

Dear Business Partner,

This communication is to inform you of the latest update in the Flexibility Policy that have been implemented to protect passengers on Aero Mexico flights affected during the last days by the volcanic activity in Mexico City.

Refunds to EMD or to original form of payment are now being offered next to the option to rebook.

This applies to cancelled flights only. You will be able to find the most up-to-date policy on www.aeromexicobusiness.com Here you will also find an overview of current impacted flights.

For any missed baggage please be so kind to use the following link: [Aeromexico - Baggage policy and fees](#)

We remind you that when making changes to reservations, it is necessary to enter the **IT code 3MXLA60741C** in the Tour Code field of the booking.

For any questions we will be at your assistance.

Many thanks in advance for your support and best regards,

