

AeroMexico Customer Commitment



Reservation Policy for the United States

24 Hour Fare Guarantee :

For the convenience of our passengers AeroMexico will guarantee the quoted fare for 24 hours from the time a reservation is made. Fares can change rapidly, therefore, fare quotes not resulting in a reservation will not be guaranteed for 24 hours. If a customer does not contact AeroMexico to pay for their ticket within 24 hours, and the rules of the fare required purchase within 24 hours, the reservation will automatically be cancelled. Any changes made to the itinerary by the customer may result in a fare change.

AeroMexico will allow customers bookings to receive either a full refund or to make changes to a reservation, at no cost, within 24 hours of ticketing.

AeroMexico will issue refunds for eligible tickets within two (2) billing cycles for credit card purchases and one (1) month for cash purchases. We will provide refunds for eligible tickets once all appropriate documentation is received in our Customer Refund Services Department.

A refund may be requested by visiting any AeroMexico ticketing facility, contacting the issuing travel agency, or writing directly to AeroMexico.



Copyright © AeroMexico. All rights Reserved