

LATAM safety measures and recommendations

Looking after the health and wellbeing of our passengers, is always our utmost priority.
Learn more about our safety and hygiene measures to prevent the spread of COVID-19 during the passenger's flight experience.



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 aircrafts are equipped with an air recirculation system that renews the air inside the cabin every 3 minutes using HEPA (High Efficiency Particulate Air) filters, which removes 99.97% of the particles.



Cabin Hygiene:

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



Crew Protocols:

to avoid possible contagion, we adjusted our crew protocols which include the use of masks of all of our crew members.



Catering:

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 passengers' request. Additionally, Items in the seat pockets have been removed.

Recommendations for our passengers:



Use online check-in and choose to download a digital boarding pass.



When approaching the check-in or bag drop counters, do so by yourself (without friends or family members)



Arrival to the airport should be at least 4 hours prior to the scheduled departure time for international flights.



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



At the airport, use our self-service stations (where available).



Maintain social distancing in the waiting area, while boarding, deplaning, passport control and at the baggage carousel areas.



The use of a mask is mandatory at all times