



LATAM | ENDS COOPERATION WITH AMADEUS

Dear Associate,

LATAM Airlines is in the process of breaking the global distribution contract it has with Amadeus but denies that it has an underlying objective of concentrating on direct sales, bypassing travel agencies.

LATAM Airlines will end its cooperation with Amadeus on 01.03.2021. The airline will then only be bookable via other reservation systems such as Sabre or Travelport/Galileo.

It is recommended to order Amadeus bookings until 26.02.2021 to ensure the mandatory ticketing until 28.02.2021. Also, any outstanding rebooking requests should be brought forward, and all passenger contact details should be added so that they receive news such as flight time changes from the airline directly. Changes such as HX/TK or similar will no longer be transmitted in Amadeus after 01.03.2021.

An official Q&A from LATAM [can be found here](#).

Amadeus bookings submitted for issuance, rebooking or refunds after 03/01/2021 must be processed by the LATAM sales team. Airline contacts can be [found here](#).

Existing API/Cockpit bookings on Amadeus will be automatically migrated to Sabre by us, no action is required on your part for this. These can be processed as usual by your relevant service team even after 01.03.2021.

LA has provided further information on the [Agency page](#).

Best regards,
Latam