

Luggage Policy



Changes in policy and excess charge



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As of May, 18, 2017 we will have some changes in baggage policy that are in line with the CGTAs (Condições Gerais do Transporte Aéreo/Airline Transportation General Conditions) review approved by ANAC in December, 2016.

The items that will be changed are:

1. Checked baggage allowance in Brasil domestic flights;
2. Regional routes checked baggage allowance;
3. Long haul routes checked baggage allowance;
4. Checked baggage excess charge;
5. Baggage excess sale in advance;
6. Reissue;
7. Special baggage transportation (oversized);
8. LATAM Fidelidade and LATAM Pass benefits;
9. oneworld;
10. Bundles benefits;
11. Bank cards;
12. Reduction of the maximum of weight accepted in check-in;
13. Special passengers.

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1. Checked baggage allowance in domestic flights in Brazil

Aplicability: LATAM operation - Domestic flights in Brazil

The current allowance for tickets of pure domestic flights within Brazil does not have limit of quantity of pieces checked. The new policy will limit checked baggage to 1 (ONE) piece per passenger weighing up to 23kg.

That is, if the customer check more than 1 piece or if the piece exceeds 23kg, excess will be charged.

Tickets issued from May 18 for domestic flights in Brazil will have in their allowance the registration of 01PC, which by definition can weigh up to 23 kg.

2. Checked baggage allowance in regional routes that include Brazil

Aplicability: LATAM Operation – Regional flights that include Brazil

The current baggage allowance in regional flights is ruled by weight without number of pieces limitation.

The new policy uses the piece concept and will allow passenger to check 1 (ONE) piece up to 23kg on regional routes in Economy cabin and 3 (THREE) pieces up to 23kg each one in Premium cabins. In case the allowance is exceeded, the excess will be charged.

Tickets issued as of May, 8, to regional flights in Economy and Premium cabins will have in the allowance the register of 01 PC and 03PC (according to the cabin), that, by definition can weigh up to 23kg each one.

3. Long haul routes checked baggage allowance

Aplicability: LATAM Operation – International flights that includes Brazil

The current baggage allowance in long haul flights (international long distance routes) is 2 (TWO) pieces up to 32kg each one on Economy cabin and 3 (THREE) pieces up to 32kg each one on Premium Business cabin.

The new policy will allow passenger to check 2 (TWO) pieces up to 23kg each one in Economy cabin and for Premium Business cabin the checked baggage allowance becomes to 3 (THREE) pieces up to 23 kg each one. In case that exceeds the mentioned allowance, the excess will be charged.

Tickets issued from May, 18 to long haul flights will have in their allowance the register of 02PC (Economy cabin) and 03 PC (Premium cabins) that by definition can weigh up to 23kg each one.

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Check below a table presenting how became the new definitions to LATAM checked baggage:

LATAM Routes	Economy	Premium cabins
Domestic flights in Brazil, Argentina, Colombia, Equador, Peru and Chile (except Easter Island)	1 pc 23 kg	N/A
Between Santiago and Easter Island	2 pc 23 kg c/u	3 pc 23 kg each
Between South America countries	1 pc 23 kg	3 pc 23 kg each
Between South America and South Africa (originating in South America)	2 pc 23 kg c/u	3 pc 23 kg each
Between South America and Oceania	2 pc 23 kg c/u	3 pc 23 kg each
Between South America (except Easter Island) and Papeete	2 pc 23 kg c/u	3 pc 23 kg each
Between Easter Island and Papeete	1 pc 23 kg	3 pc 23 kg each
Between North America and Caribe	1 pc 23 kg	3 pc 23 kg each
Between South America and Caribe	1 pc 23 kg	3 pc 23 kg each
Between South America and Europe (except Chile)	2 pc 23 kg c/u	3 pc 23 kg each
Between Chile and Europe	1 pc 23 kg	3 pc 23 kg each
Between South America and North America	2 pc 23 kg c/u	3 pc 23 kg each
Between Oceania countries	1 pc 23 kg	3 pc 23 kg each
Between Europe countries	1 pc 23 kg	3 pc 23 kg each
Between North America countries	1 pc 23 kg	3 pc 23 kg each

The routes are considered as:

Caribe: Havana (HAV), Punta Cana (PUJ), Aruba (AUA)

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Oceania: Auckland (AKL), Sydney (SYD)

North America: United States, Canada, Mexico city (MEX), Cancun (CUN)

4. Checked baggage excess charge

Aplicability: LATAM operation – Domestic and international flights that include Brazil

The baggage excess charge to domestic and regional flights, from this date will have the same model already practiced nowadays in long haul flights considering piece, weight and dimension. The new excess charge rule will be applied to departures from May, 18, regardless the ticket issue date.

According to the new charge model, that will be easier, the payment will occur by a fixed rate by piece, weight and size that exceed and the new values will vary according to the flight type: domestic, regional, or international. Thus, as of May, 18, we will no longer use the 0,5% and 1% concept to excess calculation.

Piece: In case the client check more than one piece in domestic and regional flights or more than two pieces in long haul flights will be charged piece excess according to the exceeded quantity.

Weight: In case the client baggage exceeds 23kg, it will be charged for weight excess.

Special baggage (oversized): refers to the articles that are considered as special baggage, has to be charged when the passenger has one of the items considered special baggage*. This item can weigh up to 45kg each one.

*Check chapter 7 - "Special baggage transportation"

The following tables have the values according to each route:

Route	Exceeding piece (1kg to 23kg)	Exceeding weight		Special baggage (oversized)
		Heavy (+23kg to 32kg)	Very Heavy (+32kg to 45kg)	
Domestic - Brasil	R\$80	R\$120	R\$200	R\$110
Regional (between Brazil and South America)	USD 90	USD 90	USD 180	USD 50
International (Long Haul (from/to Brazil))	USD 150	USD 100	USD 200	USD 100

To passengers that have tickets issued within May, 17, 2017, will be kept the allowance registered on the ticket.

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However, to baggage excess charge it will be charged according to the new values we mentioned above.

To Brasil domestic flights tickets issued until May, 17, that exceed 45kg, it will be charged BRL 120 for each 10kg exceeded. Ex.: passenger bought a bundle with allowance of 23kg and checked 04 baggages with 20kg each (excess of 57kg). So, we have to charge R\$ 200 by baggage excess up to 45 kg, plus R\$ 120 for the baggage excess between 45kg and 55kg and more R\$ 120 for baggage excess between 55kg and 57kg reaching the total amount of BRL 440.

Check below practical examples about the new process to domestic BR and regional flights:

SITUATION	SITUATION 1: Client is carrying 2 pieces (15kg and 7kg) = 23K	SITUATION 2: Client está levando 2 peças despachadas (15kg e 16kg) = 31k	SITUATION 3: Client is carrying 1 piece (21kg)	SITUATION 4: Client is carrying 1 piece (31kg)
Conditions	Result	Result	Result	Result
Departures from 05/18 and tickets issued before May 17, 23k allowance:	It will not charge baggage excess.	It will be charged baggage excess by weight range.	It will not be charged the baggage excess.	It will be charged baggage excess by weight range.
Tickets issued from May, 18: 01 PC allowance	It will be charged baggage excess by additional piece.	It will be charged baggage excess by additional piece.	It will not be charged baggage excess.	It will be charged baggage excess by weight range.

5. Baggage excess sale in advance

As a result of these changes, the excess baggage sale in advance by weight now become by piece. The purchase can be in Call Center, Airport Tickets Offices, or LATAM website. Click here to check the complete procedure.

Em consequência à estas mudanças, a venda de excesso de bagagem antecipado por peso agora para a ser por peça. A compra pode ser feita pelo Call Center ou site LATAM. [Click here](#) to check the complete procedure.

6. Tickets reissue

According to the new baggage policy to voluntary reissues that occur after May, 18, the new allowance will be calculated automatically, due to the definitions below:

Exchange reissuances: consider the new baggage allowance.

Historical reissuances: keep the former allowance.

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Those reissue which are manual, the agent has to stay tuned to the date of ticket purchase and enter the allowance according to the reissuance type as we explained above.

7. Special baggage transportation (Oversized)

Aplicability: LATAM Operation – Domestic and international that include Brazil

As of May, 18, it will be extended the current baggage charge policy to special baggage (oversized) in domestic flights in Brazil and flights between Brazil and South America countries for all routes. Remember that to the Brazil domestic flights and flights between Brazil and South America countries to all routes this policy is already valid since December, 19, 2016.

There are a group of articles that always have to be charged for its transportation as checked baggage because they exceed the allowed 158 cm and are considered oversized. Any other article not listed it is not subject to this kind of charge.

Oversized articles subject to charge (OVZ)		
Sport baggage	Musical instruments	Electronics
Surfboards	Cello	40" TV
Stand Up Paddle Boards (SUP)	Tuba	40" monitors
Snowboards		
Skiing and canes (snow or water)		
Bikes with hoops greater or equal to 26 inches		
Golf equipments		

So, it will be eliminated the baggage excess discount applicable to: surfboard, stand up paddle board, skiing and canes, and golf equipments in Brazil.

Exception to Top Tier passengers and passengers traveling in premium cabins

As of May, 18, it will be applied a release to the oversized articles charge to passengers traveling in Premium cabin and to Fidelidade customers who are owners of Platinum, Black, Black Signature, Emerald and Sapphire cards. These

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passengers will be allowed to carry oversized articles free of charge as a part of the baggage allowance if they don't exceed the total quantity of pieces and weight allowed to the route.

It will only be charged oversized articles from these passengers when they are carrying more oversized baggage than the allowed quantity of pieces.

We define as baggage allowance, the cabin/route allowance of the travel, plus the Elite category extra baggage benefits. It is not applicable to additional baggage pieces for other reasons, as bank cards or baggage excess authorization given by executives.

8. LATAM Fidelidade and LATAM Pass benefits

To the tickets issued from May, 18, the extra baggage benefits to LATAM Fidelidade and LATAM Pass will be changed as the tables below.

LATAM Fidelidade

	Domestic	Regional	Long Haul
Gold	+1 piece	+1 piece	+1 piece
Top Tier (Platinum, Black and Black Signature)	+1 piece	+1 piece	+ 2 pieces

LATAM Pass

	Domestic	Regional	Long Haul
Gold	N/A		
Top Tier (Platinum, Black and Black Signature)	+1 piece	+1 piece	+1 piece

The LATAM Fidelidade and LATAM Pass baggage allowance benefits has to be guaranteed according to the allowance registered in the ticket, ie, if the allowance is 23K the extra kilos benefit will be guaranteed according to the client category.

9. oneworld benefit

Applicability: LATAM operation

From May, 18, it will be changed the kilos benefit by piece, ie, Emerald and Sapphire passengers have one additional piece in their allowance baggage for all routes.

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10. Bundles benefits in domestic routes in Brazil

As of May, 18, the FLEX profile will no longer offer the 10 extra kilos benefit and the TOP and RELAX profiles will change. The offered benefits according to the fare bundles will be automatically guaranteed by Amadeus as you see

Category	Benefit
Mega Promo	N/A
Básico	N/A
Flex	N/A
Top	01 piece up to 23 kg
Relax	01 piece up to 23 kg

11. Bank cards

The extra baggage benefits of the bank cards issued in Chile, Peru, Colombia and Uruguay have to be guaranteed by the passenger service agent. To check these cards benefits access www.latam.com.

12. Checked baggage maximum weight reduction

As of May, 18, 2017, it will be reduced the maximum weight accepted by pieces in check-in from 60 to 45kg. So, the maximum weight accepted in check-in will be standardized in 45kg in South America, exception to Argentina where has 32kg. In case the ticket is issued until May 17, can be accepted a piece up to 60kg in a reactive way, charging the baggage excess.

13. Special passengers

INFANT

As of May, 18, the Infant tickets has 1 piece up to 23kg each allowed.

PNAE

The current rules are kept according to each market.

SOURCE: LATAM Commercial Procedures