

MEXICO'S GLOBAL AIRLINE

Flexibility policy for tickets purchased after July 1st, 2020

This document describes the steps to follow in order to apply this flexibility policy due to the Coronavirus (COVID-19) global situation. Tickets plated on 139 ticket stock via your GDS will use the procedures below.

This policy is valid as of its publication until the deadline to reissue the ticket in the table below and covers only those passengers with tickets purchased on and after July 1st, 2020 (this policy is subject to modifications that will be communicated through this same channel).

Affected routes	Ticket issued	Traveling dates covered by the policy	Deadline to reissue the ticket	Deadline to take the rescheduled flight	IT Code
All tickets issued by Aeromexico	From July 1 st , 2020	Open	Within the ticket's original validity*	Within the ticket's original validity*	OMXLA63216C

*The ticket's validity is 1 year from the original issue date.

Flexibility for passengers with voluntary changes:

For all passengers who have tickets issued exclusively on plate 139, and who need to make a voluntary change, the following is authorized, for changes without penalty (excluding basic economy fares) as long as it's requested in the dates mentioned in this document and limited to one change per customer:

- Rebook a new itinerary** without charge for change of date, flight and/or route. If there is any fare difference, it must be paid at the time of reissue.
- Leave the ticket as open and receive an additional EMD** compensation with a value of 15% of the original ticket's price. Provided in the following manner:
 - If the passenger does not have a new travel date, the segments must be cancelled before the original travel date (in order to avoid no-show charges, if applicable), using the value of the ticket for a future flight. The new trip must be completed within the ticket's validity: one year from the original issue date.
 - Additionally as compensation, Aeromexico will provide an EMD with a value of 15% of the original base fare paid (excluding taxes), with 1-year validity from the issue date; the request
- If the passengers decide not to use this service, **exclusively in the case of refundable fares starting July 15th, 2020** the refund can be requested to the original form of payment, which will be payable 12 months after the application date, including service ancillaries associated to the ticket if issued by the travel agency (seats, luggage, pet in cabin, etc.). To make this request, you'll have to follow the following steps as per your case:
 - If the agency uses BSP Link, you'll be able to do so through that platform. Once the refund is processed, the agency will receive a message through the same platform confirming receipt of the request and indicating the application of the payment after 12 months.