



We are committed  
**to ensuring your clients  
keep on dreaming.  
Further, together.**



Dear Travel Partner,

Today, our priority is to look after the health and wellbeing of our clients. For this reason, we want to tell you about the safety and hygiene measures we are putting in place to contain the spread of COVID-19 on our flights:



**Boarding and disembarking:** we have adjusted our boarding and disembarking process to avoid crowding.



**Empty Seat:** whenever possible, we will leave the middle seat empty to facilitate social distance between passengers.



**Ventilation systems:** our aircraft are equipped with an air recirculation system that renews the air inside the cabin every 3 minutes thanks to HEPA (High Efficiency Particulate Air) filters, which remove 99.97% of the particles.



**Cabin Hygiene:** we have defined proactive and regular cleaning procedures throughout the cabin. Additionally, we are providing hand sanitizer gel in all our aircraft.



**Crew Protocols:** to avoid possible contagion, we adjusted our crew protocols and included masks for all of our crew members.



**Food:** we simplified our food services by minimizing the handling of items and have limited each service to only one interaction.



**Materials:** as a preventive measure and to reduce interaction, our crew will only distribute amenities upon request of the passenger. The items in the seat pockets have also been removed.

#### Recommendations for our passengers:



Complete your Online Check-in and chose to download a digital boarding pass.



Arrive at the airport at least 4 hours before your scheduled departure time.



At the airport, approach the check-in counter without friends or family members.



Once on the plane, remain seated and avoid moving throughout the cabin.



The use of a mask is mandatory.

Thank you for your continuous trust.

For more information please visit [latam.com/coronavirus/](https://latam.com/coronavirus/) and [latamtrade.com](https://latamtrade.com)

Further, together.

Andreas Schek  
Vice President of Sales