

## **Terms and Conditions – Cabin Upgrade with Complimentary Segments**

To clearly and transparently present all the conditions for using this benefit, we share the following information:

- Companions can use the complimentary segments available to Elite customers as long as they travel with the cardholder on the same flight, regardless of whether they are on a different booking or in a different cabin, and provided they meet the conditions for requesting an upgrade.
- Cabin upgrades using complimentary flight segments are subject to seat availability.
- Complimentary flight segments for cabin upgrades are renewed on April 1st of each year, regardless of when they are received (keeping in mind that the year begins on April 1st and ends on March 31st).
- The fare segments are not cumulative (there is no overflow).
- Customers who have received confirmation of their cabin upgrade will have access to the following benefits:
  - lounges VIP access (when available);
  - Premium boarding;
  - Premium Check-In;
  - Priority baggage.
- The cabin upgrade with a complimentary segment does not include additional checked baggage or modify the baggage

allowance originally booked on the ticket.

- For requests made between 12 and 2 hours before the flight, availability must be checked at the airport gate.
- Confirmation of the cabin upgrade with complimentary segments is always subject to cabin availability and possible aircraft changes at the time of travel.
- Your position on the list may change up to 45 minutes before your flight's departure and will be confirmed directly at the gate, subject to cabin availability.
- Cabin upgrade segments do not apply to discounted tickets or infant and child tickets, except when issued with the adult fare and provided they meet the minimum family fare requirements for the request.
- The complimentary cabin upgrade clause does not apply in the following cases: complimentary tickets or other free ticket promotions, reduced fares, companion tickets, charter flight tickets, discounted tickets for travel agents or industry employees (except for EM benefit tickets that meet the minimum fare), tickets purchased for seat-occupying items, tickets with unpublished fares, including consolidation fares, and tickets issued subject to special provisions.
- LATAM Preferred Staff may have priority over any other category.
- If you have any questions, please contact our Sales and

Contact Center.