

New conditions for baggage embargo period

From November 20 to January 31, 2021, new conditions are established for the baggage embargo period.

Conditions of baggage and special items acceptance

| Region   | Passengers  | 1st & 2nd pieces | 3rd piece | 4th & 5th pieces |
|--|---|------------------|-----------|------------------|
| Between the United States and Ecuador  | Regular Passengers  | YES              | NO        | NO               |
|  | PreferMember Silver   |                  |           |                  |
| Between the United States and Central America<br>(Guatemala, Honduras, Nicaragua, Costa Rica, El Salvador)<br>From any origin to Cuba<br>From any origin to the Dominican Republic | PreferMember Gold, Platinum, Presidential<br>Star Alliance Gold | YES              | YES       | NO               |
| Rest of destinations   | Regular Passengers*<br>Prefer Member Silver                     | YES              | YES       | NO               |
|  | PreferMember Gold, Platinum, Presidential<br>Star Alliance Gold | YES              | YES       | NO               |

\*Regular passengers traveling in Business Class may check the first and second bag of 32kg, the third bag is subject to a maximum weight of 23kg.

| Region   | Passengers  | Boxes | Overweight | Oversized | Irregular piece | Pet in Cabin | Sports Equipment | Musical instr. | Perishable Food |
|--|---|-------|------------|-----------|-----------------|--------------|------------------|----------------|-----------------|
| Between the United States and Ecuador  | Regular Passengers  | YES   | NO         | NO        | NO              | YES          | YES              | YES            | NO              |
|  | PreferMember Silver   |       |            |           |                 |              |                  |                |                 |
| Between the United States and Central America<br>(Guatemala, Honduras, Nicaragua, Costa Rica, El Salvador)<br>From any origin to Cuba<br>From any origin to the Dominican Republic | PreferMember Gold, Platinum, Presidential<br>Star Alliance Gold | YES   | NO         | NO        | NO              | YES          | YES              | YES            | NO              |
| Rest of destinations   | Regular Passengers*<br>Prefer Member Silver                     | YES   | NO         | NO        | NO              | YES          | YES              | YES            | NO              |
|  | PreferMember Gold, Platinum, Presidential<br>Star Alliance Gold | YES   | NO         | NO        | NO              | YES          | YES              | YES            | NO              |

Important Information

- The embargo conditions apply to all passengers in compliance with their free baggage allowance policy, taking into consideration the class, passenger status and the ticket purchase date.
- For tickets purchased until November 11th, the maximum weight allowed for ConnectMiles PreferMembers and Star Alliance Gold passengers traveling in Economy Cabin is 32kg.

For tickets purchased on or after November 12th, the maximum weight allowance for ConnectMiles PreferMembers and Star Alliance Gold passengers traveling in Economy Cabin is 23kg.
- Boxes, pets in cabin, sports equipment and musical instruments may be registered within the pieces allowed, as long as they comply with the weight and size allowed.
- This information is available for our passengers in our website. You can access it [here](#).