

**Dear Travel Agent,**

We are pleased to inform you that as part of our commitment to continue providing the best service and travel experience to our customers and Business Partners **we are in the process of extending the validity of international open tickets / EMDs booked after March 1, 2019.** Please see below for more details.



**No action from your end is required. This being done automatically**

Eligible tickets will be extended daily from March 31, 2021 as tickets expire.

**There is no need to contact us**, unless your customer needs to travel on/before April 15, 2021.

- ✓ All open tickets / EMDs booked from March 1, 2019 and expiring prior to June 30, 2021 on **international routes<sup>1</sup>** will be extended
- ✓ The extension will be for **12 months** from the expiration date and we will automatically extend tickets daily as they expire
- ✓ **EMDs:** From March 31, we will automatically extend eligible EMDs and customers will receive an email directly from Aeromexico with instructions and new EMD voucher information

Additionally, you can find the most up to date flexibility policies and entry restrictions by country [here](#)

We will continue to give you our full support, so that together we can best serve the needs of our customers.

Sincerely,

**Aeromexico**

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<sup>1</sup> International tickets are considered those with an origin or destination outside the country of Mexico

