



TRAVEL AGENCIES LAN Itineraries Changes

August 25th, 2010

We inform all our Travel agents that LAN is temporarily modifying its operation; as a result, several itinerary changes will affect our passengers until December.

In order to provide an immediate solution to all travel agencies and minimize the impact of these itinerary changes, we request you to take action by checking the 'queue' advices in order to adjust the journey of your passengers.

LAN is taking all necessary measures to minimize the impact of these changes according to the following:

- Changes/cancellations on specific dates in **August, September** and between **October 4th and December 10th, 2010**:

Cancellations and changes flights Aug./Sept.'10			
Flight	Route		Date (*)
LA2429	LIM EZE	SCL	26-Aug/ 9-Sep
LA2604	LIM	LAX	25-Aug / 8-Sep
LA2605	LAX LIM	EZE SCL	25-Aug / 8-sep
LP626	LIM	MEX	02-Sep
LP627	MEX	LIM	02-Sep
LP626	LIM	MEX	23-Sep
LP627	MEX	LIM	23-Sep
XL536	GYE	JFK	17-Sep
XL537	JFK	GYE	18-Sep
LA532*	EZE SCL	JFK YYZ	21-Sep
LA532*	EZE SCL	JFK YYZ	27-Sep
LA532*	EZE SCL	JFK YYZ	29-Sep
LA533*	YYZ JFK	SCL EZE	22-Sep
LA533*	YYZ JFK	SCL EZE	28-Sep
LA533*	YYZ JFK	SCL EZE	30-Sep
XL536	GYE	JFK	26-Sep
XL537	JFK	GYE	27-Sep
LA1734	GYE	MAD	23-Sep
LA1735	MAD	UIO	24-Sep
LA1735	UIO	GYE	24-Sep

* Will be cancelled shortly.

Cancellations and changes flights between Oct 4 th and Dec 10 th , 2010			
Flight	Route		Frequency cancelled
LA2510	LIM	MIA	1
LA2515	MIA	LIM	1
LA2604	EZE	LIM	2,3,4,7
LA2604	LIM	LAX	2,3,4,7
LA2429	LIM	EZE	
LA2429	EZE	SCL	
LA2605	LAX	LIM	2,3,4,7
LA2605	LIM	EZE	2,3,4,7
LA2605	EZE	SCL	2,3,4,7
XL536*	GYE	JFK	1,6
XL537*	JFK	GYE	1,6
LA1734	GYE	MAD	
LA1735	MAD	UIO	
LA1735	UIO	GYE	

- To update tickets and reservations, we request our agents to contact passengers directly. To do this process, the agents may **reissue their tickets without requesting the 'Change due to protection' waiver provided that:**

1. Reservations have cancelled flights in status HX, UN, UC, NO for the flights mentioned above.
2. The reissue is done as a historical reissue free of penalty using the protection given by LAN in the PNR.
3. The reissue free of penalty will apply for all tickets regardless to the 'no changes permitted' fare rule.

In all cases an SSR CKIN should state the protection given and the details of the flight affected. Example: **PSGR PROT IN LAxxx/date/route DUE TO CNL LAxxx/date/route**

In the Endorsement/Restrictions box: **CHG WAIVED PSGR PROT/flight/date/route** (flight protection)

When a passenger is not satisfied with the protection given, he/she may apply for one of the following options which can be processed by the travel agent or may be requested to the LAN Sales Support Agent as appropriate:

- **One-time change** free of penalty subject to original cabin availability (*) for LAN flights and in the same class of service for off-line carriers, fulfilling the rest of the fare regulation. The agent should state in an SSR CKIN the protection given and the details of the flight affected without requesting the 'Change due to protection' waiver.
- **One-time change of destination** (reissue as form of payment), without penalty, subject to applicable fare differences and fulfilling LAN's reissue policy. In this case, the agent must request the 'change due to protection' waiver.
- **Involuntary refund** (without penalty), regardless of the fare regulation; either for unused or partially used tickets. The agent may process the involuntary refund stating **INVOL REF DUE TO CNL LA xxx/date/route** in the request. Passengers who have already benefited from the above options will not be eligible for involuntary refund.

(*) Change subject to cabin availability involves: if space is available in the original cabin of the flight requested, the agent may request the original fare class to his/her LAN Sales Support Executive to complete reissue. Reissue using another class of service is subject to debit memos.

(**) Change subject to class availability involves: changes are subject to class availability of the original class of service available thru the distribution systems or payment of fare differences.

We remind you that passengers with previous SSR requests and seat assignment must be requested for the new itinerary.

Any other change outside of the above should be evaluated by LAN Sales Support Executives who will review the request and determine if the request for a "change due to protection" waiver **or involuntary reissue thru LAN** is applicable, according to the LAN provisions regarding involuntary itinerary changes.

Should you have any questions, please contact your LAN Sales Support Executive.