



LATAM AIRLINES GROUP S.A. SUCURSAL PERU
Av. Santa Cruz 381 Piso 6, Miraflores 20100103657 Lima Perú

Information about your ticket

This document contains the details and conditions of the service you purchased.

It is not necessary to bring it with you on the day of your trip.

Trip information

Reservation code	XKXSRN	Order No.	LA5449417JQKP	City and Issue date	Lima, Perú 02/21/23
Name	Passenger type	ID			
MAURICIO DA CUNHA WOLFF	Adult	YC268693			
CATHIA HEUSER WOLFF	Adult	YE411819			

Itinerary

Flight Number	Origin	Destination	Departure Date	Departure Time	Arrival Date	Arrival Time	Cabin	Fare	Seat
LA3419	Porto Alegre (Salgado Filho)	Sao Paulo (Guarulhos Intl.)	07/24/23	2:40 PM	07/24/23	4:20 PM	Economy	Plus	9C - 9D
LA763	Sao Paulo (Guarulhos Intl.)	Santiago de Chile (A. Merino Benitez Intl.)	07/24/23	6:30 PM	07/24/23	9:55 PM	Economy	Plus	9D - 9C
LA801	Santiago de Chile (A. Merino Benitez Intl.)	Sydney (Kingsford Smith)	07/25/23	12:35 AM	07/26/23	9:20 AM	Economy	Plus	21F - 21D

Details of your payment

Payment Form

Ticket number	Item	Amount	Type	Amount
---------------	------	--------	------	--------

Ticket number	Item	Amount	Type	Amount
0452102279256	Flight	\$3,378.00	Credit Card XXXXXXXXXXXX8991	\$3,464.72
0452102279255	Fees and/or taxes (1)	\$82.72	(1) BR: \$39.70 WY: \$43.02	
0454409085671	Premium boarding	\$4.00		
0454409085670	Fees and/or taxes (1)	\$0.00		
Total paid		\$3,464.72		

Airline details

Flight Number	Operating airline	Marketing airline
LA 3419	LATAM AIRLINES BRASIL	LATAM AIRLINES GROUP S.A. SUCURSAL PERU
LA 763	LATAM AIRLINES GROUP	LATAM AIRLINES GROUP S.A. SUCURSAL PERU
LA 801	LATAM AIRLINES GROUP	LATAM AIRLINES GROUP S.A. SUCURSAL PERU

Local information

- Before traveling, check the entry restrictions for the different countries due to the outbreak of COVID-19.<https://www.latamairlines.com/uy/en/experience/coronavirus/restrictions>.
- Remember to check the time of presentation at the airport, this will be indicated on your boarding pass. If you were unable to check-in on site and/or need to check baggage at the airport, you must present yourself well in advance.
- For bookings through the electronic catalog of the Framework Agreement for the Issuance of Electronic Tickets for Domestic Air Transportation of Passengers, inquiries and / or requests for attention will be only through the Customer Service Center, only applies the information relating to flights within Peru.

Baggage terms and conditions

Baggage allowance is according to your fare

The Economy Plus fare:

For each passenger:

- In the cabin: 1 handbag with a maximum dimension of 45 x 35 x 20 cm (height, length and width).
- In the cabin: 1 piece (bags or suitcases) that do not exceed 10 kilos, with a maximum dimension of 55 x 35 x 25 cm.
- In the hold: 1 piece(s) that do not exceed 23 kilos, with a maximum dimension of 158 cm (length + width + height).

- Please note that if your carry-on baggage does not meet these requirements, it will be retained and sent to the hold, including in the boarding lounge, and may be subject to a charge according to the baggage terms and conditions. [Check the terms and conditions](#).
- A **handbag** (wallet, laptop or baby bag), which must be placed under the front seat, except in the front row and emergency rows
- **Infant passengers** (0-2 years) do not have a right to a hold baggage allowance.

Items of value

LATAM does not assume responsibility beyond the limits established by law, for the loss, damage or delay of either commercial or personal fragile and/or highly valuable items (i.e.: jewelry, electronic appliances, etc.). It is recommended to keep these items in carry-on luggage.

Items not allowed

NOTIFICATION REGARDING DANGEROUS GOODS: The transportation of certain dangerous goods such as aerosols, fireworks and inflammable liquids is prohibited on board the aircraft. If you are uncertain of these restrictions, please contact one of our sales channels or check at our website:

- Elements that cannot be transported in your baggage: [our website](#)

Terms of your ticket based on the fares paid

- If you would like a refund of your fare or to change your fare for flights within Chile, Peru, Colombia, Ecuador or Brazil and you have more than one fare, remember that the conditions will apply to each of them.
- Here you will find the regulations associated with your trip. If you have any queries please do not hesitate to visit our web site or call our Contact Center.

Minimum stay required	Maximum stay allowed	Purchase anticipation
The Economy Plus fare: 0 days	The Economy Plus fare: 6 months	The Economy Plus fare: The purchase must be made at the time of booking and cannot be paid later.
Travel restrictions		
The Economy Plus fare: You do not have date restrictions to travel.		

Changes

Review the main conditions for making changes according to your itinerary.

- If you already flew one of the legs of the trip and then want to make any changes, we will offer you the fares that were available when you bought your tickets. In this case, the new trip must also comply with all the fare conditions.
- If your original fare allows for changes and when changing this fare it is no longer available or doesn't comply with the original regulations, you can obtain a new fare by paying the difference.
- Changes in accordance with the Consumer Code, see "**General Information**".

The Economy Plus fare:

- Changes are allowed before the flight with a fine of \$450.00
- Changes after the flight are not permitted.

Refunds

Review the main conditions for performing refunds according to your itinerary.

- Although your trip may not allow a refund you are entitled to request the return of the boarding fees. Please remember that in some countries there is a service charge and that this amount is not refundable.
- You can request a refund for your tickets in the My trips section of our website. For tickets redeemed with points or miles, you must call our Contact Center.
- The refund percentage is based on the net value of the fare, before taxes.
- **ISSUE CHARGE FOR REDEMPTIONS:**For LATAM Pass redemptions, a flight booking fee will be charged for each segment and passenger when the advance purchase is made less than 90 days prior to the flight departure date for domestic flights, and 120 days for international flights. You are entitled to a refund of this charge when there is a cancellation of your itinerary due to causes attributable to the Airline, or the Retraction Law is being applied. Please see program conditions.

The Economy Plus fare:

- Allows a refund of up to 30% of the fare.

Additional conditions

Premium boarding

Terms and conditions:

- This product grants access to boarding group 3 and applies only to flights operated by LATAM. We invite you to review which passengers have preferential boarding by law in the "Help Center" section of our website.

Conditions and restrictions:

- Not available on shared flights or flights operated by another airline.
- Only available in the Economy cabin, except for Basic, Base and Top fares.
- Non-transferable for consideration or free of charge, non-endorsable, non-exchangeable and non-negotiable. Airfare refund conditions are independent and will be subject to airfare restrictions and conditions.
- To verify the exchange and refund conditions applicable to Basic, Light, Plus, Top, Base, Start, Classic, Flex, Premium Economy or Premium Business fares, you should review the particular terms and conditions applicable to each of them.

Refunds:

- The service will not be refunded if the ticket is not used, or if an exchange or refund is requested (in case the fare allows it).
- If for operational, security or service reasons we are unable to provide the service, we will offer you an alternative. In the event that you are not satisfied, LATAM Airlines Peru will initiate a process to refund the money in the same way you paid.
- The money will be refunded within a maximum period of 10 business days, otherwise, please contact the Contact Center.
- Refund requests will not be processed at the Sales Offices or on board the flight.

General information

Find out on our website or on the following links for more information about:

- **TICKET VALIDITY:** If your fare doesn't allow changes or refunds, only the departure and arrival dates corresponding to the itinerary of your trip apply. If your fare allows changes and/or refunds, your ticket is valid for 1 year from the date of issue. However, once your trip has begun, your ticket will expire once the maximum stay has been exceeded or on the last travel date that your fare allows.
- **CHECK-IN:** For check-in information, see link . If you have a flight operated by another airline, remember to check in advance on the website of the airline operating your flight.

- **SPECIAL NEEDS:** If you have any medical needs or special requirements, please call our Contact Center so we can help you. If you have any questions, please visit the Travel Information section of [our site](#)

- **USE OF THE TICKET:** The ticket you purchased is non-transferable except as permitted by law. For international flights, if you purchase a round-trip or multi-destination ticket and you do not fly the first leg of your itinerary, you may use the rest of your legs as long as you do not have another reservation for the same route and within the same dates, as long as you notify the airline, through an assisted channel (Contact Center, Commercial Offices or Travel Agencies) before the departure of the original flight.

- **CHILDREN UNDER THE AGE OF TWO WITHOUT A SEAT:** You are only permitted to bring one of the following items on board the aircraft free of charge: a collapsible pram, a portable cot, or a car seat that has been certified for safe transportation within the cargo area of the aircraft. The car seat may be carried on-board, however this is subject to space availability. This policy applies only to LATAM Airlines Group; if you are flying with a different airline please check with the operator of your flight regarding their regulations when flying with children under the age of two without a seat.

- **SEAT:** With Basic or Light fares you can purchase a LATAM+ or standard seat. If you purchased a TOP fare, you can choose a LATAM+ seat free of charge, as long as there are spaces available, otherwise you can select a standard seat free of charge. If you are a Gold, Gold Plus, Platinum, Black or Black Signature member, you may choose a standard seat for free when purchasing a Light, Plus or Top fare. If you are a Platinum, Black or Black Signature member, you will be able to select a LATAM+ seat free of charge as long as one is available. You can select your seat in My Trips. Free seat valid only on flights operated by LATAM.

- **DOCUMENTATION REQUIRED FOR TRAVEL:** The passenger is responsible for presenting and complying with all documentation required to enter or leave a given country, as well as those required in connecting or transit countries, so we recommend you contact the Consulate of the country or countries you will be visiting. If the flight makes a stopover before the point of destination, find out if immigration is required, in order to have the required documentation for your trip.

- **BOARDING FEE:** If applicable, we remind you to inform you about the boarding fee to be paid directly at the airport. In case you do not make the trip and even if your fare does NOT allow ticket refund, you can submit your request through our site [latam.com](#) > Check in and Services > Return your ticket through our Contact Center, so that we can refund those airport taxes that are refundable according to the rules or limitations of the respective countries. In the event that such fees have not been included in the amount paid (they were collected by the airport), you must request a refund directly from the respective airport authority, subject to the limitations or regulations indicated above.

- **CANCELLATION FOR NON PAYMENT:** The company may deny transportation in any of the sections, if the contracted fare has not been paid (in whole or in part) or if the ticket has been obtained in violation of the law.

CONDITIONS FOR ENDORSEMENTS:

1. Applies only on 100% paid tickets, on 100% domestic routes in Peru and initiated in Peru.

2. It can be done by calling the Contact Center, at least 24 hours before the departure of the flight to be endorsed (even if the trip has already started). It is not done at airports or sales offices.

3. The identity document of the ticket holder, the identity document of the third party plus a request for a Consumer Code (instructions through our Contact Center) must be sent.

4. A \$16 non-refundable reissue fee applies.

5. Rewards redeemed through the Frequent Flyer Programs are governed by the procedures of each program.

6. Only applies to passengers who qualify as final consumers, according to the Consumer Protection and Defense Code. In that sense, it does not apply to companies that have a corporate contract or other companies or passengers that do not qualify as final consumers.

7. Applies only if it is the only reservation in force during the dates that make up the travel period of the same.

8. In the event that the ticket to be endorsed belongs to an infant or child and the beneficiary is an adult, the difference in fare per passenger type must be paid at the time of requesting the endorsement.

- **CONDITIONS FOR POSTPONEMENTS:**

1. Applies only on 100% paid tickets, on 100% domestic routes in Peru and initiated in Peru.

2. Postponements can be made by calling the Contact Center at least 24 hours before the departure of the flight to be postponed (even if the trip has already started). It is not done at airports or sales offices.

3. The change will always be made in accordance with:

- a. The regulations of the original ticket, subject to the availability of the same or higher fare; charging the fare difference, if applicable.

- b. A \$16 non-refundable reissue fee applies.

- c. Awards redeemed through the Frequent Flyer Programs are governed by the procedures of each program.

4. If the ticket has not been used, the postponement will be for a maximum of one year from the date of issue (ticket validity).

5. If the ticket has been partially used, the postponement will be for a maximum period of one year from the date of issue (ticket validity).

6. It only applies to passengers who qualify as final consumers, according to the Consumer Protection and Defense Code. In that sense, it does not apply to companies that have a corporate contract or other companies or passengers that do not qualify as final consumers.

- **CONTRACT OF CARRIAGE:** Find out the terms, conditions and applicable legislation to which your trip is subject, through the Contract of Carriage which is at your disposal in the [link](#)
- **LIMITATIONS OF LIABILITY:** Passengers boarding a journey involving a final destination or a stopover in a country other than the country of departure are advised that the provisions of an international treaty (the Warsaw Convention, the Montreal Convention of 1999 or other treaty), as well as the airline's own contract or fare provisions, may be applicable to their entire journey, including any part thereof in its entirety within the countries of departure and destination. The applicable treaty governs and may limit the liability of airlines to passengers for death or personal injury, destruction or loss of or damage to baggage, and for delay to passengers and baggage. Such insurance is not affected by any limitation of the airline's liability under an international treaty. For further information, please consult your airline or insurance company representative. (*)

(*) Does not apply to LATAM Pass award ticket issuance and reissuance.

For any further questions, please contact our Contact Center (number 01 213 8200) or [visit our website](#).

LATAM AIRLINES GROUP S.A. SUCURSAL PERU

Av. Santa Cruz 381 Piso 6, Miraflores 20100103657 Lima Perú



© 2020 LATAM Airlines