

Terms & Conditions

Check In

Passengers traveling on domestic flights, we recommend you show up at our check-in counters at the airports 90 minutes before your departure flight, as the check-in of the flight will be closed 45 minutes before its scheduled departure and at least 2 hours prior for international flights. Important notice: Domestic Aeromar flights are closed to check in 45 minutes before departure and all International flights 75 minutes before departure. Late passengers not complying with the above time limits will be denied boarding and Aeromar will be free to reassign their seats without responsibility to the company, in which case Aeromar will have only the obligation to reimburse the passenger the appropriate portion of unused travel, according to the corresponding fare class rules and restrictions.

Tickets

Tickets are personal and non-transferable, and, as a security measure, all passengers must show a formal identification, such as a valid passport or driver's license. In case of misuse of the ticket, the airline reserves the right to deny boarding or even retain the ticket without the right to repayment of the same. Paper tickets presenting deletions, scrapes or amendments, will be deemed invalid for use.

We recommend not to pack the following items in your baggage :

- Electronic devices
- Fragile objects
- Perishable articles
- Money, jewelry, precious metals
- Valuable objects
- Medicines
- Official Documents

Aeromar is not responsible for the loss of such items. Which can be carried in hand luggage under the responsibility of the passenger.

Fares

The fees applied will be those that are in effect at the beginning of the trip and that have been duly filed and approved by the Ministry of Communications and Transport. Some promotional fares feature specific restrictions such as being non endorsable, non revisable, non refundable and with limited time validity. Charges may apply depending upon the purchased fare for changes, refunds and cancellations.

Unused Reservations

Passengers who do not appear on a booked flight may change date or flight defraying the respective charges, depending on the amount applicable to the fare class purchased. If

there is no availability in the fare class originally purchased for the new flight, it must cover the difference in fare class available on the flight at the time of change, with the following restrictions:

- After the purchase of your airline ticket and for your protection, it is your responsibility to call Aeromar 12 hours prior to their flights to cancel or change your itinerary as if not to run any of its charter flights will be canceled in full form any reservation under the Master ticketed if desired and then use that ticket charges apply and differences mentioned in the previous paragraph.
- When the passenger is not present at its first charter flights or be covered by a single tranche , the contract Airlift person shall be duly satisfied the parties with respect to the first flight and changes may be made only by paying the change fees and fare difference, if applicable.

Changes can only be made at any Aeromar Care Center in Aeromar airport counters or Reservation Center in the respective opening hours.

Cancellation of Flight

The airline may cancel a flight or a reservation without prior notice, without any future obligation other than to refund the value of the unused portion of the ticket, as long as the cancellation is due to reasons attributable to the company.

Dress Code

All passengers onboard the aircraft must wear shoes and proper dress attire. The company reserves the right to deny boarding or to deplane passengers failing to comply with these minimum attire requirements.

Connections

Airlines have established minimum transfer times of passengers and luggage, depending on the conditions of connecting flights, routes and airports. Therefore it is very important to confirm with the airlines involved in your itinerary the amount of time needed to change planes when connecting flights are involved as well as the general policies pertaining to check-in and baggage.

Pets and Cargo

- Which are the conditions of acceptance and transport of a service animal?
- Which are the conditions of acceptance and transport of an emotional support animal?
- Are you planning to travel with your pet?

CARRY ON BAGGAGE

Baggage carried on board is the sole responsibility of the passenger.

Carry on baggage may include a lap top and a briefcase or purse not exceeding the following dimensions and weight:

Aircraft	Dimensions	Max weight
ATR 42-320	8.6" height x 14.9" width x 25.5" length (22 cms x 38 cms x 65 cms)	22 lb. 10 Kgs.)
ATR 42-500	8.2" height x 18.8" width x 29.9" length (21 cms x 48 cms x 76 cms)	22 lb. 10 Kgs.)

Checked baggage.

Checked baggage is transported under the responsibility of Aeromar and a bag tag is issued for its claim and identification.

Each passenger with a full fare paid ticket is entitled to a baggage allowance, including those accompanied or unaccompanied minors.

For those passengers connecting from another airline please check the applicable policy of the originating airline.

Baggage allowance per Passenger.

Domestic routes: 1 piece of baggage not exceeding 25 kgs. (55 lbs.) and with a maximum size of 80 cms. x 52 cms. x 25 cms. (31" x 20" x 10").

International routes: 1 piece of baggage not exceeding 23 kgs. (50 lbs.) and with a maximum size of 80 cms. x 52 cms. x 25 cms. (31" x 20" x 10").

Carry on for all flights: In addition to a briefcase, handbag or lap top computer, passengers are allowed to take onboard one piece of carry-on luggage not exceeding 10 kgs. (22 lbs.) and the above mentioned sizes.

Bottles of liquid or gel 100 ml (3 oz.) or less.

One bag per passenger with 1 liter capacity (1/4 gallon), sealed, to carry up to 100ml containers (3 oz.), with liquid or gel.

NO liquids required within the plastic bag:

Medications, baby milk and food for as long as the baby is on board.

Other articles permitted:

Excess baggage charges.

Domestic routes

Fee of \$116.00 Mexican pesos including taxes per exceeding kilogramo, limited up to 20 additional kgs. (44 lbs.) in excess of the baggage allowance.

International routes

It will be charged USD \$29 including taxes for each kilogramo (2 lbs.) From kilogramo 24 (52 lbs) on the first baggage case and up to 45 Kgs. (99 lbs) and USD \$ 100.00 including taxes for the second documented case by the first 22 kgs. (48 lbs.) from 23 kilogramo (50 lbs.) Will be charged USD \$29 including taxes for each kilogramo (2 lbs.) additional up to 45 Kgs. (99 lbs). A second case is subject to available capacity in the cargo compartment and will be billed after the end of the flight.

Passengers connecting from another airline need to review the applicable policy of the originating carrier.

Checked Baggage dimensions for international flights.

The checked baggage for international flights must not exceed the dimensions showed in the image below.

Transportation of firearms

The transportation of sporting and hunting firearms and their ammunition on international flights only applies to the HMO-TUS and TUS-HMO routes.

Only sport and hunting firearms that are unloaded will be transported. Firearms and ammunition must go inside a rigid container that protects them completely and has a suitable lock, so that the firearm and the ammunition can not be accessed by the ends of the packaging, Must present the corresponding permits that are required in Mexico and the United States for their porting and transportation.

Due to the design, and the weight and balance of the aircraft, Aeromar may restrict the transportation of firearms and ammunition to its flights.

International firearms regulations and laws may vary by country of destination, so passengers should be informed of regulations or compliance with the laws of each country

for the transportation of firearms; or for consequences resulting from non-compliance with such regulations or laws.

The cost of transportation of firearms is per LENGTH, not per full trip, including flights under a codeshare scheme, for instance:

For a trip from MEX to CME via VER, the cost of transportation of firearms will be charged twice, from MEX to VER, and from VER to CME.

To request information more detailed about procedures as well as rates for the transportation of firearms and ammunition for flights within the Mexican Republic, please contact our Call Center department at the following numbers:

From Mexico City: +52 (55) 5133 1111

Toll free number from U.S. 1 844 237 6629.

If you wish to transport firearms, you must check in at least two hours prior to your departure in order to follow proper procedures before Aeromar and the corresponding authorities.

The maximum number of firearms that one passenger can carry per flight is two (two handguns, or two long guns, or a short one and a long one). Each passenger is allowed to carry a maximum of 5 kgs of ammunition, and the total amount of ammunition per flight is 25 Kgs. Firearms and ammunition need to be packed separately.

If the flight is already carrying the top limit of 25 kgs, the passenger will have to change flights and no charge will be made for such change, but an extra charge WILL BE MADE if there is a difference between rates.

Connections

Airlines have established minimum transfer times of passengers and luggage, depending on the conditions of connecting flights, routes and airports. Therefore it is very important to confirm with the airlines involved in your itinerary the amount of time needed to change planes when connecting flights are involved.

Notice of limitation of liability for baggage

The liability of the carrier for loss or damage to carry-on luggage and checked baggage in custody of the company, is limited to the provisions of the applicable national and international legislation. If necessary, the passenger can make claims directly and immediately to Aeromar S.A. de C.V.

FORBIDDEN MATERIAL

Certain hazardous articles, such as those described below, may not be packed: LIQUID AND / OR FLAMMABLE GAS, EXPLOSIVES, MATCHES / LIGHTERS, INDUSTRIAL PRODUCTS, CORROSIVE MATERIALS, MAGNETIZED MATERIALS, OXIDANT

MATERIAES, RADIOACTIVE MATERIALS, BRIEFCASES AND / OR BOXES WITH BUILT-IN ALARM ECHANISMS, POISONS , OXYGEN and any other item that in the opinion of airline is likely to endanger the aircraft, its crew or other passengers.

There are other restricted items not mentioned herein, for more information please contact any AEROMAR office.

Special items on checked baggage

It is also highly recommended not to pack fragile or perishable items, money, jewelry, precious metals, computers, televisions, valuables in general.

Overbooking

Airline flights may occasionally be overbooked and there exists a possibility that seats are no longer available on the flight for which a passenger has a confirmed reservation. The complete list of applicable regulations for the payment of denied boarding compensation is available in all AEROMAR counters.

Unaccompanied Minors

For domestic flights within Mexico, children between the ages of 5 and 11 years 11 months may travel unaccompanied, as long as the appropriate AEROMAR manager gives his written consent and fills out the corresponding forms. Youngsters between the ages of 12 and under 18 can be treated as Unaccompanied Minors only at the request of their parent, tutor or person in charge.

For international flights children are consider unaccompanied minors until 18 years old. If the child is Mexican then the format SAM from the INM must be filled and print from the next link:

http://www.inm.gob.mx/index.php/page/autorizacion_menores

According to Mexican Law for international flights:

(Art 49 of Migration Law). At departure, children and adolescents (under 18 years old) or people under legal guardianship in terms of civil law, whether Mexican or foreign, must be subject to the following rules:

I. Must be accompanied by any of the persons exercising parental authority or guardianship over them according with requirements of civil law.

II. In case that the minor is accompanied by a third party adult or traveling alone, it must present the passport and the document evidencing the authorization of those exercising parental authority or guardianship, by a public notary or by the authorities having authority to do so.

(Art 42 of Rules of Migration Law). Companies that provide sea or air international passenger transport services, have the following duties:

I. To transmit information by electronically to the Migration Institute in terms of law, these Regulations and other applicable legal provisions;

V. To abstain to transport minors that are pretending to leave the country without previously checked that have passport or id and travel document, valid under international law, and traveling with some who has on them parental authority or guardianship.

In terms of civil law, in case of children, adolescents or people under legal guardianship, accompanied by a third adult or traveling alone, must present document issued by a public notary or another authorities with those faculties; the document have to contain the authorization to leave the country granted by both parents or those who has the parental authority or guardianship over them. In case of document issued abroad, must be legalized or apostilled as applicable, with translation to Spanish in case that the document is another language.

Duties about Transfer passenger information to National Migration Institute INM (Instituto Nacional de Migración) and Customs Services SAT (Servicio de Administración Tributaria)

According to Mexican Law for international flights, airlines that provide sea or air international passenger transport services must transmit passenger and crew information by electronically to National Migration Institute INM (Instituto Nacional de Migración) and Customs Services SAT (Servicio de Administración Tributaria)

Ref: Migration Law Arts. 46 and 157, Rules of Migration Law Arts. 42, 43, 44 and 45, Custom Law Arts. 7 and 184, and Rules of Custom Law Art. 5.

Infants

Infants are children two or younger who must travel under an adult's care without the right to a seat or free luggage. Infants less than 7 days old are not allowed onboard. The same policy applies for any additional infants that may be traveling.

Policies

If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure the Warsaw Convention may be applicable and the Convention governs and in most cases limits the liability of carriers for death or personal injury and in respect of loss of or damage to baggage. See also notices headed "Advice to international Passengers on Limitation of Liability" and "Notice of Baggage Liability Limitations".

Privacy Notice

The Transportation Security Administration (TSA) requires you to provide your full name, date of birth, and gender for the purpose of watch list screening, under the authority of 49 U.S.C. section 114, the Intelligence Reform and Terrorism Prevention Act of 2004 and 49

C.F.R parts 1540 and 1560. You may also provide your Redress Number, if available. Failure to provide your full name, date of birth, and gender may result in denial of transport or denial of authority to enter the boarding area. TSA may share information you provide with law enforcement or intelligence agencies or others under its published system of records notice. For more on TSA privacy policies, or to review the system of records notice and the privacy impact assessment, please see the TSA Web site at www.tsa.gov

Conditions of Ticket

As used in this contract "ticket" means this passenger ticket and baggage check, or this itinerary/receipt if applicable, in the case of an electronic ticket, of which these conditions and the notices form part, "carriage" is equivalent to "transportation" , "carrier" means all air carriers that carry or undertake to carry the passenger or his baggage hereunder or perform any other service incidental to such air carriage, "electronic ticket" means the Itinerary/Receipt issued by or on behalf of Carrier, the Electronic Coupons and, if applicable, a boarding document. "WARSAW Convention" means the Convention for the Unification of Certain Rules Relating to international Carriage by Air signed at Warsaw, 12th October 1929, or that Convention as amended at The Hague, 28th September 1955, whichever may be applicable.

Carriage hereunder is subject to the rules and limitations relating to liability established by the Warsaw Convention unless such carriage is not "International carriage" as defined by that Convention.

To the extent not in conflict with the foregoing carriage and other services performed by each carrier are subject to: (I) Provision contained in this ticket, (II) Applicable tariffs, (III) Carrier's conditions of carriage and related regulations which are made part hereof (and are available on application at the offices of carrier), except in transportation between a place in the United States or Canada and any place outside thereof to which tariffs in force in those countries apply.

Carrier's name may be abbreviated in the ticket, the full name and its abbreviation being set forth in carrier's tariffs, conditions of carriage, regulations or timetables; carrier's address shall be the airport of departure shown apposite the first abbreviation of carrier's name in the tickets; the agreed stopping places are those places set forth in this ticket or as shown in carrier's timetables as scheduled stopping places on the passenger's route; carriage to be performed hereunder by several successive carriers is regarded as a single operation.

An air carrier issuing a ticket for carriage over the lines of another air carrier does so only as its Agent.

Any exclusion or limitation of liability of carrier shall apply to and be for the benefit of agents, servants and representatives of carrier and any person whose aircraft is used by carrier for carriage and its agents, servants and representatives.

Checked baggage will be delivered to bearer of the baggage check. In case of damage to baggage moving in international transportation complaint must be made in writing to carrier forthwith after discovery of damage and, at the latest, within seven days from receipt; in case of delay, complaint must be made within 21 days from date the baggage was delivered. See tariffs or conditions of carriage regarding non-international transportation.

This ticket is good for carriage for one year from date of issue, except as otherwise provided in this ticket, in carrier's tariffs, conditions of carriage, or related regulations. The fare for carriage hereunder is subject to change prior commencement of carriage. Carrier may refuse transportation if the applicable fare has not been paid.

Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch. Times shown in timetables or elsewhere are not guaranteed and form no part of this contract. Carrier may substitute alternate carriers or aircraft and, if required by applicable law, shall notify the passenger of the new carriers or aircraft. Carrier may after or omit stopping places shown on the ticket in case of necessity. Schedules are subject to change without notice. Carrier assumes no responsibility for making connection.

Passenger shall comply with Government travel requirements, present exit, entry and other required documents and arrive at airport by time fixed by carrier or, if not time is fixed, early enough to complete departure procedures.

THE FOLLOWING RULES APPLY FOR TRAVEL EXCLUSIVELY BETWEEN TWO OR MORE POINTS IN THE MEXICAN REPUBLIC APPLICATION OF RULES ISSUED BY THE SECRETARIA DE COMUNICACIONES Y TRANSPORTES

Tickets

All tickets are personal and not transferable. The passenger's identification may be required and inclusive the ticket may be retrieved if it is used by another person, or if it has been altered, scratched or corrected. This ticket must be presented with the flight coupon or coupons still attached to the passenger coupon.

Charges for unused reservation

Please check with issuing carrier or the travel agency.

Children

Each adult is entitled to be accompanied by an infant of less than two years of age, under such adult's care, free of charge without such infant having a right to a seat. If such adult passenger travels accompanied by more than one infant, as well as with children of more than two years but less than 12 years they must pay the applicable fare and shall be entitled to occupy a seat on the flight and baggage allowance for each child, any excess baggage will be estimated based on an adult fare. For more information in regards to

fares and baggage allowance for infants, request the information from the airline or travel agency.

Cancellation

The airline may cancel a flight or a reservation without prior notice, without any future obligation but to refund the value of the unused portion of the ticket. long as the cancellation is for reasons attributable to the company.

Check-in time

The passenger must present himself to the ticket counter of the airline 45 minutes before the scheduled departure time for domestic flights and 2 hours for international flights. The flight will be closed 30 minutes before departure. The airline shall have no responsibility towards any passenger who does not fulfill this requirement, excepting only the obligation to reimburse the proportional part of the amount paid for the tickets pursuant to the "unused reservation clause" of this ticket.

Fares

The applicable fares will be the ones in effect at the beginning of the trip. There are promotional fares that are registered with the Secretaria de Comunicaciones y Transportes with restrictions such as non refundable, restricted periods, etc. Always request information in regards to the fare you have purchased.

Prohibitions

Only passengers with special permit form from the Secretaria de Comunicaciones y Transportes or from the Secretaria de la Defensa Nacional are allowed to transport firearms, ammunition, explosives and articles that due to their inhered nature are dangerous or objects which their transportation is against any laws in force in the Mexican republic or in any State that it is required to fly to, or objects likely to place in danger or harm the aircraft or to the passengers or the cargo.

Liability Regulation

Transportation under this ticket is subject to the legal norms that regulate the Air Transport in Mexico, as established by the "Ley de Aviacion Civil" and by liability regulations established by the "Ley de Vias Generales de Comunicacion". The fares and applicable rules are an integral part of this ticket and are made available at the passenger's request for this review at the issuing airline offices.