

## Recommendations for unaccompanied minors

### Before the trip

Gather the necessary documents and make sure you have all the information described on our website to complete the Unaccompanied Minor form at the airport. This information will allow us to serve you better.

Talk with the minor about the flight and tell them how the travel day will go. The minor will have a better experience if they feel safe and well-informed.

Check our special food options for children that are available on some routes. You can request this service at our Contact Center. The request must be when you make the reservation.

Download our LATAM Entertainment app, available on the Apple Store and Google Play, to the minor's phone so they'll have access to all programming such as movies, children's shows and games during the flight.

Luggage with wheels and backpacks for carry-on baggage are excellent options to make the boarding and disembarkation process easier. You can review weight and size conditions on our website.

We recommend the following items for carry-on baggage:

- A small blanket or jacket in case they get cold;
- Small toys that don't make noise such as a stuffed animal, books, headphones, etc.

We recommend the minor wear comfortable clothes that are appropriate for the weather at their destination. If the minor is going somewhere cold, pack some warm clothing in their carry-on baggage so they can use it if they need it.

### Origin airport

We recommend you arrive four hours before flight departure for international destinations and three for national flights. This way we will have plenty of time to go through the boarding process. Show the minor the crew's uniform and remember that you must stay at the airport until the flight has departed.

### During the flight

Our crew is prepared to offer the best service to the minor and will assist them with anything they need according to service conditions.

### Destination airport

Make sure that the person responsible for picking up the minor is at the airport waiting for them. In any case, our team will accompany the minor until the child has been picked up by the person responsible.

The person who picks up the minor must show their identification document to verify it's the same person on the form at the airport of origin.

### In the case of connecting flights

Inform the minor that their flight includes a connection. In any case, our team will accompany the minor at all times.

### Flight contingencies (delays of 30 minutes or more or cancellations)

In the event of a contingency, we will contact the person responsible, whose telephone numbers were indicated on the form. That is why the information you give us is so important.

**Thank you for choosing LATAM.**