

**Dear Business Partner,**

Remember that **we are in the process of extending the validity of international open tickets<sup>1</sup> booked from March 1, 2019 and EMD refund vouchers.**

Here are some tips on how to identify tickets/EMDs that will receive a validity extension:

1 Identify the type of ticket	2 Evaluate key dates			3 Identify new validity	4 What do you have to do to apply the extension?
	Issuing date	Expiration date	Travel date		
<u>Non-corporate</u> open tickets on international routes <sup>1</sup>	As of March 1, 2019	Before June 20, 2021	Between March 2020 and May 2021	12 months from the expiration date	No action is required. We will automatically extend tickets every day as they expire
<u>Corporate</u> open tickets on international routes <sup>1</sup>	As of March 1, 2019	Before December 31, 2021	Between March 2020 and November 30, 2021	12 months from the expiration date	No action is required. We will automatically extend tickets every day as they expire
EMDs (refund voucher)	As of March 1, 2020	Before June 30, 2021	As required	12 months	No action is required. We will automatically extend eligible EMDs <sup>2</sup>



**Extensions are automatic. You don't need to do anything.**

Eligible tickets will be extended daily beginning March 31, 2021 as they expire. You do not need to contact us, **unless your client needs to travel before April 15, 2021.**

In addition, you can read find the flexibility policies on the Business Partners dedicated website at [vuela.aeromexico.com/agencyinfo](http://vuela.aeromexico.com/agencyinfo) and the most up-to-date entry restrictions by country [here](#).

We will continue to provide you with all our support, so that together we can better serve the needs of our customers.

Regards,  
**Aeromexico**



<sup>1</sup> International tickets are those related to trips outside of Mexico

<sup>2</sup> On April 15, 2021, the applicable EMDs will have been converted, if you have any that are eligible pending conversion, please request it from GSS by phone or email.



## Viaja fácil y seguro

Descarga la App de Aeroméxico y haz Check-in desde donde te encuentres. Así evitas contacto en el aeropuerto y viajas más seguro.



CONOCE MÁS