



Travel easy, when you're ready

At Aeromexico we know that your plans can change, therefore we offer you more flexibility to fly when you are ready.

Long story short...

We have implemented solutions so that our passengers can book confidently



First change free*



Leave the ticket open and decide when to travel



115%* refund of the value of your rate through an electronic voucher

As the situation derived from COVID-19 has evolved, we have issued different flexibility policies to protect you against situations beyond our control. However, to simplify our processes, we have simplified our policies into 2 time periods:

Tickets purchased from July 1, 2020

Whether you decide to postpone your trip voluntarily or if your trip is modified by Aeromexico, because of changes in our network or situations beyond our control, you may make the first change (dates and/or destination) free of charge. Or if you prefer, you can request a refund of 115% of the value of your fare*, through an electronic voucher valid exclusively at Aeromexico (EMD), or 100% in the original form of payment.

All details may be found [here](#)

Tickets purchased before June 30, 2020

For a voluntary change, you may change the dates and/or the destination at no cost, as long as the original class and fare paid is available. If there is any fare difference, it must be paid at the time of making the change. Likewise, you have the option of requesting a refund of 100% in an electronic voucher valid exclusively at Aeromexico (EMD).

All details can be found [here](#)

*Valid on tickets purchased from July 1, 2020, through an EMD. Except Basic fare. Refunds will be made 12 months after the request.





Lots of reasons to travel

- ✎ We know that there are key factors to deciding when to travel again and that is why we have implemented strict hygiene protocols with which we take care of you at all stages of your trip.
Learn more at [aeromexico.com/yoursafety](https://www.aeromexico.com/yoursafety)
- ✎ If you are a Club Premier member, we remind you that you continue to accumulate Premier Points on all the trips you make. Likewise, we extended the validity of our levels so you can continue enjoying the benefits you know.
Visit [clubpremier.com](https://www.clubpremier.com) for further information
- ✎ With Aeromexico's network you can reach more than 40 destinations within Mexico, and more than 40 in the rest of the world. Stay up-to-date with our frequency increases and route restarts, as well as current immigration restrictions by country in [aeromexico.com/routeupdates](https://www.aeromexico.com/routeupdates)
- ✎ Fares that fit your needs! Learn more about **different options** you have to travel with us and their **flexibility** levels according with our policies.

Need to make a change?



Contact your travel agency or corporate Travel Manager

Call us at:



- +52 (55) 5133 4000 *Mexico*

- 1-800-237-6639 *United States and Canada*

[See full directory](#)



Visit [aeromexico.com](https://www.aeromexico.com)



Download our App

We continue working to take you to your next destination
See you on board!

