

AEROMEXICO ADJUSTS ITS OPERATIONS DUE THE COVID-19 OUTBREAK

Mexico City, April 26, 2020.- For Aeromexico, the safety of its clients and employees is a top priority, so we will continue to implement preventive measures and adjust our operations.

It is important to note that the situation is evolving rapidly, meaning our network adjustments are continually changing. We will continue to reflect these changes in Aeromexico official channels.

The adjustments due to the closing of borders and the reduction in demand are as follows:

ASIA	
Seoul (ICN)	Suspended until April 30. Operations will resume on May 2 with 2 frequencies per week.
Tokyo (NRT)	Reduced to 2 frequencies per week through May 31.

CANADA	
Vancouver (YVR)	Suspended until April 30. Operations will resume on May 1 with 1 frequency per week. Increases to 2 frequencies per week from May 7 to May 31.
Montreal (YUL) and Toronto (YYZ)	Suspended until May 31. Operations will resume on June 1.

CARIBBEAN	
Havana (HAV), Santo Domingo (SDQ)	Suspended until May 31. Operations will resume on June 1.

CENTRAL AMERICA	
Guatemala (GUA)	Suspended until April 30. Operations will resume on May 1 with 1 frequency per week.
San Jose (SJO)	Suspended until May 15. Operations will resume on May 16 with 2 frequencies per week.
Managua (MGA), San Pedro Sula (SAP), and San Salvador (SAL)	Suspended until May 31. Operations will resume on June 1.

Panama (PTY)	Cancelled. No resumption.
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EUROPE	
Amsterdam (AMS), Paris (CDG)	Reduced to 1 frequency per week through May 13. Increases to 2 frequencies per week from May 14 through May 31.
Barcelona (BCN)	Suspended until May 31. Operations will resume on June 1.
London (LHR)	Suspended until May 31. Operations will resume on June 1.
Madrid (MAD)	Suspended until April 30. Operations will resume on May 1 with 1 frequency per week. Increases to 2 frequencies per week from May 14 through May 31.

SOUTH AMERICA	
Lima (LIM)	Suspended until April 30. Operations will resume on May 1 with 2 frequencies per week. Increases to 5 frequencies per week from May 15 to May 31.
Sao Paulo (GRU)	Suspended until April 30. Operations will resume on May 1 with 1 frequency per week.
Bogota (BOG), Buenos Aires (EZE), Medellin (MDE), Quito (UIO) and Santiago de Chile (SCL)	Suspended until May 31. Operations will resume on June 1.

UNITED STATES	
Departing from Mexico City	
Austin (AUS), Dallas/Ft Worth (DFW), Denver (DEN), Las Vegas (LAS), Miami (MIA), Orlando (MCO), San Antonio (SAT), San Francisco (SFO), and Seattle (SEA)	Suspended until May 31. Operations will resume on June 1.
Houston (IAH)	Suspended until May 14. Operations will resume on May 15 with 4 frequencies per week.
New York (JFK)	Suspended April 27 through May 15. Operations will resume on May 16 with 3 frequencies per week.
Los Angeles (LAX)	Reduced to 3 frequencies per week until May 31.
Chicago (ORD)	Suspended April 27 through May 31. Operations will resume on June 1.

Departing from Monterrey	
Detroit (DTW), New York (JFK), Las Vegas (LAS), and Los Angeles (LAX)	Suspended until May 31. Operations will resume on June 1.

Departing from Guadalajara	
Los Angeles (LAX), San Francisco (SFO), Fresno (FAT) and Chicago (ORD)	Suspended until May 31. Operations will resume on June 1.
Salt Lake City (SLC)	Reduced to 5 weekly frequencies until May 31.
Sacramento (SMF)	Maintaining 3 weekly frequencies

Departing from Leon	
Detroit (DTW)	Suspended until May 31. Operations will resume on June 1.

Departing from Queretaro	
Detroit (DTW)	Suspended until May 31. Operations will resume on June 1.

Adjustments in domestic operation are as follows (until **May 31**):

Departing from Mexico City	
Durango, Los Cabos, Los Mochis, Minatitlan, and Puerto Vallarta	3 frequencies per week
Campeche and La Paz	4 frequencies per week
Ciudad Obregon, Ciudad del Carmen, Mexicali, Mazatlan and Reynosa	5 frequencies per week
Culiacan, Tampico, Torreon, and Veracruz	6 frequencies per week
Ciudad Juarez, Oaxaca, Tapachula, and Tuxtla Gutierrez	7 frequencies per week
Merida	11 frequencies per week
Chihuahua, Hermosillo, Tijuana, and Villahermosa	12 frequencies per week
Cancun and Guadalajara	13 frequencies per week
Monterrey	17 frequencies per week

Acapulco*, Aguascalientes, Huatulco*, Ixtapa*, León, Manzanillo, Matamoros, Morelia, Nuevo Laredo, Queretaro, San Luis Potosi, and Zacatecas	Suspended
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Departing from Monterrey	
Mexico City	17 frequencies per week
Cancun, Chihuahua, Guadalajara*, Hermosillo, Leon, Puebla, Queretaro, and San Luis Potosi	Suspended

Departing from Guadalajara	
Mexico City	17 frequencies per week
Monterrey*	Suspended

*Last flight on April 26

Aeromexico continues implementing the following:

- The flexibility travel waivers for making flight changes can be found in the following link: [\[Travel Waivers\]](#)
- Priority at Call Center to customers who have their flight within the next 72 hours. If the trip is not in the upcoming days, we ask you to call later. If the call is after the scheduled date of travel, the value of the ticket will not be lost nor there a charge for "no show".
- Form on our website for clients who wish to fly after the next 72 hours, on which they will fill in their details and the Call Center will contact them as soon as possible to efficiently make the modifications.
- Protocols and preventive hygiene measures implemented. [\[Aeromexico, cleaning protocols\]](#)
- Overall preventive measures and links to official pages of health institutions. [\[Safety Precautions: COVID-19\]](#)

Aeromexico thanks our clients for their patience and preference.