

New Fare Families

Better Benefits. Simplified for you and your clients



Excellence in flight



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We invite you to discover the New Fare Families and their benefits.

Now it's much easier to recommend the best fare for your passengers.

At LAN, we constantly strive to make the travel experience easier, both on the ground and in the air. That's why we've reconfigured our Fare Family system, introducing names that more clearly reflect our new benefits. Now your passengers can more easily find the fares that best suit their needs.

We present the **New Fare Families** and their main benefits

Base The best price	Base Plus A great price and more	Flexible Flexibility to suit your needs	Full Flexible Total flexibility	Premium Economy Maximum Flexibility with Premium Economy Service	Business Maximum comfort and flexibility	First Excellence and freedom
<ul style="list-style-type: none"> • Earns you LANPASS kilometers • Does not allow for seat reservation, just online Check-in on LAN.com 48 hours prior to takeoff • Does not allow refunds 	<ul style="list-style-type: none"> • 100% earning of LANPASS kilometers • Allows for seat reservation • Allows pre-flight changes with a charge 	<ul style="list-style-type: none"> • 100% earning of LANPASS kilometers • Allows for seat reservation • Allows pre-flight changes free of charge and post-flight changes with a charge • Allows for refunds with a charge 	<ul style="list-style-type: none"> • 125% earning of LANPASS kilometers • Allows for preferential seat reservation • Allows for changes free of charge • Allows for refunds free of charge 	<ul style="list-style-type: none"> • Maximum flexibility and Premium Economy service to make sure you don't waste a minute. • All benefits apply 	<ul style="list-style-type: none"> • Maximum freedom and the best travel experience in the Business cabin • All benefits apply 	<ul style="list-style-type: none"> • Maximum freedom and the best travel experience in the First Class cabin • All benefits apply

Here are the primary new features with respect to benefits:

Preferential seat access

This benefit is part of the Full Flexible Fare Family and corresponds to those seats located in the front part of the Economy Cabin. It is subject to availability, meaning that only those seats that have not already been selected by another passenger traveling under the same Fare Family are available.

The preferential seat reservation must be made through www.lan.com by entering the reservation code.

How do I provide the passenger with this benefit?

1. Generate the reservation through the reservation systems, as usual.
2. Obtain the reservation code.
3. Go to www.lan.com (the "Reservations and Services" section, under "Select your seat")
4. Enter the passenger's reservation code.
5. Select the preferred seat.

Seat reservation

For those Fare Families that allow seat reservation, the procedure is the same as currently applies, and can be performed directly via the distribution systems.

Earning of LANPASS kilometers

This benefit varies in accordance with the Fare Family. See the enclosed tables.



LONG HAUL

Flights of more than seven hours (including Peru - North America)		Base		Base Plus	Flexible	Full Flexible	Business		First
		The best price		A great price and more	Flexibility to suit your needs	Total flexibility	Maximum comfort and flexibility		Excellence and freedom
Family Code		CK	SP	LE	FX	FF	EV	EJ	AO
Client Benefits (*1)	Earning of LANPASS kilometers	100%		100%	100%	125%	125%		150%
	Online Check-in	✓		✓	✓	✓	✓		✓
	Advance seat reservation	x		✓	✓	✓	✓		✓
	Access to preferential seating (*2)	x		x	x	✓	Business Class		First Class
	Changes up to the day of the flight (*3)	US\$ 100		US\$ 75	✓	✓	✓		✓
	Changes after the day of the flight (*3)	x		x	US\$ 75	✓	✓		✓
	Returns for valid tickets. All travel fees (ticket) must allow returns (*4)	x		x	US\$200 per ticket	✓	✓		✓
	Preferential Check-in and boarding	x		x	x	x	✓		✓
	Priority baggage service	x		x	x	x	✓		✓
	VIP lounge	x		x	x	x	✓		✓
Stay	Maximum	3 months		12 months	12 months	12 months	12 months		12 months
	Minimum (*4)	YES		YES	YES	YES	YES		NO
Conditions	Advance purchase (*4)	YES		YES	YES	YES	YES		NO
	Time limit (*4)	YES		YES	YES	YES	YES		NO
	Stopovers	1 (US\$ 75 / EU 60)		1 in each direction (*5)	4 at no charge	Unlimited	Unlimited		Unlimited
	Connections allowed	2 in each direction		3 in each direction	3 in each direction	Unlimited	Unlimited		Unlimited
Combinations	Fare Family	YES (*6)	YES	YES	YES	YES	YES		YES
	LAN / Other airlines (*7)	YES / YES		YES / YES	YES / YES	YES / YES	YES / YES		YES / YES
Discounts	Infants (INF) without a seat (0 - 2 years)	NO	90%	90%	90%	90 %	NO		NO
	Infants (INF) with a seat (0 - 2 years) and children (CHD) between 2 and 11	NO	33%	33%	NO	NO	NO		NO

- ✓ Allowed under fare
- x Not allowed under fare

(*1) Benefits valid for LAN fares on LAN-operated flights

(*2) **Access to preferential seating:** Corresponds to those seats located in the front part of the Economy Cabin and is subject to availability. They can only be reserved at www.lan.com

(*3) **Changes:** A single fee applies; the highest of modified rates. This fee applies if the originally purchased rate is still available. In case the original rate upon purchase is no longer available or new conditions not correspond, it is possible to access a higher rate by paying the difference and the appropriate fee. For tickets that have been partially used and require route changes, you will be charged the difference in value between the new ticket and the value of the original ticket, in addition to the corresponding charge. The changes will only be permitted if they are effected during the ticket's period of validity.

(*4) **Returns:** For partially used tickets to which the Flexible rate or higher rate applies, the difference between the original ticket rate and the cost that would have been payable for actual travel, minus corresponding fees, will be refunded. The refund is allowed, when pertinent, during the validity of the ticket.

(*5) One free of charge and the other USD 75 / EU 60.

(*6) Does not allow for combinations with fares constructed with Ad-On. Does not allow for End-On-End trips (End-on-End: A combination of two or more fares (for example one fare for traveling from point A to B and other one for traveling from point B to C) at a fare construction point, to produce a complete itinerary.

(*7) Does not allow for combinations with other companies to or from South America, the United States or Canada.

Changes and refunds carry different charges for purchases made in Brazil.

SHORT HAUL

Flights of less than seven hours (not including Peru - North America)		Base		Base Plus	Flexible	Full Flexible	Premium Economy	Business	
		The best price		A great price and more	Flexibility to suit your needs	Total flexibility		Maximum comfort and flexibility	
Family Code		CK	SP	LE	FX	FF	RY	EV	EJ
Client Benefits (*1)	Earning of LANPASS kilometers (within South America)	25%		100%	100%	125%	125%	125%	
	Earning of LANPASS kilometers ((between South and North America, within Europe and within Oceania)	100%		100%	100%	125%	125%	125%	
	Online Check-in	✓		✓	✓	✓	✓	✓	
	Advance seat reservation	x		✓	✓	✓	✓	✓	
	Access to preferential seating (*2)	x		x	x	✓	Premium Economy	Business Class	
	Changes up to the day of the flight (*3) (for flights beginning in Chile, Perú and Argentina and for flights within Europe)	x		US\$ 50	✓	✓	✓	✓	
	Changes up to the day of the flight (*3) for all flights excepts those beginning in Chile, Perú and Argentina	US\$ 50		US\$ 50	✓	✓	✓	✓	
	Changes after day of the flight (*3)	x		x	US\$ 50	✓	✓	✓	
	Returns for valid tickets. All travel fees (ticket) must allow returns (*4)	x		x	US\$ 100 per ticket	✓	✓	✓	
	Preferential Check-in and boarding	x		x	x	x	✓	✓	
	Priority baggage service	x		x	x	x	✓	✓	
	VIP lounge	x		x	x	x	✓	✓	
Stay	Maximum	2 months		12 months	12 months	12 months	12 months	12 months	
	Minimum (*4)	YES		YES	YES	YES	YES	YES	
Conditions	Advance purchase (*4)	YES		YES	YES	YES	YES	YES	
	Time limit (*4)	YES		YES	YES	YES	YES	YES	
	Stopovers	✓ 1 at US\$ 35		1 in each direction (*5)	4 free of cost	Unlimited	Unlimited	Unlimited	
	Connections allowed	2 in each direction		2 in each direction	3 in each direction	Unlimited	Unlimited	Unlimited	
Combinations	Fare Family	YES (*6)	YES	YES	YES	YES	YES	YES	
	LAN / Other airlines (*7)	YES / NO		YES / NO	YES / NO	YES / NO	YES / NO	YES / NO	
Discounts	Infants (INF) without a seat (0 - 2 years)	NO	90%	90%	90%	90%	NO	NO	
	Infants (INF) with a seat (0 - 2 years) and children (CHD) between 2 and 11	NO	33%	33%	NO	NO	NO	NO	

- ✓ Rate allows it
x Not allowed under fare

Benefits valid for LAN rates for flights operated by LAN

These benefits are only applicable during the validity of the ticket (12 months after first issued). Tickets may lose validity if all of the stopovers (coupons in the issued sequence are not flown).

(*1) Accreditation of kilometers for connection flights are done per flight.

(*2) **Access to preferential seating:** Corresponds to front seats in the Economy cabin and are subject to availability. These may only be reserved through LAN.com in the "Reservations and Service" section, in "Select your Seat".

(*3) **Changes:** A single fee applies; the highest of modified rates. This fee applies if the originally purchased rate is still available. In case the original rate upon purchase is no longer available or new conditions do not correspond, it is possible to access a higher rate by paying the difference and the appropriate fee. For tickets that have been partially used and require route changes, you will be charged the difference in value between the new ticket and the value of the original ticket, in addition to the corresponding charge. The changes will only be permitted if they are effected during the ticket's period of validity.

(*4) **Refunds:** For partially used tickets to which the Flexible Rate or higher rate applies, the difference between the original ticket rate and the cost that would have been payable for actual travel, minus corresponding fees, will be refunded. The refund is allowed, when pertinent, during the validity of the ticket.

(*5) One free of charge and the other US\$35.

(*6) Does not allow for combinations with fares constructed with Ad-On. Does not allow for End-On-End trips (trips that combine fares at the end of a fare component, within a base trip, which can be OW or RT).

Changes and refunds carry different charges for purchases made in Brazil.

LAN Fare Basis

V H W FX 001
① ② ③ ④ ⑤ ⑥ ⑦ ⑧

① **Reservation class**

② **Season**

Low	L
High	H
Peak or Holiday	P
Shoulder	K
Not applicable	E

③ **Weekday**

Midweek	X
Weekend	W
Not applicable	E

④ ⑤ **Family Code**

First	AO
Business	EJ, EV
Full Flexible	FF
Flexible	FX
Base Plus	LE
Base	SP, CK

⑥ ⑦ ⑧ **LAN internal code**



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