

Grupo AeroMexico – Passenger Flexibility Policy

Rev. 6 – 06May09

Due to the contingency informed by the Mexican Health Secretariat, AeroMexico issues the following flexibility policy in order assist our customers.

Policy Validity

April 24 to May 10, 2009 for Domestic Flights (within Mexico)

April 24 to May 15, 2009 for International Flights

Travel Period

From April 24 to Dec 10, 2009

General Conditions:

1. During the policy validity, itinerary can be modified until December 10, 2009.
2. Change fee will be waived –ONLY- for date/flight modifications if it is complying with the fare regulations purchased; such as routing, same origin/destination, seasonality, minimum and maximum stay, same class of service, etc; otherwise a difference in fare will be charged. Penalty for change still will be waived.
3. No refunds apply due to Refunds Contingency Procedure which will be in effect until further notice. This is aside from the Flexibility Plan (AM personnel see DRS GG USI).
4. Gran Plan Packages date change will be allowed up to 24hrs prior to departure at no charge, if same pre-selected hotel accommodation and AM class of service is available. Packages fare difference will be on passenger's expense. Modifications should be done at least 24hrs prior to departure otherwise cancellation fees will be applied.
5. Any modifications done during the Flexibility Policy has to be documented on record under OSI or REMARSK with the following information:
-HEALTH SECTOR CONTINGENCY – SEE GG FLE – NO PNLTY FOR CHGS APPLY-
6. This policy applies to all passengers traveling on AeroMexico flight series AM001-AM2999 and for tickets issued at any AeroMexico point of sale around the world.
7. AeroMexico will not be responsible for any additional expenses incurred, like hotel accommodation, ground transportation, meals, phone calls, etc.
8. Penalty will be waived if changes are done before departure (difference in fare may apply). These changes can be done at any AeroMexico point of sale or the Travel Agency where the ticket was purchased (only for USA Travel Agencies). In the case of a NO SHOW, any penalty and difference in fare will apply.

For more information, contact in the United States or Canada 1-(800)-237-6639 or locally from Mexico City 5133-4005, Toll Free Number: 01-800-021-4000 or www.aeromexico.com