination can change subject to a fare differential, if applicable.

- If the passenger is not certain of the date of travel, they can leave their ticket open for 12 months, as long as they notify the airline through their website at least 7 days in advance. (My Trips section of LATAM.com)

- In the event that a flight is canceled or rescheduled, passengers may reschedule their tickets without penalty or fare difference (subject to cabin availability, same destination and validity of the ticket). If they wish to change their destination, a rate difference will apply if one exists.

ASSISTANCE DURING YOUR TRIP

This new platform on the LATAM website contains detailed information on the chosen destination and provides travel solutions for passengers, who will also be able to connect with third-party providers on passenger responsibilities of securing entry, exit and any re-entry criteria for the destination they are visiting.

GLOBAL CATEGORY CLEANING STANDARDS

LATAM Airlines Group and its affiliates have adopted the best sanitation practices in the world, following the recommendations of the WHO and the industry.

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The measures:

During check in:

- Attention to the passenger

The cleaning and disinfection of the passenger service area increased, including counters and all self-service kiosks.

- Self-service terminals

The LATAM group has self-service kiosks at all the airports where it operates, guaranteeing an autonomous service without face-to-face counters.

- Use of mandatory masks

From the moment of arrival at check-in and while boarding, as well as during flight and disembarkation, the use of masks will be mandatory for all passengers. This measure extends to cabin crew in all phases of the flight.

On board:

- Continuous sanitation
    - Proactive disinfection procedures in all aircraft after each arrival on all flights and of the entire cabin with quaternary ammonium spray and additional manual cleaning.
    - Alcohol gel available onboard all aircraft.
    - Cleaning of frequent passenger contact points (e.g., handles, toilets, armrests, belts, screens, light and call switches, seat pockets, windows and trays) during all phases of flight.
- Air Filtration
    - All of the L group’s fleet has air recirculation systems that renews the air every 3 minutes with HEPA (High Efficiency Particulate Air) filters, removing 99.97% of the particles.
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More space on board

- Boarding will include social distancing requirements between passengers, avoiding crowds. Front restrooms will remain for the exclusive use of the crew, to minimize contact with passengers.

- Blankets and Beds

  - All blankets, downs, and pillows are laundered after each flight. In the case of pillows, they can also be discarded depending on the material.

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