LATAM and gategroup deepen partnership to enhance onboard dining and operations

LATAM Airlines Group and gategroup have extended their long-standing partnership with a new multi-year agreement, reinforcing a shared commitment to elevating the inflight experience across Latin America through culinary innovation, service consistency and operational excellence.

Over the years, the groups have worked closely to support passengers with meals and service experiences designed to meet evolving expectations. This next phase builds on that foundation, with a stronger focus on refining onboard dining, improving consistency across stations and enhancing the planning and processes behind the scenes.

For passengers, that means a more seamless and dependable journey. For the two companies, it means continuing to invest in the details that shape the onboard experience, from menu development and culinary execution to operational efficiency and standardization at key hubs.

As part of the extended agreement, gategroup will continue strengthening its culinary presence in the region while supporting LATAM with more effective planning, improved process alignment, and digital tools that help maintain quality and performance across the network. These are the elements that may not always be visible to passengers, but that play a vital role in making service feel smooth, consistent and well considered.

Christoph Schmitz, CEO of gategroup, described the extension as an opportunity to build on shared successes and continue delivering innovation at a high level. Paulo Miranda, Vice President of Customers at LATAM Airlines Group, also emphasized the value of closer collaboration, particularly in strengthening efficiency, standardization and customer-focused service delivery.

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