

Flexibility due to the presence of volcanic ash at Mexico City Airport (AICM)

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 23, 2023**.

The below policy is valid from **May 20 to 30, 2023**, applies to all family fares (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
Ciudad de México, (MEX) Santa Lucia, (NLU) Veracruz, (VER)	May 20 to 24, 2023	May 30, 2023	May 30, 2023	3MXLA60741C

Flexibility for passengers:

For all passengers who have tickets to / from / through 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.
- 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 deadline to take the new flight (May 30, 2023)** and the change is made within the deadline to reissue the ticket of this policy; the change fee will be waived, however a difference in fare may still apply and must be paid at the time of reissue. If the ticket is not reissued within the term of this policy, the ticket is subject to the original conditions of the fare paid

Application:

1. All bookings modified under this policy must be registered with the IT code **3MXLA60741C** 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. **IT3MXSS00123C**)
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 PRESENCE OF VOLCANIC ASH AT THE MEXICO CITY AIRPORT

Tour Code Field	
Properly Registered IT Code ✓	Improperly Registered IT Code (subject to debit memo) ✗
IT3MXSS00123C	3MXSS00123C
IT3MXLA01234C	ITIT3MXLA0012
IT3MXTP56789C	BT3MXTP00123C
IT3MXRU90124C	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, accommodation 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.

