Latam Airlines Group S.A. d/b/a Lan Airlines (LA/045)

2. Acceptance for Carriage

2.1.3. Carriers' Liability

Except as the Warsaw Convention, the Montreal Convention or any other law that may be applicable:

a. Lan Airlines, is not liable for any damage caused direct or indirectly in compliance with laws, government regulations, orders or requirements, arising from any causes beyond the Lan Airlines control.

b. Lan Airlines is not liable for any loss, damage, delay or other problems caused by act of God, weather conditions, public enemies, public authorities acting with actual or apparent authority in the premises, mechanical delay of the aircraft, termination, diversion, postponement or delay of any flight due to force majeure, such as strikes, riots, civil commotion, international conditions, quarantine, any government regulation, order demand or requirement, shortage of labour, fuel facilities or labour difficulties, hazards or dangers incidental to a state of war or for any other reason beyond the Lan Airlines control.

c. Lan Airlines, will assume no liability for any loss, damage or expenses arising from death due to natural causes, or death or injury caused by the conduct or acts of the animal itself.

2.1.4. Limitations on Claims and Actions

a. Any claim for a perishable shipment, discovered after the "receipt clearance" has been given to Lan Airlines, must be presented to the carrier within no more than twenty four hours after delivery to the consignee.

b. Any claim for visible or non visible damage and or pilferage must be made in writing within 14 days from the date of delivery by Lan Airlines. Lan Airlines will be entitled to inspect the cargo within 14 days of receipt such a notice.

c. Any claim for delay must be presented in writing within no more than 21 days from the date the cargo was placed at the consignee disposal.

2.3. Acceptance of Goods

2.3.1. General

Goods will not be accepted for carriage unless each and all the laws, regulations and requirements of the States of origin, transit and destination, as well as other special provisions from other International Organisations have been complied with, whether by the shipper itself, its agent on his behalf and/or the consignee as applicable (see note below):

Note:
These laws, regulations and requirements, may be related to Customs Services, Agricultural and Animal Service, Police Controls, Sanitary Services, ICAO Regulations, IATA Regulations, CITES Regulations, and other Lan Airlines particular requirements.

2.3.3. Restrictions in Acceptance

A. Restrictions Due to Nature of Goods

1. Animals, Live

LAN AIRLINES, will accept live animals for air transportation provided that:

a. All prior arrangements are made before its acceptance,
b. The shipper has complied with:
   i). The the IATA Live Animals Regulations,
   ii). All particular LAN AIRLINES Live Animals requirements contained in Section 2 of its Cargo Operations Manual,
   iii). CITES and OIE Regulations as applicable, and
   iv). Any other applicable governmental regulations.
c. The live animals are presented at the airport with no more than 4 and no less than 2 hours before the scheduled departure time. The time of acceptance may be extended to 6 hours prior arrangement with LAN AIRLINES provided an appropriate area is available to hold the animals.
d. A shipper's declaration is attached stating that the animal is free of diseases and parasitic infestation and is in good conditions for air transportation.
e. A telephone 24 hours attention is included on the Air waybill.
f. The Shipper's Certification for Live Animals is attached to the shipment as well as any other documentation required by the states of origin, transit and destination of the shipment.

Notes
1. If LAN AIRLINES is unable to deliver the shipment to the consignee within four hours after the time of arrival, the animal will be sent to any Animal Centre at the consignee's or shipper's expenses.
2. If the animal is not claimed within 7 days after the arrival, the animal will remain at LAN AIRLINES disposition and will be sold at public or private auction.

Live sea food
Live animals, such as lobster or other species, destined to be converted in food at destination will be transported under the Live Animals Regulations.

2. Arms, Ammunition, War material

See 2.3. E. below.

3. Dangerous Goods

Will be accepted provided the following requirements are met:
- All the IATA/ICAO Dangerous Goods Regulations must be complied with by the shipper and/or its agent on its behalf (see note) concerning to classification, packing, labelling, marking and documentation,
- All the States and Carriers Variations must be observed by the shipper and/or his agent on its behalf (See Sections 2.9.2 and 2.9.3 of the DGR)

Note:
The signature of an Agent other than a shipper on the Shipper's Declaration may be accepted only provided such an Agent holds a valid Certificate that he passed a DG Training Course according the Training Curricula of DGR Section 1.

4. Human Remains

Human Remains in coffin (not cremated)
Acceptance of Human remains (HUM) not cremated for carriage, is subject to the following conditions:
- Corpse of a person deceased of contagious illness will not be accepted for carriage unless cremated. (see note 1 below)
- Human remains not cremated must undergo an embalming procedure for its conservation, within 24 hours after the date of decease. (see note 2 below). This procedure must be approved by means of a Certificate ad hoc issued by the National Health Service or any other appropriated Sanitary Authority of the country of origin.

  Notes
  1. We make reference to those diseases that can contaminate the environment, personal effects, humour, excreta, secret, etc.
  2. Embalming, must be understood the process consisting of the application of formaldehyde to the body through the blood vessels.

- The corpse must be contained in a hermetically soldered interior coffin of zinc or lead. The interior must also be lined with absorbent material, and contained in an outer coffin of solid wood.
- The outer packaging may be of wood or fibreboard resistant, canvas or strong sackcloth to protect the coffin against damages. The outside cover must conceal the typical form of the coffin.
- There must be sufficient cushioning and absorbent material between the coffin and the outer packing.
- The outer packaging must be provided with resistant handles on each side to facilitate manipulation.
- The bulk must be marked and labelled as any normal piece of cargo. The word "HEAD" may be accepted as additional mark.

Note:
In some occasions this type of shipment may be in connection with the carriage of a passenger deceased during his travel and may be necessary to attach the baggage of the passenger to the shipment. The number of pieces and their weight must be noted separately in the "Nature and quantity of goods" box of the Air Waybill, the following entries will be entered in front of each piece as appropriated: "Human Remains", "Personal Effects".

- Human remains will be accepted for air transportation only on the basis of a space reservation confirmed from origin to final destination, and the acceptance in our warehouses will be subject to that confirmation.
- The shipper of human remains must attach to the Air Waybill the following documents:
  a. Certificate of decease issued by an Official Office of the country where the decease took place.
  b. Sanitary Certificate that proves that the death was not caused by an infectious disease.
  c. Embalming Certificate (mandatory in the case of HUM not cremated).
  d. Transportation permit issued by an Official Office of the country of origin.
  e. Any other certificate that may be required by the countries of transit and destination of the coffin.

Human Remains Exhumed
Human remains exhumed within less than 5 years after its burial will not be accepted for air transportation. Human remains exhumed over 5 years after its burial may be accepted for carriage provided it can be proved and certified in writing that the decomposition process has been finished and does not give off bad odours, and the contents of the coffin is formed only by bones. This may be certified by the Administration of the Cemetery and must be endorsed by any Sanitary Authority of the State of origin. Notwithstanding the foregoing the carriage of human remains in these cases must be accompanied by the relevant official transport permits and documents.
Complete information may be obtained from the local Lan Airlines Office, or from the Lan Airlines Standard and Procedures Department:
- estanprocarg@lan.com
- Phones: 56.2.6947901 /7854/7876

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7. Perishables
Perishable products of any type, sensitive to time and temperature, may be accepted, provided the following general requirements are met:
a. Must be a prior arrangement between LAN AIRLNES and the Shipper.
b. The packaging must be suitable according to the nature of the product.
c. The packaging must be waterproof and leak proof as becomes applicable in order to withstand the moisture yielded by some products.
d. The packages must be clearly marked PERISHABLE
e. Perishables shipments will not be accepted by LAN AIRLINES if the air waybill contains instructions on specific temperatures that must be maintained during the carriage such as: "Keep below 5 degrees all the time" or "Keep over 6 degrees"

LAN AIR LINES, will do the best to keep perishables under cooling conditions, nevertheless the carrier is not in conditions to assure a cold chain at any specific temperature during the flight.

Note:
- "Keep cool" must be understood as temperature between 0 and +10°C (+32 and +50°F).
- "Keep Frozen" must be understood as temperature between -10 and -20°C (+14 and -4°F).

If one of these sentences is used, it must noted in the Master Air Way Bill.

B. Restrictions Due to Weight and Dimensions
All those pieces of cargo that:
a. Have extraordinary dimensions,
b. The weight is more than 750 kilograms per package,
c. Are of an unusual shape, or
d. Require of special handling due to its fragility or nature, may be accepted for air carriage, only after a previous arrangement, particularly, when carriage is going to be performed through two or more carriers, other than LAN Airlines. One LAN AIRLINES expert should check personally the shipment in order to verify if the shipment can be transported by air to final destination.

Further information may be obtained from the local Lan Airlines Office or directly from the Lan Airlines Standard and Procedures Department:
- estanprocarg@lan.com
- Phones: 56.2.694 7901/7856/7876

C. Restrictions Due to Value
1. Valuable cargo acceptance
- Articles considered, as valuable cargo shall not be accepted previously assembled in one ULD by a shipper or a cargo agent, neither included as part of a mixed or consolidated shipment. Nevertheless valuable cargo may be loaded in a ULD by the shipper or its agent in the LAN AIRLINES terminal area under a prior arrangement and under strict security measures during all the time.
- Packages of valuable cargo will be accepted only if the following requirements are met.
  a. The external dimensions of the package will be not less than 50 × 30 × 20 or equivalent to 30.000 cm³.
  b. The outer packaging must be of strong wood 2.5 cm (1 inch) thickness, a steel box, or a rigid plastic box likewise resistant. Carton boxes shall not be accepted.
  c. Two steel braces 3/4 to 1 inch across the box and one along the box must be used.
  d. At least two numbered seals must be attached in the point of intersection of the braces.
  e. Prior arrangements must be done to assure that the consignee of a valuable shipment takes delivery as soon as the local custom formalities are finished. The storage time of valuable cargo at the airport must be reduced to a minimum possible in order to avoid risks.

2. Vulnerable Cargo acceptance
- Any shipment, particularly, liable to suffer pilferage or theft, such as computer spare parts, audio equipment, watches, perfumes, etc. may be accepted only if the following requirements are met:
  a. Packaging of vulnerable cargo must withstand all effects of the normal handling during transportation.
  b. Packages will be searched for defects or damages. Unsuitable or damaged packages, will not be accepted for carriage.

3. Valuation limits
- The amount declared for carriage by the shipper must not exceed of USD 50.000 or its equivalent in one Air Waybill.

4. The Air Waybill
- The "Nature and Quantity of Goods" box of the Air Waybill must show accurate description of contents (e.g. Gold, Golden Bullion, Watches, computation chips, etc.).
- A charge of USD 100.00 will be charged on the Air Waybill for security expenses which must be entered in the "Other Charges Due Carrier" box of the air waybill

Further information may be obtained from the local Lan Airlines office or from the Standards and Procedures Department in Santiago:
- estanprocarg@lan.com
- Phones: 56.2.694 7901/7859/7876

E. Cargo not Acceptable Cargo not Accepted by Lan Airlines
a. Arms and war material (see note),
b. Shipment under Charge on Delivery conditions (C.O.D),
c. Radioactive material requiring temperature control,
d. Shipments of infectious waste of any type,
e. Infected live animals,
f. Human remains of a person dead of an infectious illness, unless incinerated,
g. Dangerous goods forbidden for passengers and cargo aircraft,
h. Endangered species of the wild fauna and flora protected by CITES, unless duly authorized by the CITES authorities as applicable (prior agreement is mandatory)
i. Articles that may put in jeopardy the safety of the persons, the aircraft or the property, or may cause extreme annoyance or discomfort to crew and passengers,
j. Articles forbidden by he states of origin transit and destination.

Note:
This do not include small arms traded for sportive purposes, as well as those arms destined to a police department of any country, such as: pistols, shotgun, rifles, etc., provided, the import and export permits of the states concerned (including the countries of transit) are attached to the rest of the documentation.

2.4. Advance Arrangements
Shipments subject to previous arrangement
a. The following shipments will be accepted only on the basis of a prior arrangement:
   1. Articles of extraordinary value, (VAL)
   2. Live animals, (AVI)
   3. Human Remains, (HUM)
   4. Dangerous goods, (DG)
   5. Pieces of extraordinary weight and/or dimensions (HEA) (BIG)
   6. Sport arms and ammunition shipments, provided they are approved by the states of origin, transit and destination as applicable,
   7. Live Human Organs. (LHO)
   8. Perishable cargo that requires special treatment during carriage
   9. Diplomatic Pouch (DIP)
b. Any further information may be obtained directly from the local Lan Airlines Sales Office, or from the Lan Airlines Standards and Procedures Department:
   - estanprocarg@lan.com
   - Phones: 56.2.694 7901/7859/7876

3. Transportation Charges

3.1. General
Rates and charges are the General Cargo Rates as published in the most current edition of TACT in the Rates Manual. Notwithstanding the foregoing, the Lan Airlines Tariffs, published by Lan Airlines will prevail on the on line routes.

3.2. Valuation Charges
Unless otherwise specified, consignments valued at more than SDR 17 per kg., will be assessed valuation charges according to TACT Section 3.2. paragraph 2.

3.9. Computation of Charges
Until further notice, the chargeable weight for all shipments, rated as per kilo or per pound, will be based on the actual weight or volume weight, whichever is higher, according to TACT Rules Section 3.9.

3.11. International Priority Service
Courier Service

A. Definition
Courier Service: Is a special service offered by LAN AIRLINES to the Courier Agencies, at a rate other than for General Cargo. This is a preferential service offered in passenger's flights only with high priority (See note).

Note:
Since this product is not available in all our routes, the local Lan Airlines Sales Office should be contacted.

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B. Characteristics of the Courier Service
- Airport to airport service only.
- Customers may have access to the "Cargo Trace" system through Internet to find out the status of his/her shipment.
- It has a special Customs clearance, which speeds up delivery at destination.
- It has reduced time limits of acceptance for cargo and documents. For cut-off time, the LAN Airlines local office must be contacted.

C. Courier Service restrictions
1. Liquids and fragile cargo is accepted only outside the Courier Service bags and under an individual AWB (not consolidated) packed according to the nature of cargo.
2. Dangerous Goods (except UN1845, UN3373, UN2814 and UN2900); Live Animals; Human Remains and Valuable Cargo are no acceptable in Courier Service.
3. Perishable cargo (only samples) accepted outside the Courier Service bag.
4. Samples refrigerated with Dry Ice outside the courier bag and under an individual AWB (not consolidated) may be accepted subject to load.
5. Courier bags will be accepted with a maximum weight of 50 kg. (110 lb.) a piece. Bags exceeding 50k (110lb) will not be accepted and treated as courier.
6. Low density courier bags, will be accepted with no more than 100 kilos volume weight. Therefore the sum of the three dimensions of the piece must not exceed of 254 lineal centimetres (100in).
7. Courier will not be accepted at the station of BOG.

D. Advance arrangements
1. All courier agencies that use the Courier Service must be covered by an indemnity letter, certifying that their clients are known or credited shippers.
2. For shipments with destination to or in transit through United States, the Courier Agent must also hold the security endorsement from the Transportation Security Administration of the United States (TSA) and the consignee must be credited by the Courier Customs Service.

4. Services and Related Charges

4.1. General
Services and Related Charges will be applied as follows:

4.2. Disbursements and Disbursements Fees
According to TACT Section 4.2.

4.3. Insurance
The local Lan Airlines Office should be contacted.

4.4. Documentation Charges
According to according to TACT Section 4.4.

4.6. Fee for Charges Collect
According to TACT Section 4.6. and Section 7.2. as applicable.

4.7. Airline Assistance and Handling Charge
According to TACT 4.7. or the applicable local Lan Airlines remuneration.

5. Payment of Rates and Charges and Currency Conversion

5.2. Payment of Charges

1. Payment in the country of commencement of the carriage may be made as follows:
a. May be paid in the currency of the country of commencement of the carriage at the Lan Airlines rate or at the banker's buying rate whichever is applicable by the Lan Airlines Accounting Department. The local Lan Airlines Sales Office should be contacted.

2. Payment outside the country of commencement of the carriage.
a. The total charges may be converted to the currency of the country of payment at the Lan Airlines Accounting or banker's rate whichever is applicable.

Note:
Whether payment is agreed in the country of commencement of the carriage or outside the country of commencement the payment may be accepted only in a currency not marked with a "+" symbol in the Section 5.7.1.

3. Acceptance of Credit Cards
Normal Credit Cards, UATP, and MCOs may be accepted. The local Lan Airlines Office should be contacted.

6. The Air Waybill

6.1. General
The following additional information must be entered on the Air Waybill as applicable:
a. In the case of Live Animals the following legend must be entered in the "signature of shipper or his agent" box of the Air Waybill: **"Lan Airlines will assume no liability for mortality, injury due to natural causes"**.
b. In relation to the shipments with destination to Chile the consignee is entitled to select the bonded warehouse where his/her cargo must be deposited for the customs clearance formalities. This must be stated in the "Handling Information" box of the Air Waybill.
c. LAN AIRLINES will not accept Air Waybills containing instructions concerning to specific temperatures to be maintained as well as other unreasonable instructions as for instance: "Keep at 6°C", or "Maintain below 4°C all the time".

7. Special Country Information

7.2. Charges Collect
A consignment may be accepted under the charges collect condition provided the followed conditions are fulfilled:
a. The consignee is not the same as the shipper.
b. The consignment does not consist of personal effects or household goods consigned to a temporary or transient address, e.g. college, hotel, school, etc.
c. The currency regulations of the country of destination and of the delivering carrier permit collection of charges from the consignee.

Note:
Human remains, live animals, perishable cargo, household goods (not for sale) may be accepted under charges collect, provided a prior arrangement between Lan Chile and the shipper. The shipper must also guarantee, in writing the payment of the collect charges.

9. Miscellaneous Information

9.1. Specific Flight Service (Positive FS)

A. Definition
Positive Flight Specific is a transport service, by means of which, our customers, paying a special fare, can buy a particular space in one specific flight. The space under this system is definitively confirmed, and the shipment can not be off loaded from the flight in which the reservation has been confirmed. This system also warrants our customers the reimbursement of all the freight charges in case of non fulfilment with the transport conditions.

B. Scope
This service is available for the general public. The local Lan Airlines Sales Office should be contacted for additional information.

C. Positive Flight Specific Characteristics
- Positive FS is an airport to airport service
- The client may access to the system "Cargo Trace" (via Internet) to obtain information on the progress of his shipment
- Positive Flight Specific has acceptance time limits.
- Positive Flight Specific is available in passenger aircraft and in direct flights only.

D. Acceptance restrictions
1. Restrictions to nature
The following cargoes shall not be accepted under the Positive Flight Specific system:
- Dangerous goods
- Valuable cargo
- Human remains not cremated
- Live animals

2. Restrictions due to weight and volume
Cargoes under this system are subject to restrictions of weight and volume imposed by the type of ULD used and the type of aircraft which is going to be operated in a specific route. The local Lan Airlines Office, or the Lan Airlines Standard and Procedures Department should be contacted.
- estanprocarg@lan.com
- Phones: 56.2.694 7901/7859/7876

3. Acceptance time limits (Cut off Time)
The local Cargo Sales Office should be contacted for further information concerning to the acceptance cut off time.

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