

Important Notice to passengers who travel to USA

About your Name and Birthdate

Date of birth is needed for passengers: child and infant. Under the Secure Flight program (TSA), passengers making a reservation are required to provide their full name (as it appears on the travel document/passport), gender and date of birth.

Privacy Policy

The Transportation Security Administration (TSA) requires you to provide your full name, date of birth, entire passport number 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, or if you provide false information 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.

Carry-on baggage on domestic and international flights

Carry-on luggage is strictly limited to one item and is the sole responsibility of the passenger.

In addition to a briefcase, handbag or lap top computer, passengers are allowed to take onboard one piece of carry-on luggage not exceeding the next dimensions and weight:

| AIRCRAFT | DIMENSIONS | MAX WEIGHT |
|-----------------|--|-------------------|
| ATR-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-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 - Baggage allowance per passenger

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 free baggage allowance, including accompanied or unaccompanied minors.

Passengers connecting from another airline should check the applicable policy of the originating airline.

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").

Excess baggage charges

Domestic routes

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

International routes

It will be charged USD \$25 for each kilogram (2 lbs.) From kilogram 24 (52 lbs) on the first baggage case and up to 45 kilograms (99 lbs) and USD \$ 100.00 including taxes for the second documented case by the first 22 kgs. (48 lbs.) from 23 kilograms (50 lbs.) Will be charged USD \$25 for each kilogram (2 lbs.) additional up to 45 kilograms (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.

Long Tarmac delay plan

Aeromar is committed to providing quality service to our passengers on every flight.

The Contingency Plan (Aeromar's Plan) for extended tarmac delays in United States airports describes how Aeromar will act in case of lengthy delays. Such contingency plan applies to flights to and from the United States, according to regulations issued by the United States Department of Transportation (DOT). For more information please refer to this link.

Administrative charges for additional services

All charges are shown in Mexican Pesos (MXN), additional taxes apply:

ConceptAmount

*Unaccompanied minor\$522 MXN including taxes

*Minimum charge for flight/date change (refer to this table) \$232 MXN including taxes

*Ticket exchange\$232 MXN including taxes

*Ticket refund\$232 MXN including taxes

*Ticket issue\$290 MXN including taxes

*For code share flights with United Airlines, please see the charges that apply by accessing this link. International Aeromar's flights are not in code shared.

Form of payment

To purchase tickets at our counters at the airports of McAllen, payments are not received in cash or check, can only be made with VISA and MasterCard credit cards.

Customer Service Plan

In Aeromar, our priority is to make every flight a unique and comfortable experience for our passengers, under the highest quality service.

The implementation of our Customer Service Plan applies to all international flights to and from the USA and it conforms the following points:

Handling Customers Issues

If passengers have any comments or suggestions regarding our services or products, they can send an e-mail to calidad.servicio@aeromar.com.mx. This is the only official communication channel to receive customers' feedback. Social networks are not an official channel to receive comments or suggestions. We will acknowledge of receipt and we will send a written response within 8 days of receiving the first e-mail.

Notifying Customers of any delays, flight cancellations or known reroutes.

We will advise Customers of any changes in their itinerary and will do our best effort to contact them via contact information which was provided by them during reservation for any changes to flight schedules after booking.

This include flights to and from the United States of America within 30 minutes after becoming aware of a flight cancellation, a flight delay of 30 minutes or more from the original itinerary or any know reroutes.

We may use one or several ways to communicate this information, such as: providing information at the boarding gate assigned to the flight, on our counters at the airport, by request at our Call Center, on social networks such as Facebook and Twitter and on our website.

Baggage delivery

It is our responsibility to deliver passengers' checked baggage on time. However, if checked baggage is delayed, we will make every reasonable effort to deliver them within 48 hours. Returning baggage may take longer due to flight frequency or Customs & Immigration procedures at the destination airport.

In case of an event, Aeromar will attempt to contact customers whose unclaimed checked baggage contains contact information.

If baggage is lost, we will compensate if eligible and based on conditions of contract.

Allowing reservations to be canceled for a certain period after purchase

We kindly remind you that in compliance with the regulations set forth by the United States Department of Transportation, all passengers who purchase a ticket traveling to or from the United States are entitled to a full refund of their ticket up until 24 hours after its purchase, provided however that the purchase is made at least 7 (seven) days prior to the departure date. This warranty does not apply to domestic flights within Mexico. It only applies when you book a reservation through our Call Center, our websites (Aeromar.com.mx or Aeromar.us), at our ticket counters or city ticket offices.

Prompt ticket refunds

In order to request a refund simply help us by sending the following information to: laura.vite@aeromar.com.mx y violeta.rojas@aeromar.com.mx

Passenger first and last name (As it appears in your passenger receipt).

The form of payment used (If credit or debit card used, please provide the full name of the credit card holder and the full number of the credit card used as well as the name of the issuing bank).

The complete 13 digits of your ticket number. All Aeromar tickets start with 942, otherwise your ticket belongs to another airline and the refund will not be processed by us.

Your original date of travel as well as the departure city and arrival destination as appears in your passenger receipt.

Your six letter reservation or PNR code.

Contact information (phone number including country and area code and alternative e-mail address)

Thereafter Aeromar will determine the eligibility of the requested reimbursement and the available issuing options. Please note that the ticket will be refunded to the original form of payment. Refunds will be made in a period of 20 days after the refund request has been approved. In those cases when our representative need additional information we will get in contact with you. Requests for reimbursement should be made individually for each ticket within a reservation. Please bear in mind that as part of the refund process you must first cancel the reservation of the passenger applying for such refund. This can be done through our reservations call center by dialing (55) 5133 1111 in Mexico City, 01800 6627 237 within the Mexican Republic and 1 855 237 6627 from the United States of America.

Refunds attention

Service Hours, Mexico City:

Monday to Friday 9:00 am – 06:00 pm

Postal mail

Transportes Aeromar S.A. C.V.

Departamento de Ingresos.

Área Reembolsos

Hangar 1 Zona D

Colonia Federal

15620, Venustiano Carranza

México, D.F.

Meet customers' essential needs during lengthy tarmac delays

Due to extended tarmac delays, a plan has been implemented which applies to international flights to and from the United States of America.

The plan ensures that we meet essential needs as the ones described below:

Aeromar will provide clean lavatory facilities.

Provide adequate medical assistance if necessary.

Aeromar will provide snacks and water no later than two hours after the aircraft leaves the gate (in the case of departure) or touches down (in the case of arrival) if the aircraft remains on the tarmac, unless the pilot in command determines that providing this service would affect the security of the operation.

For more information, read the full Long Tarmac Delay Plan which can be found in our website.

Treat passengers fairly and consistently in the case of oversales and denied boarding

In case of an extraordinary event in any of our international flights, we will provide information at airports about our policies and procedures for handling situations when all ticketed customers cannot be accommodated on a flight. It also can occur when restrictions apply to operating a particular flight safely (such as aircraft weight limits). If a situation occurs, and are eligible, you will generally be entitled to compensation and transportation on a subsequent or alternative flight. Please be aware that you may be

denied for boarding without compensation if you do not check in on time or do not meet certain other requirements.

Customers with disabilities

Aeromar provides its passengers with all the assistance possible in a professional and courteous manner. We offer a variety of services to such passengers; services have to be requested at our Call Center prior to departure.

Advise about lowest available fares

Offered at our websites (Aeromar.com.mx and Aeromar.us), based on availability. May be available based on date, flight number and class of service. Can also be eligible based on the flexibility of the passengers' schedule.

Travel policies and itinerary

Upon completing your reservation or ticket purchase, we will provide you with the confirmation and information of your itinerary, information regarding Terms and Conditions that apply, information on service fees and excess baggage charges, as well as important information for our passengers on international flights to and from the United States of America.

The following Aeromar personnel can be contacted in case of assistance.

All Seasons at system level:

Samuel Ayala Fabian | samuel.ayala@aeromar.com.mx

Patricia Rosas Sánchez | patricia.rosas@aeromar.com.mx

Airports:

AICM

Guillermo Jiménez | guillermo.jimenez@aeromar.com.mx

McAllen, TX

Debbie Hinojosa | debbie.hinojosa@aeromar.com.mx