



WELCOMING NEW HEIGHTS

Is equipping you with up-to-date information.

We'd like to invite you to a hands-on webinar focused on helping you handle common scenarios more independently in your day-to-day operations.

In this session, we'll work live and step by step on two key **NDC by LATAM** features:

- Using a ticket as a form of payment
- Multicity and Open Jaw bookings

This will be a practical session, not a presentation. We'll use a test environment, run live simulations, and walk through the flows together, focusing on the scenarios that come up most often.



Date: 24 February 2026



Time: 13:00 - 14:00



Format: Live webinar | hands-on session

[Register Here](#)



We look forward to having you with us.

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

This email is sent by **LATAM Airlines Group S.A.**
6500 NW 22 Street, Miami, Florida, 33122
Please do not reply to this message.



WELCOMING NEW HEIGHTS

It means feeling informed at all times.

At LATAM, we continue to introduce solutions designed to make your daily work simpler and more efficient. That's why we're introducing the new Virtual Assistant, available directly in the LATAM Trade chat.

Simple requests, handled instantly. Specialized support when you need it.

The Virtual Assistant was created to help you resolve frequent queries quickly and clearly, while always keeping human support available whenever your case requires it.

It does not replace our agents – it complements the service.

When should you use the Virtual Assistant?

Whenever you need to resolve a simple request, we recommend starting with the Virtual Assistant in the chat. There, you can:

- Check the status of tickets, PNRs, or purchase orders
- Review flight schedules and flight status
- Understand conditions related to involuntary changes
- Consult fare rules for changes and refunds
- Identify and resolve simple name corrections

**** Information provided by the Virtual Assistant in the LATAM Trade chat is valid and can be used as an official reference for your management. At the end of the conversation, you can download the full chat transcript. ****

A tip for your first interaction

For best results:

- Use clear and complete sentences
- Address one topic per message
- Include key information such as ticket number, issuing IATA, PNR, flight number, or purchase order

With this information, the Virtual Assistant can help you in seconds. If the conversation is transferred to a support agent, the full history remains available, allowing for faster service without repeating information.

Watch a short demo and try the Virtual Assistant on your next query

Watch video 

Access will be enabled gradually. If it's not yet available for you, it will be soon.

Let's stay in touch!
LATAM Airlines Team

Essential information for your customers

Exception Policies / Operational Alerts



FLEXIBILITY - Meteorology in Arequipa (AQP) - February 02, 2026

Customers with cancelled or rescheduled flights may apply for the options established in the LATAM's protection policy.

[More >](#)

FLEXIBILITY UPDATE - Adverse weather conditions in the United States

Check the LATAM commercial exceptions.

[More >](#)

FLEXIBILITY EXTENSION - Adverse weather conditions in Arequipa (AQP) - January 28 and 29, 2026

Customers with cancelled or rescheduled flights may apply for the options established in the LATAM's protection policy.

[More >](#)

EXTENSION FLEXIBILITY - Adverse weather conditions in Arequipa (AQP) - January 22, 23, 24 and 25, 2026

Check the LATAM commercial exceptions.

[More >](#)

FLEXIBILITY - Adverse weather conditions in the Eastern United States

Travel to, from, or connecting through certain destinations within the United States operated by Delta Air Lines may be affected.

[More >](#)

PASSENGER PROTECTION - Suspension of the FOR ⇄ MIA route extended

The suspension of the Fortaleza (FOR) - Miami (MIA) route has been extended for flights from April 2, 2026, to May 15, 2026.

[More >](#)

EXTENSION FLEXIBILITY - Alternatives due to Forest Fires in the Ñuble and Bio Bio

Check the LATAM commercial exceptions.

[More >](#)

FLEXIBILITY UPDATE- Adverse weather conditions in Arequipa (AQP) - Between January 14 and January 18, 2026

Customers with cancelled or rescheduled flights may apply for the options established in the LATAM's protection policy.

[More >](#)
[See all](#)