

## Protests in Mexico City

Due to blockades by taxi drivers around the AICM, the following protection policy is presented.

This document describes the steps to follow in order to apply the flexibility policy to AM plated 139 tickets including AM codeshare, issued on/before May 24, 2022

**The below policy is valid from May 24 - 27, 2022** (subject to modifications that will be communicated through this same channel).

Affected Itineraries All travel to / from / through:	Traveling date(s) covered by the policy	Deadline to reissue the ticket	Deadline to take the rescheduled flight	IT Code
Mexico City (MEX)	May 24, 2022	May 27, 2022	May 27, 2022	2MXLA79185C

### Flexibility for passengers:

For all passengers who have tickets from the city mentioned and issued exclusively on AM 139 ticket stock, the following is authorized, as long as it is requested in the dates mentioned in this document and limited to one change per customer:

- No charges for change of date or fare difference, respecting the same route and paid cabin.
- Ticket issue fee will be waived.
- Route change is allowed without charge. In case there is any difference in the fare between the original ticket and the new ticket, this difference must be collected at the time of re-booking (reissue).
- If the rescheduled travel occurs after the permitted travel period, penalties will be waived within the validity of this policy; however a difference in fare may still apply and must be paid at the time of re-booking.
- Tickets not used at this time will be valid for 1 year from the original issue date.
- If the passenger decides not to use the service, the ticket is valid 1 year from the original issue date.

### Application:

1. All bookings modified under this policy must be registered with the IT code **2MXLA79185C** in the Tour Code field.
2. 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.
3. The identifier **"IT"** must be entered at the beginning of the Tour Code field (in case your GDS fails to add it automatically), followed by the IT code (e.g. **IT1MXSS00123C**)



4. A wrong, incomplete, or missing IT code in the relevant field will be subject to debit memos.
5. Register OSI in the booking:

**a. OSI AM FLIGHT CANCELLATION PER PROTESTS IN MEXICO CITY**

Tour Code Field	
Properly Registered IT Code ✓	Improperly Registered IT Code (subject to debit memo) ✗
IT2MXSS00123C	2MXSS00123C
IT2MXLA01234C	ITIT2MXLA0012
IT2MXTP56789C	BT2MXTP00123C
IT2MXRU90124C	ITN*MXRU00123

**Note:**

It is important to mention that Aeromexico will not be liable for any additional costs, such as ground transportation, meals, phone calls, accommodations and other expenses incurred by passengers affected.

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

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

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

Please share this information with your staff.

