

Flexibility policy with flights cancelled by Aeromexico

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 who had a flight cancellation (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 tickets issued from July 1st, 2020 to January 10th, 2021:

For all passengers affected by the cancellation of a flight operated by Aeromexico including AM code share, for reasons related to the COVID-19 contingency and/or government travel restrictions, whom have tickets issued exclusively with AM plate 139.

The following options are authorized, for changes without penalty fee (Including basic economy fare), as long as it's requested in the dates mentioned in this document and limited to one change per customer:

1. **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, except for the following cases:
 - If the new travel date is rebooked to start within 14 days, before or after the date of the affected flight, NO fare difference will apply, as long as the same origin-destination as well as paid cabin are respected
 - If the originally scheduled travel dates are affected by travel restrictions of the government of the country involved, NO fare difference will apply, provided that your new itinerary begins within 60 days after Aeromexico restarts service on the affected route.

Important Notes:

Invariably, if the new rescheduled dates are confirmed within the following travel periods **a fare difference will apply**, except for those cases where the travel dates affected were originally booked into the same period:

- December 15th, 2020 to January 15th, 2021
 - January 29th, 2021 to February 01st, 2021
 - March 12th, 2021 to March 15th, 2021
 - March 25th, 2021 to April 12th, 2021
 - **June 25th, 2021 to August 23th, 2021**
2. **Leave the as Ticket Open and receive an EMD** as compensation for 15% of the original value of the ticket. Awarded in the following way:
 - If the passenger does not yet have a scheduled travel date, they can use the value of the unused ticket for a future flight. The flight must be completed within the validity of the ticket: one year from the original issue date.





- As compensation Aeromexico will grant an EMD with a value of 15% of the base fare paid on the original ticket (without taxes), valid for 1 year from its issue date; the request for this EMD must be made through the following application form:
<https://aeromexico-b2b.secure.force.com/discounts/>
- As of July 15th, 2020** If the passenger decides not to use the service, the refund may be requested to the original form of payment, including the service ancillaries associated with the ticket originally issued by the travel agency (seats, luggage, pet in cabin, etc.), which will be payable 12 months after the application date. To make the 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.
 - If the agency uses ARC, you must fill out the following application form:
<https://aeromexico-b2b.secure.force.com/refunds/>
 - Customers with Basic economy fares affected by scheduled cancellations due to government restrictions are eligible for any of the 3 options above.
 - Ancillaries or additional services, for flight rescheduling or open tickets, may be re-used through re-association or reissued (Exchange), taking into consideration that it must be at the same or higher value, charging the corresponding fare difference if applicable.

Flexibility for Passengers with tickets purchased after January 11, 2021

- The previous section **applies, except paragraph 2:**
 - Leave the ticket as open and receive an additional EMD** compensation with a value of 15% of the original ticket's price, applying at international points of sale, **except the United States and Mexico point of sale.**

Application:

- All bookings modified under this policy must be registered with the corresponding IT code (specified in this document) in the Tour Code field.
- The IT code must be entered only in the **TOUR CODE** field when reissuing. No other information than the IT code must be present in that field.
- The identifier **"IT"** must be entered at the beginning of the Tour Code field (in case your GDS fails to automatically add it), followed by the IT code (e.g. **ITOMXSS00123C**).
- A wrong, incomplete, or missing IT code in the relevant field will be subject to debit memos.

Tour Code Field	
Properly Registered IT Code 	Improperly Registered IT Code (subject to debit memo) 
ITOMXSS00123C	OMXSS00123C
ITOMXLA01234C	ITITOMXLA0012
ITOMXTP56789C	BTOMXTP00123C
ITOMXRU90124C	ITN*MXRU00123



6. If applicable, the protection flight(s) must be booked in the same class of service. If not available, it's possible to rebook in the lowest class of service available within the same cabin.
7. All protections must be exclusively on routes and flights operated by Aeromexico, protections do not apply on flights operated by other airlines (OA), except on flights operated by Delta, including code share (DL / AM), exclusively on routes between Mexico and the United States (USA).
8. Register the IROP/Schedule change justification in an OSI:

OSI AM FLIGHT CANCELATION PER CORONAVIRUS SITUATION

9. In case of flight cancellations, the **SKDCHG** indicator must be entered in the first endorsement of the ticket, followed by the flight number and date of travel affected, for example:

SKDCHG AM0007 10JUL2020

EMD compensation application:

- Before making the EMD request, you must ensure that the client's itinerary is canceled as per the Open Ticket process, as well as adding the corresponding OSI for the applicable policy.
- The value of 15% will be calculated using the total base fare of the original ticket, excluding taxes.
- Applies exclusively for new purchases and only once per customer, except for those cases in which the customer is affected by one or more flight cancellations.
- Tickets purchased on dates prior to July 1st, 2020 and/or issued against an EMD are not eligible to obtain this benefit.
- Tickets with flights on a domestic route (within Mexico) issued as of January 11, 2021, are not eligible to obtain this benefit.
- Tickets issued at points of sale in the United States and Mexico issued as of January 11, 2021, are not eligible to obtain this benefit.
- You must enter and complete the form contained in the "EMD Application" link; in a period of no more than 30 days you'll receive an e-mail confirmation of the number, amount and validity of the EMD for each folio generated.
- The generated compensation EMDs can only be used as a form of payment for a new ticket or as fare difference during the reissue process (Exchange), through any of Aeromexico's direct sales channels: Call center, aeromexico.com, ticket offices or Global Sales Support.

We remain available at your service for any questions or queries regarding this policy through the following phone numbers:

If your agency is registered with Global Sales Support, please call your assigned line.

Otherwise call:

- Mexico: 55-5133-4093
- USA and Canada: 1-833-431-0489
- Rest of the world: active lines in each country.

Please share this information with all the staff that must be involved within this operational process.

