

AEROMEXICO

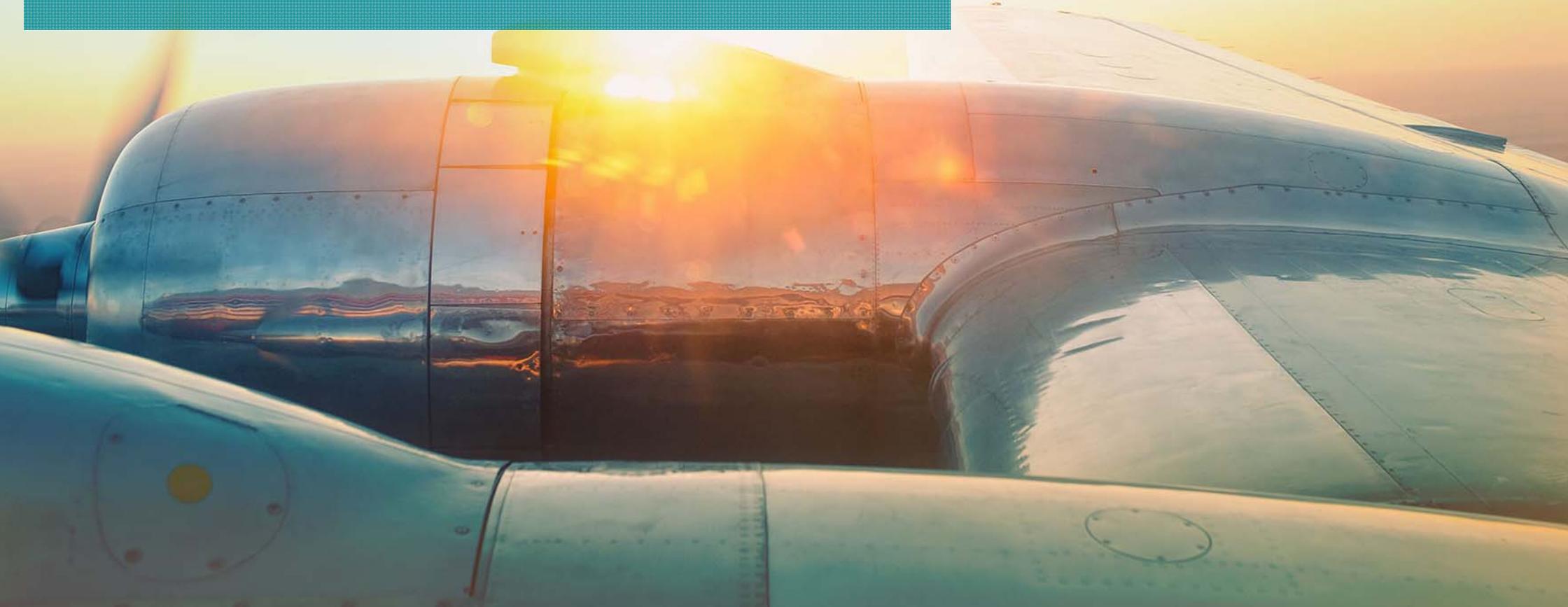


MEXICO'S GLOBAL AIRLINE



ABOUT US

- **Aeronaves de México** was founded in 1934 by **Mr. Antonio Díaz Lombardo**
- In **1988**, we were renamed **Aerovías de México, S. A. de C. V.** with **35** aircraft and **3,500** employees.
- In 2000, we became part of the **International Air Transportation Corporation (CINTRA)**.
- Today we have **13,000** employees around the world who help us serve the more than **600** daily flights we operate to **84** destinations in three continents, with a fleet including more than **120** aircraft that are **eight** years old, on average.





**Grupo
AEROMEXICO.**



AEROMEXICO. SKYTEAM



AEROMEXICO.
connect



AEROMEXICO.
cargo



AEROMEXICO.
capacitación



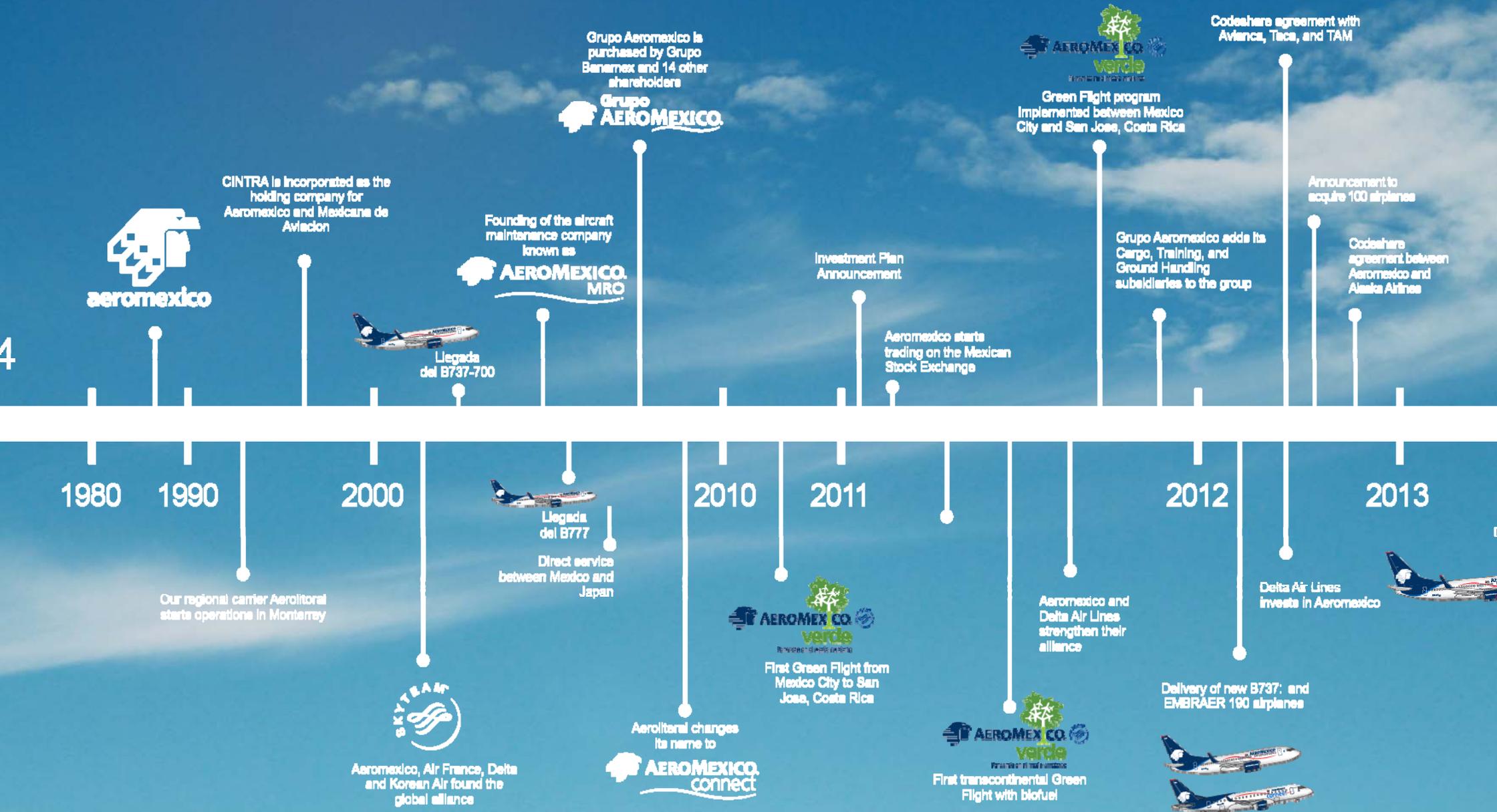
AEROMEXICO.
MRO



AEROMEXICO.
servicios

CLASE PREMIER
 **AEROMEXICO.**

AEROMEXICO THROUGH THE YEARS



As Mexico's global airline, we are proud to offer more and better destinations, one of the most modern fleets in the world, and high quality service to enhance our customers' travel experience.



AWARDS

“Best Mexican Airline” from Food & Travel Reader
In 2014; this magazine is one of the most respected in the international travel industry.

“Best In-flight Technology” from Latin Trade magazine for services offered on board Aeromexico’s Boeing 787 Dreamliner.

Ranked **one of the top 25 brands in Latin America for its stability and financial health** by global brand consultancy firm Interbrand.
Aeromexico was ranked 16 among all participating companies, coming in above leading consumer companies in Mexico.

According to OAG Schedules Analysers, a leader in the latest information on the aviation industry, Aeromexico is the airline offering the largest number of flights from any hub in Latin America.

AWARDS

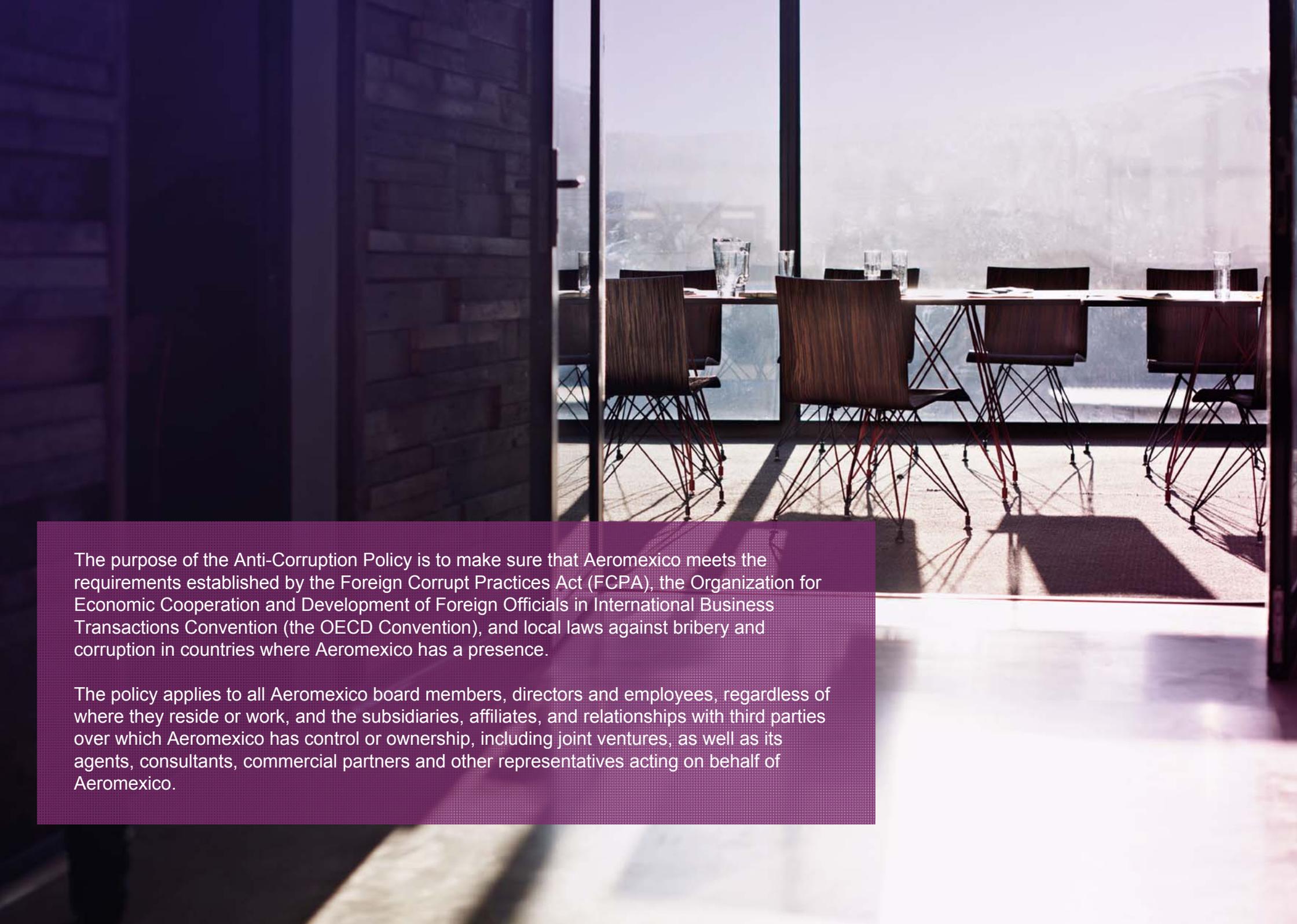
For the fifth year in a row, recognized with the **Corporate Social Responsibility Award** from the Mexican Center for Philanthropy (CEMEFI).

First airline in Mexico listed on the the Mexican Stock Exchange's sustainable CPI.

“Best Airline in Mexico” from **Global Traveler** for the sixth year in a row.

ANTI-CORRUPTION POLICY



A photograph of a modern dining or meeting area. A long, light-colored table is set with several chairs. The chairs have a dark, textured backrest and a metal frame. The table is set with water glasses and plates. The room is brightly lit by natural light coming from a large window in the background. The window offers a view of a cityscape with buildings and hills. The floor is a light, polished material that reflects the light and the shadows of the chairs and table. The overall atmosphere is clean, professional, and bright.

The purpose of the Anti-Corruption Policy is to make sure that Aeromexico meets the requirements established by the Foreign Corrupt Practices Act (FCPA), the Organization for Economic Cooperation and Development of Foreign Officials in International Business Transactions Convention (the OECD Convention), and local laws against bribery and corruption in countries where Aeromexico has a presence.

The policy applies to all Aeromexico board members, directors and employees, regardless of where they reside or work, and the subsidiaries, affiliates, and relationships with third parties over which Aeromexico has control or ownership, including joint ventures, as well as its agents, consultants, commercial partners and other representatives acting on behalf of Aeromexico.

**SKY
TEAM**



- Founding member of SkyTeam in 2000
- Global Airline Alliance with **20 international member airlines**
- Serves more than **552 million passengers** per year
- **15,400 daily departures** around the world
- Connections to more than **1,000 destinations** in **179 countries** worldwide
- More than **3,600 aircraft** and over 400,000 employees across the globe
- Frequent flyer programs to **earn and redeem** miles across **20 airlines**
- **516 Premium airport lounges** worldwide



UNIQUE SKYTEAM PRODUCTS

- Round the World Pass
- Go Africa Pass
- Visit South America Pass
- Go Europe Pass
- Go Asia Pass
- Go Greater China
- Go Mexico Pass

SkyTeam Elite and **Elite Plus** members have access to a greater number of benefits, to ensure a better travel experience.

CODESHARE FLIGHTS

Each airline has its own unique code (such as AM) that it uses, followed by a number to identify its flights. Codeshare means that an American customer buys the ticket with AM and travels on a flight operated by another carrier, or vice versa.

Aeromexico offers codeshare flights with its **SkyTeam** airline partners **Air Europa, Air France, Alitalia, CSA Czech Airlines, Delta, KLM** and **Korean Air**, and with other partners like **Aeromar, Alaska Airlines, Avianca, Copa Airlines, LAN Airlines (Chile and Peru),** and **TAM**.





**AEROMEXICO
DELTA
ALLIANCE**



AEROMEXICO-DELTA

- Delta Air Lines invested **USD \$65 million in Grupo Aeromexico**, for a 4.17% stake in the airline
- The extensive route network served by both carriers allows passengers traveling for business or leisure between the United States, Mexico and Latin America to enjoy a streamlined travel experience. Together we serve more than **400 destinations around the world**
- Streamlined purchasing processes allow passengers to book their travel through to their final destinations
- Privileges for frequent flyers, preferential seat assignments, and earning and redeeming Premier Points and SkyMiles

Aeromexico offers 129 codeshare routes on Delta flights

Domestic flights in the United States: **75**

Mexico-United States: **45**

Europe: **7**

Canada: **2**

Delta Air Lines offers 76 codeshare routes on Aeromexico flights

Domestic flights in Mexico: **49**

Mexico-United States: **27**



AEROMEXICO



DELTA



A large commercial airplane is shown from a top-down perspective, flying across a clear sky. Below the plane, a beach scene is visible with tall grasses in the foreground and the ocean in the distance. The sun is setting, creating a warm, golden glow over the water and sky. The overall color palette is a mix of blues, greens, and yellows.

GRUPO AEROMEXICO DESTINATIONS



INTERNATIONAL DESTINATIONS



- **16 destinations in the United States**, including Boston, Chicago, Dallas, Ft. Worth, Denver (seasonal), Fresno, Houston, Las Vegas, Los Angeles, Miami, New York City, Ontario, Orlando, Sacramento, Sacramento, San Antonio, San Francisco, and Washington, DC
- **16 destinations in major cities in Latin America**, such as Bogota and Medellin (Colombia), Buenos Aires (Argentina), Caracas (Venezuela), Guatemala (Guatemala), Havana (Cuba), Lima (Peru), Managua (Nicaragua), Panama City (Panama), Quito (Ecuador), San Jose (Costa Rica), San Pedro Sula (Honduras), San Salvador (El Salvador), Santiago (Chile), Santo Domingo (Dominican Republic), and Sao Paulo (Brazil)
- **Four destinations in Europe**: Amsterdam (Holland), London (UK), Madrid (Spain), and Paris (France)
- **Three destinations in Canada**: Montreal, Toronto, and Vancouver
- **Two cities in Asia**: Tokyo (Japan) and Shanghai (China), as the only Latin American carrier with direct service to those markets

- More than 110 daily flights to over 30 international destinations
- The only Latin American carrier serving Asia
- Direct service to the United States, Europe, Central and South America, Canada and the Caribbean
- More than 1,000 destinations in 179 countries through SkyTeam airline alliance

DESTINATIONS WITHIN MEXICO



46 domestic destinations including Acapulco, Aguascalientes, Campeche, Cancun, Chihuahua, Ciudad del Carmen, Ciudad Juarez, Ciudad Obregon, Cozumel*, Culiacan, Durango, Guadalajara, Hermosillo, Huatulco, La Paz, Leon, Los Cabos, Los Mochis, Manzanillo, Matamoros, Mazatlan, Merida, Mexicali, Mexico City, Minatitlan, Monterrey, Morelia, Nuevo Laredo, Oaxaca, Poza Rica, Puebla, Puerto Vallarta, Queretaro*, Reynosa, Saltillo, San Luis Potosi, Tampico, Tapachula, Tijuana, Toluca, Torreon, Tuxtla Gutierrez, Veracruz, Villahermosa, Zacatecas and Zihuatanejo*

**Starting October 1, 2016*

- More than 470 daily flights to 46 destinations in Mexico

NEW ROUTES IN 2016

SANTO DOMINGO



FOUR WEEKLY
FLIGHTS

AMSTERDAM

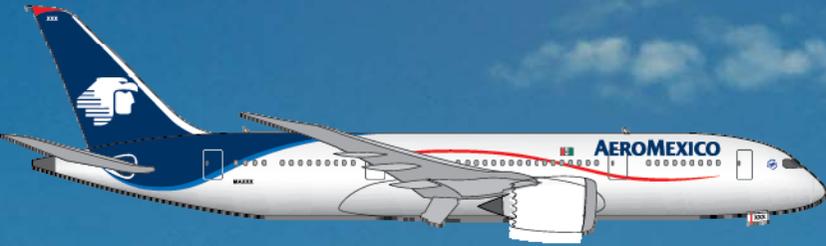
A vibrant landscape featuring a large field of tulips in various colors (red, purple, yellow, orange) in the foreground. In the middle ground, a traditional Dutch windmill stands on a grassy hill. The sky is blue with scattered white clouds.

THREE WEEKLY
FLIGHTS

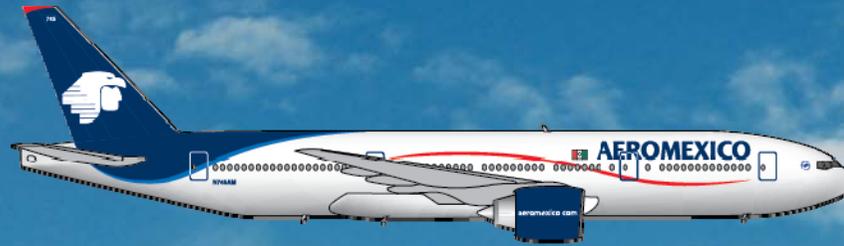
FLEET



FLEET



Boeing 787-8



Boeing 777-200



Boeing 767-300



Boeing 737-200



Boeing 737-800



Boeing 737-700



EMB 190



EMB 175



EMB 170



ERJ 145

The Aeromexico fleet has more Than **120** aircraft with an average age of 8 years, ensuring quality service and a firm commitment to safety

CABIN CONFIGURATIONS

The background image shows the interior of an airplane cabin. The seats are a vibrant blue with a textured pattern. The overhead storage bins are white and run along the top of the cabin. The lighting is soft and even, highlighting the clean and modern design of the aircraft's interior.

- 243 seats, 211 in Economy Class
- 30% larger windows with lighting system controlled with a button
- Smoother and quieter flight
- LED lighting for a balance between work and rest
- **Larger, easy-to-reach** overhead bins for carry-on baggage
- Excellent cabin pressurization and advanced air purification system for reduced fatigue
- **Environmentally responsible** – the most fuel efficient commercial airplane in the skies

787 DREAMLINER



787

DREAMLINER™

Aeromexico currently possesses the first **seven Boeing 787 Dreamliners** out of a total of 19. The Boeing 787 Dreamliner is considered one of the most modern airplanes in the world, offering:

- More legroom and space for carry-on baggage
- Sky Interiors LED Lighting
- Large and smart windows
- **Personal entertainment system with Individual touchscreens**, featuring music, movies, and a chat feature between seats
- **Moving Map technology**
- Environmentally friendly – **reduces CO₂ emissions by 20%** and reduces noise pollution considerably
- **Wi-Fi on board** as of May 2015

Aeromexico operates the routes from **Mexico City to Buenos Aires, London, Los Angeles, Madrid, New York City, Paris, and Tokyo** with these aircraft.

CLASE PREMIER



- 32 seats in the Aeromexico **Business Class** cabin
- **Flat bed seats** with 180 degrees of recline
- Individual **touchscreen** entertainment with messaging between seats, **Juke Box**, and **Moving Maps**
- **Amenities kit**
- **Exclusive menus** and complimentary **beverages**



SAFETY



AIR SAFETY



- We received the IATA Operational Safety Audit (IOSA) certificate in 2013, for the fifth year running, as the **first** airline in Mexico to receive this certification
- Member of the **International Society of Air Safety Investigators (ISASI)**
- Flight Data Monitoring within an **Integrated Safety Management System**, and Line Operational Safety Audits (LOSA)
- Member of the **Flight Safety Foundation (FSF)**

AIR SAFETY

A large commercial airplane is parked inside a vast hangar. The aircraft's tail features a blue and white logo with the letters 'CTG' above it. The hangar's interior is characterized by a complex network of steel beams and a corrugated metal roof. The scene is illuminated by overhead lights, creating a bright, industrial atmosphere. A semi-transparent teal box is overlaid on the right side of the image, containing a bulleted list of safety programs.

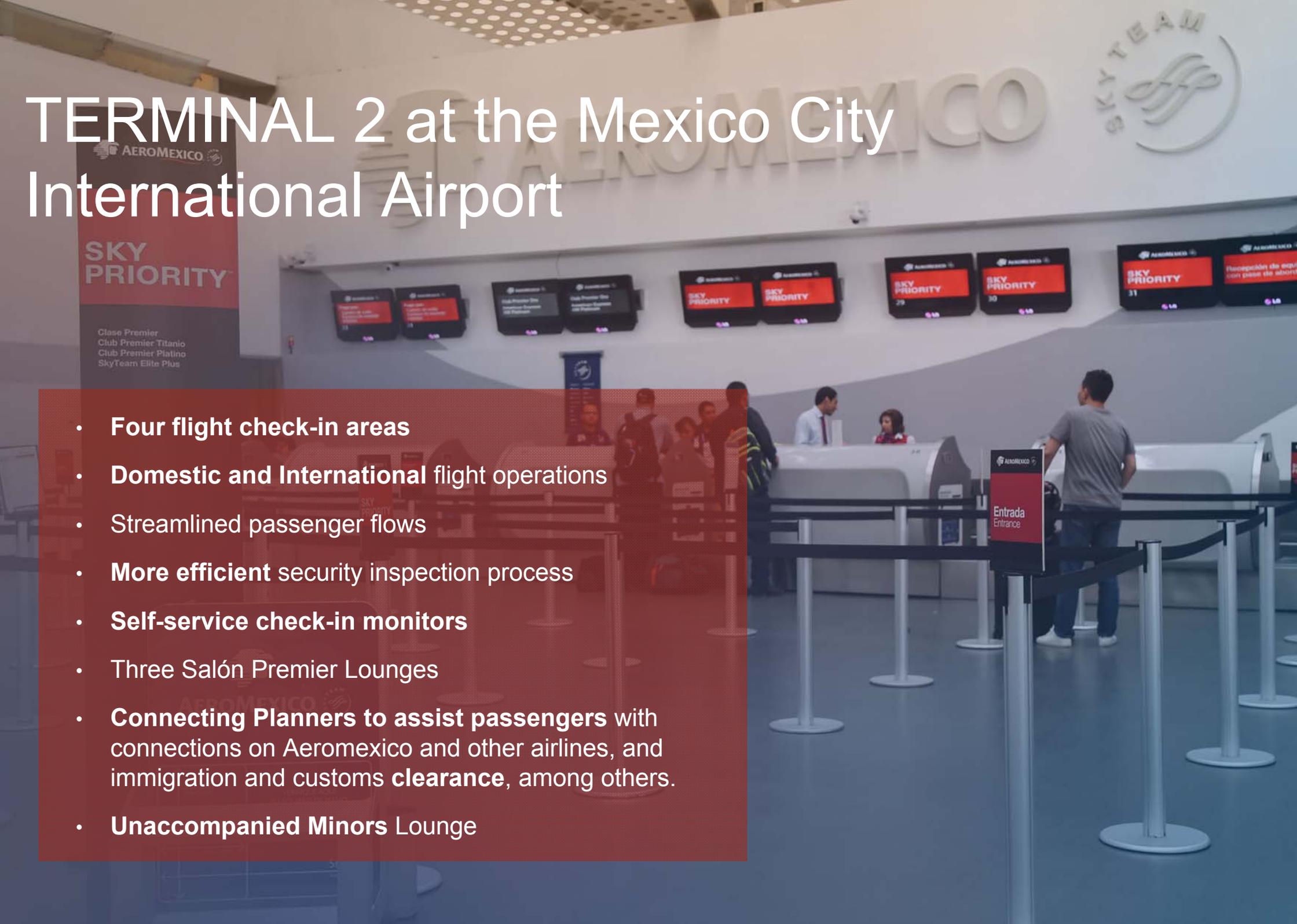
- **Immediate Response** Emergency Program
- **Continuous training** for all station personnel on Civil Airport Aviation Safety and **Emergency Response**
- Constant balance between safety and **productivity**
- The airplanes are equipped with **airborne collision avoidance systems** and **ground proximity warnings** and can record over 300 parameters to analyze and monitor data, and improve the performance of our flights

MODERN TERMINALS



TERMINAL 2 at the Mexico City International Airport

- **Four flight check-in areas**
- **Domestic and International flight operations**
- Streamlined passenger flows
- **More efficient** security inspection process
- **Self-service check-in monitors**
- Three Salón Premier Lounges
- **Connecting Planners to assist passengers** with connections on Aeromexico and other airlines, and immigration and customs clearance, among others.
- **Unaccompanied Minors Lounge**





MONTERREY HUB



MONTERREY HUB



Northern Mexico is now better connected with the routes, destinations and schedules that allow customers to better plan their business or leisure travels.

TERMINAL B at the Monterrey International Airport



- One of the most modern airports in North America with the capacity to serve up to **eight million passengers per year**
- Close to 300 daily flights to more than **35** domestic and international destinations
- **Commercial spaces**, such as brand name stores and restaurants, among others
- **Comfortable**, open and well-lit facilities
- Premium airport lounges featuring value-added products and services for **Premier** passengers

SALÓN PREMIER LOUNGES



SALÓN PREMIER LOUNGE BENEFITS



SALÓN PREMIER

- Complimentary beverages and snacks
- Wireless and wired Internet access
- Press Reader (application to read over 2,000 domestic and international newspapers and journals in 60 languages; available in Mexico City and Cancún)
- Newspapers and magazines
- Book loaning service
- Business Center
- Satellite TV
- Personal attention offered by Salón Premier Lounge customer service agents
- Conference rooms (T2 in Mexico City and Terminal B in Monterrey)
- Spa (at T2 in the Mexico City Domestic and International Lounges), for a fee
- Showers (T2 in the Mexico City International Lounge)

SALÓN PREMIER LOUNGE BENEFITS

Lounges featuring exclusive services and customer service that guarantee a unique experience for all members

Located in **major airports in Mexico**, including

- Cancun
- Chihuahua
- Ciudad Juarez
- Culiacan
- Guadalajara
- Merida
- Mexico City (Domestic and International terminals)
- Monterrey
- Tijuana
- Torreon



AMBROSIA GROUP

- Responsible for providing our customers with **personalized high-quality service**, with trained waiters who offer an innovative variety of food proposals

MORE PREMIER BENEFITS

- Passengers can enjoy the excellent services featured by our **Salón Premier Lounges** in Mexico and **the airport lounges we share with other carriers abroad**
- **More than 564 premier SkyTeam airport lounges** worldwide

CLASSE PREMIER





AEROMEXICO®



CLASE PREMIER

Offered on more than half of our fleet, the Aeromexico CLASE PREMIER cabin features unparalleled services for working or relaxing with the **highest levels of comfort possible**

- Once on board, passengers enjoy more ample seats and excellent service
- Travelers can earn up to **50%** more Premier Points on domestic flights and **100%** more on international flights by booking their flights to travel in the Clase Premier cabin
- Priority boarding
- Priority baggage handling
- Sky Priority **check-in counters**

AM PLUS





AM PLUS+

For travel in our Economy **Plus** section to enjoy the following great benefits

- Greater seat recline
- Priority baggage handling
- Priority boarding
- Premier check-in counters
- More space between seats
- Available for all flights
- Some on our domestic destinations featuring this service include Cancun, Guadalajara, Merida, Monterrey, and Tijuana
- Some of our international destinations offering this service include Bogota, Caracas, Chicago, Costa Rica, Lima, Los Angeles, Miami, Montreal, New York City, San Francisco, and Washington, DC

A photograph of an airplane cabin interior, showing rows of blue seats with patterned upholstery. The cabin is brightly lit, and the overhead bins are visible. The text "INFLIGHT SERVICES" is overlaid in large white letters on the left side of the image.

INFLIGHT SERVICES



We offer a wide variety of meals, breakfasts and snacks based on each **flight's schedule**, duration, route, and cabin type.

Morning flights

- Short flights: fresh bread and/or cookies
- Medium range flights: cold or hot breakfast, based on the flight schedule

Evening flights

- Short flights: snack services
- Medium range flights: cold or hot lunch or dinner, based on the flight schedule

Long-haul flights

- Two meal services that can include a combination of breakfast, lunch, dinner or snacks, based on local departure and arrival schedules and the flight's duration



CLASE PREMIER MENU



- Upon departure from **Mexico City** on **international long-haul destinations**, passengers are given menus describing the **inflight** meal service
- These menus are available in Chinese, English, French, Japanese, Portuguese, and Spanish
- The menus also feature a brief description of our red and white **wine** and **champagne** selections

OUR CHEFS

ENRIQUE OLVERA

Aeromexico offers inflight menus designed by Colectivo Mexicano, a group of chefs headed by globally-recognized chef Enrique Olvera, in the Clase Premier and Economy class cabins on flights to Europe, South America, and select destinations in the United States



OUR CHEFS

On our routes to Narita and Shanghai, we offer both Western and Eastern menus

• **EDMUND WONG MAN HO**

Renowned Chinese chef involved in the design of menus for the eastern route to Shanghai, in our Clase Premier and Economy class cabins

• **KAZU KUMOTO**

Renowned Japanese chef involved in the design of menus for the eastern route to Narita, in our Clase Premier and Economy class cabins



BAR SERVICE SCHEDULES

- For customers in the Clase Premier cabin, we offer a **Welcome Drink Service** consisting of juice and water for flights departing before 11 a.m. Champagne is also served in our **international flights** departing later in the day
- Aeromexico offers espresso coffee on all **long-haul** flights
- Complimentary beverages served in **both cabins**
- Bar service available in both cabins on flights **departing** after 11 a.m.
- **Clase Premier passengers** can special order drinks from the bar on flights departing after 10:30 a.m.

NON-ALCOHOLIC BEVERAGES

- Orange, tomato, and apple juice
- Low-fat and regular milk
- Soft drinks: Coca-Cola, Diet Coke, and Sprite
- Tonic and mineral water
- Bottled water

ALCOHOLIC BEVERAGES

- Heineken, Corona, Corona Light, and Tecate Light beers are served on all flights
- Service in the Clase Premier cabin also features Stella Artois on all flights, plus Sapporo on flights to Narita
- On domestic flights, we offer rum, tequila, whisky, and vodka, in addition table wines, port, brandy, cognac, and digestifs on our international flights



SPECIAL MEALS

Aeromexico offers complimentary special meals. Passengers can request these meals up to 24 hours before their flight's departure or when booking their flights

- Bland Diet (BLML)
- Children (CHML)
- Diabetic (DBML)
- Fruit (FPML)*
- Kosher
- Low cholesterol (LCML)
- Low fat (LFML)
- No salt (NSML)
- Seafood and Fish (SFML)
- Strict Vegetarian (VGML)
- Vegetarian Lacto-Ovo (VLML)

Children's Services

Passengers can order our Kids' Menu on Mexico City-Orlando flights up to 24 hours before departure or when booking their flights.



ONBOARD ENTERTAINMENT



ONBOARD ENTERTAINMENT

AVOD System

B787 / 800

B737-800, Except for Contigo

B777-200

Wi-Fi installed onboard four B787-8s in 2015
(Aircraft registrations AMX, AMR, 782AM, 783AM)

Wi-Fi in narrow cabin aircraft 737-800 2016 (Beginning May 15)
(Aircraft registrations 958AM, AMA, AMG, AMJ, AMK, AMM, AMN)

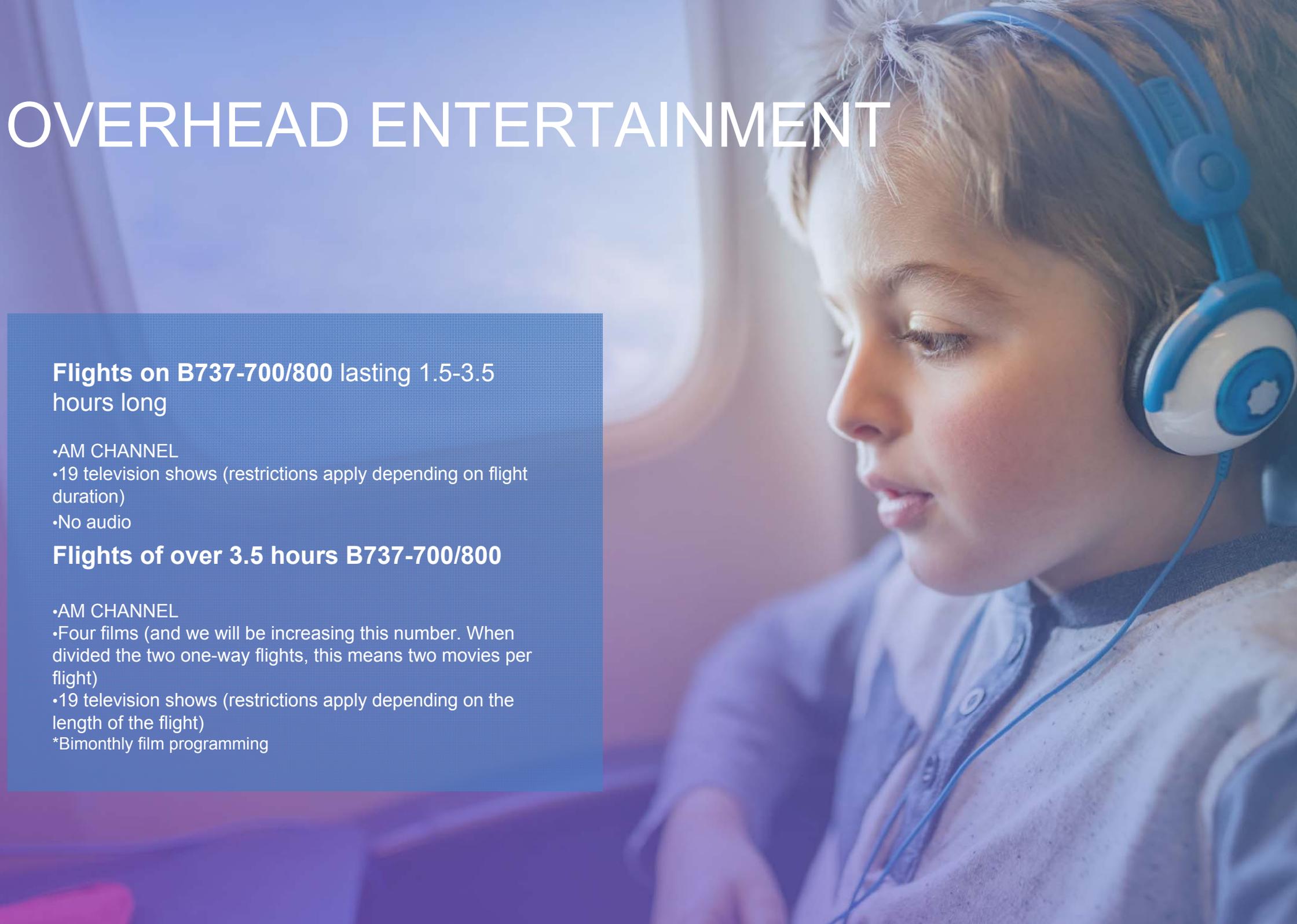
This is not a free service, passengers can purchase a pass for an hour or for the duration of the flight. The system is managed by our partners Panasonic and Gogo

AVOD CONTENT

- 12 New Release films
- More than 50 classic films
- 40 television shows (lifestyle, family, comedy, drama and sports)
- AM Channel

*Bimonthly programming

OVERHEAD ENTERTAINMENT

A young child with light-colored hair is shown in profile, wearing large blue and white headphones. The child is looking out of an airplane window, with soft light coming from the window. The background is slightly blurred, showing the interior of the airplane cabin.

Flights on B737-700/800 lasting 1.5-3.5 hours long

- AM CHANNEL
- 19 television shows (restrictions apply depending on flight duration)
- No audio

Flights of over 3.5 hours B737-700/800

- AM CHANNEL
- Four films (and we will be increasing this number. When divided the two one-way flights, this means two movies per flight)
- 19 television shows (restrictions apply depending on the length of the flight)
- *Bimonthly film programming

GOGO VISION ENTERTAINMENT AEROMEXICO STREAMING

Movie and TV viewing on personal electronic devices (PEDs)

Starting on April 4, 2016, passengers are able to use an app to download movies and TV series to watch during their flight at no cost

Content

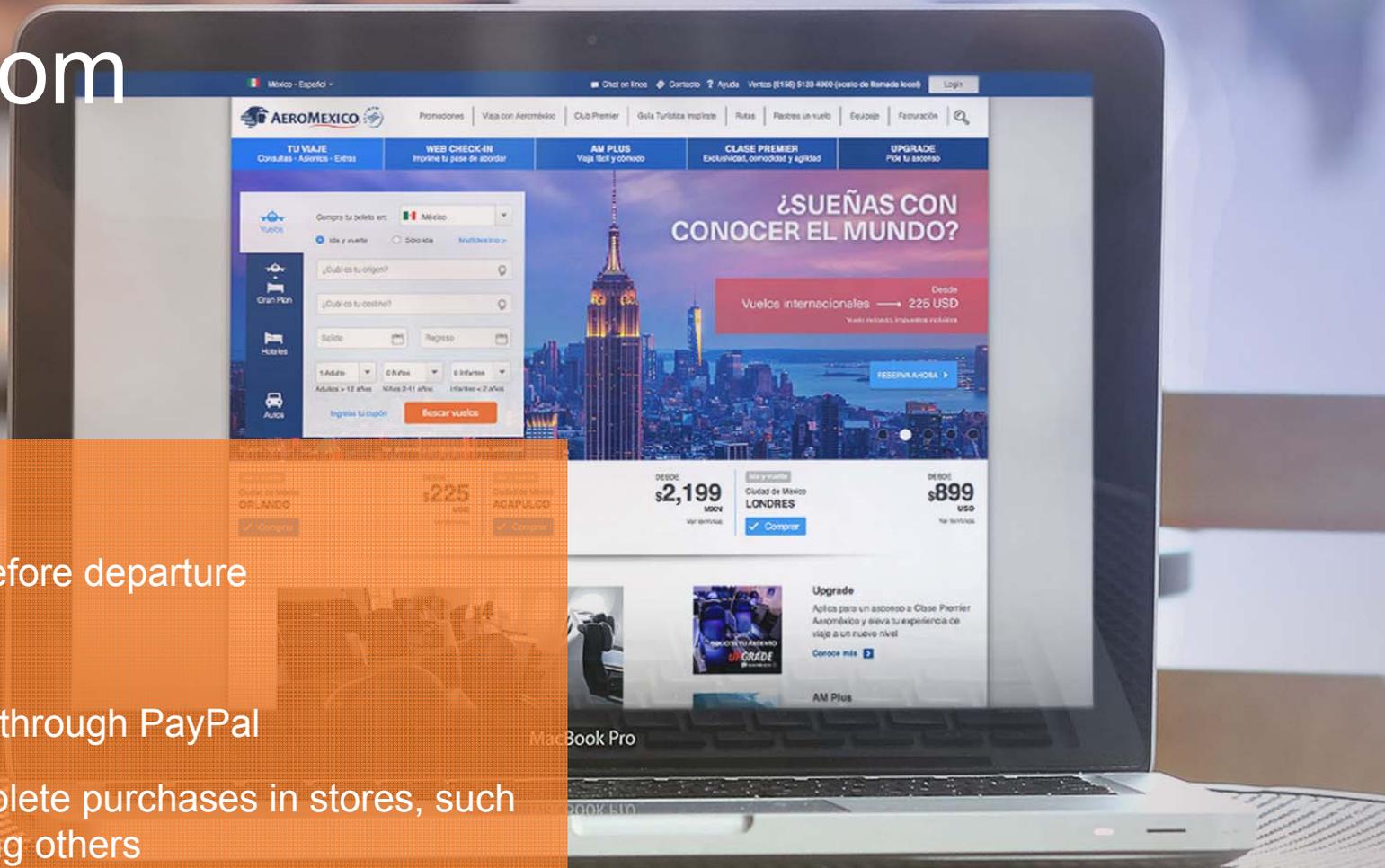
- **Movies**
- **TV series**



AEROMEXICO 3.0

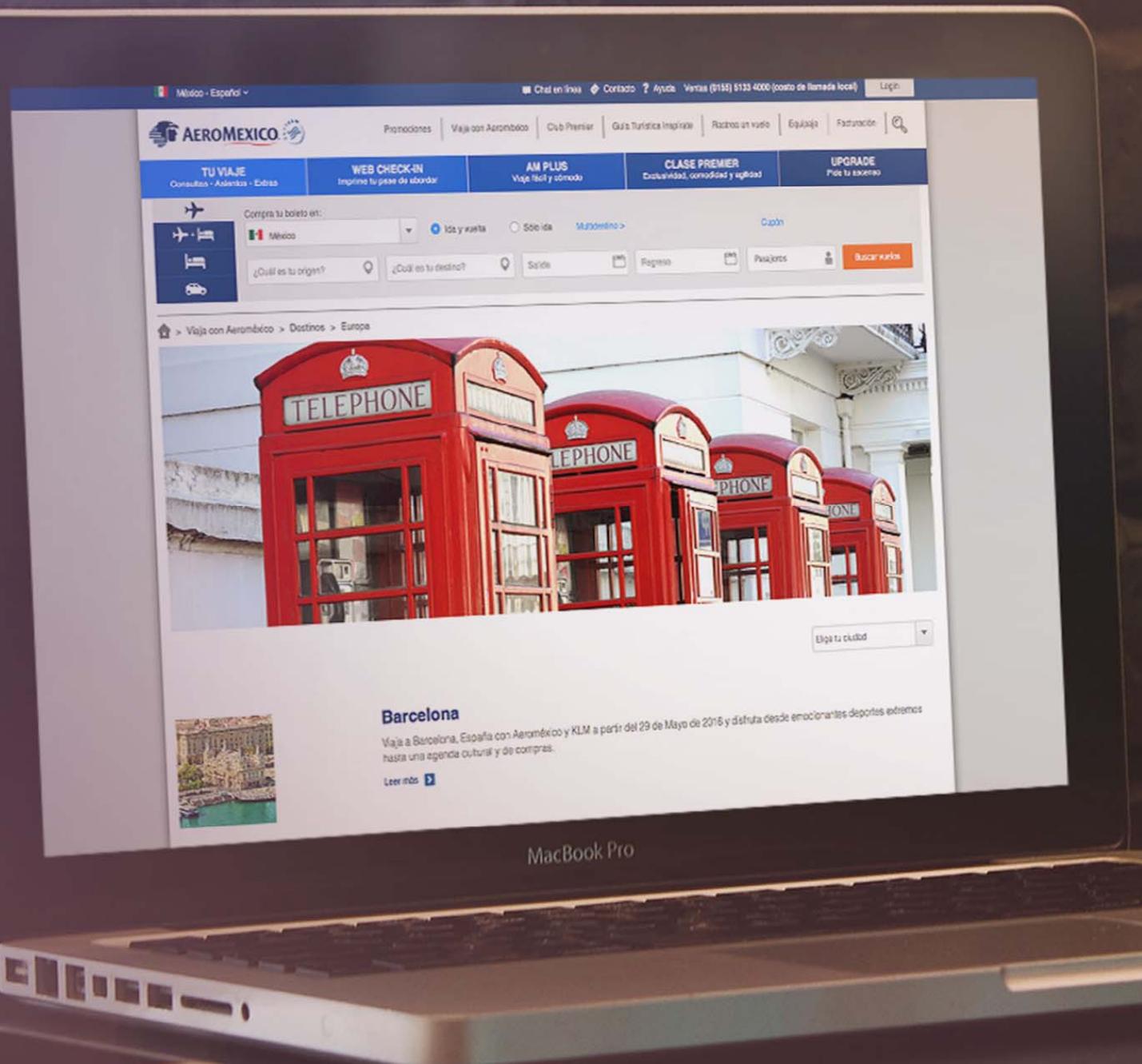


Aeromexico.com



Functions

- Reservations up to **24 hours** before departure
- Online purchase
- Credit and debit cards charged through PayPal
- Referenced payments** to complete purchases in stores, such as Sanborns and Soriana, among others
- Web Check-in**
- Invoice print outs
- Real-time schedule queries
- Flight tracking and status



26 Available Storefront

- Argentina - Spanish
- Brasil - Portuguese
- Canada - English
- Canada - French
- Chile - Spanish
- Colombia - Spanish
- Costa Rica - Spanish
- Ecuador - Spanish
- Spain - Spanish
- Europa - English
- France - French
- Guatemala - Spanish
- Honduras - Spanish
- Japan - Nihongo
- Mexico - Spanish
- Nicaragua - Spanish
- Panama - Spanish
- Holand -English
- Peru – Spanish
- Dominic Republic- Spanish
- El Salvador - Spanish
- United States- Spanish
- United States- English
- Grain Britain- English
- Venezuela - Spanish

WEB CHECK-IN

Select your seat and print your boarding pass:

- Between **48 hours** and up to **one hour** before your domestic flight departure
- Between **24 hours** and up to **one hour** before your international flight departure

Go straight to the boarding gate if you have no bags to check.



The advertisement features a woman in a grey dress holding a boarding pass, standing next to a suitcase. The background is a blurred airport terminal. The Aeromexico logo and website are in the top left. The main headline is in large white letters. Below it are three circular icons with instructions. At the bottom, there are two bullet points and a note about carry-on luggage.

 aeromexico.com

DOCUMENTA TU EQUIPAJE ANTES DE EMPACARLO

Entra a aeromexico.com o a nuestra app

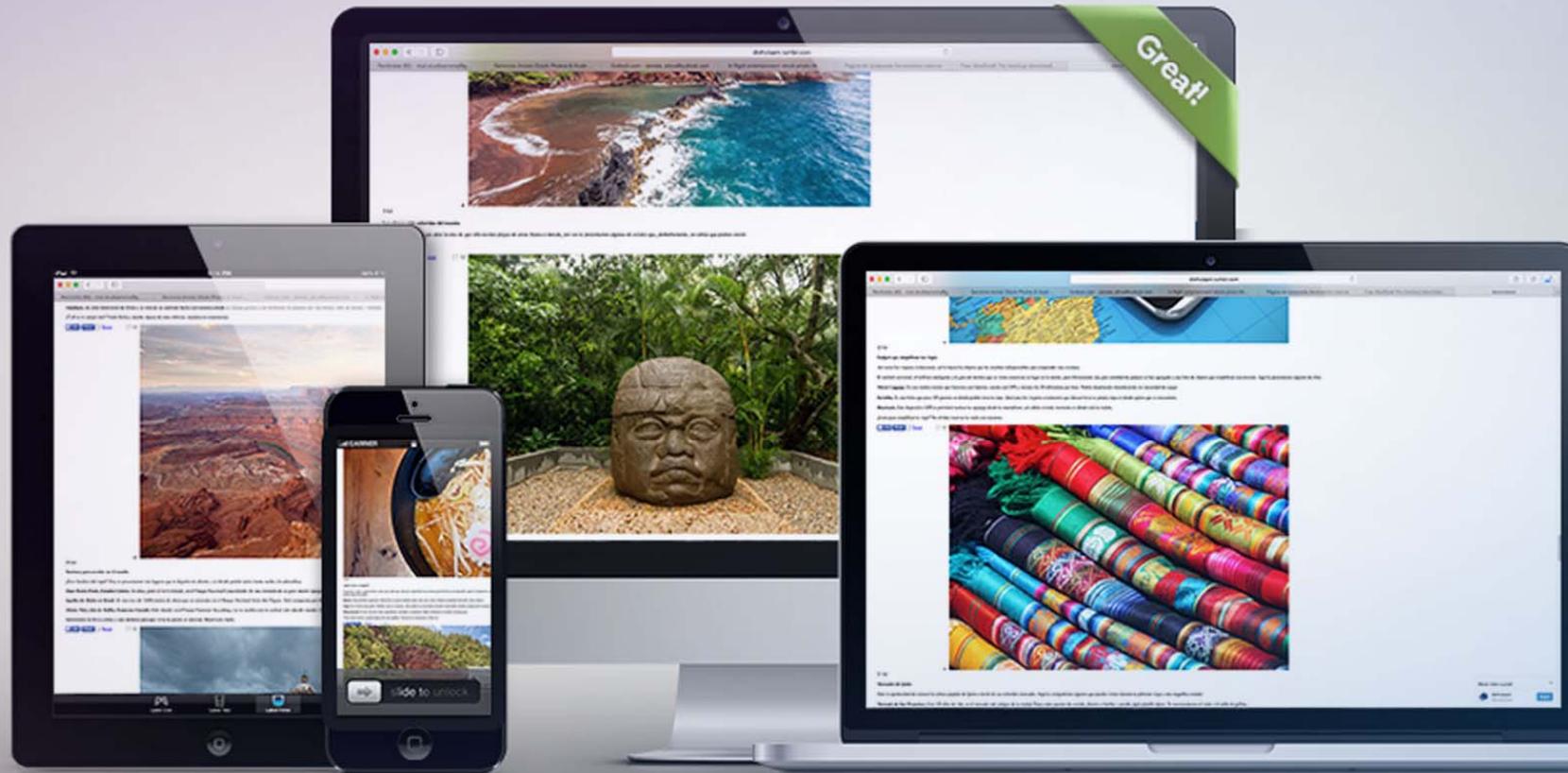
Selecciona tu asiento

Obten tu pase de abordar

- Desde **48 hasta 1 hr. antes** si tu vuelo es nacional
- Desde **24 hasra 1 hr. antes** si tu vuelo es internacional

Si sólo llevas equipaje de mano pasa directo a la sala de abordar.

TRAVEL INSPIRATION



- **Inspirate (Caminos in English)** is the official Aeromexico blog featuring **all the news, destinations and information** needed to create a truly unique experience when you travel with Aeromexico
- Visit aeromexico.com/en/about-us/latest-news/

Aeromexico 3.0



• Aeromexico



• Aeromexico



• Aeromexico



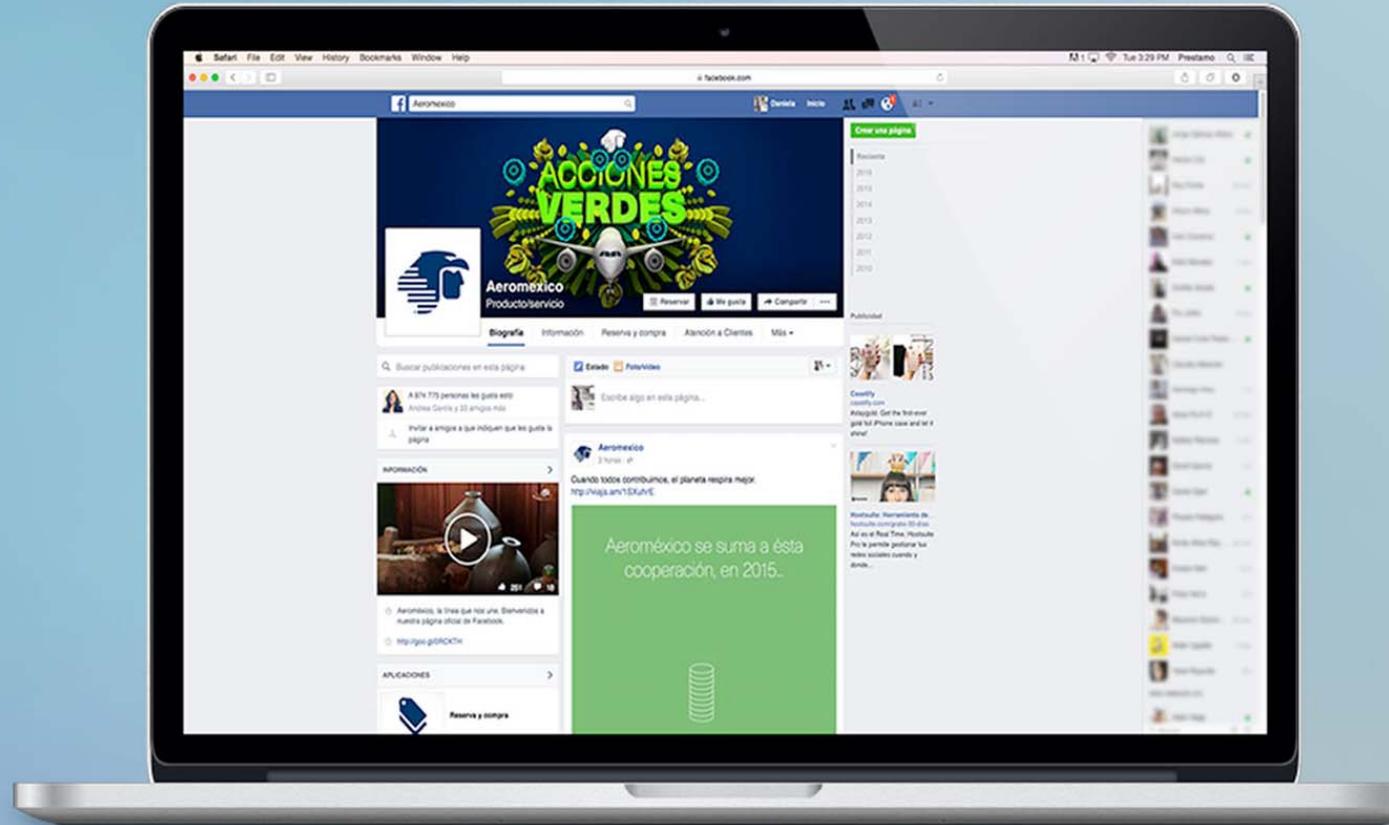
• AeromexicoTV



• AeromexicoTV



• Aeromexico



SELF-SERVICE CHECK-IN MONITORS



- Check in between 24 hours and up to one hour before your international flight departure
- Check in between 48 hours and up to one hour before your domestic flight departure
- Get your boarding pass, payment receipt and flight schedule
- Upgrades to Clase Premier, according to the current upgrade policy
- You choose your seat
- You earn **Premier Points**

SELF-SERVICE CHECK-IN MONITORS



48 self-service check-in monitors available the following airports:

- Chihuahua
- Culiacan
- Guadalajara
- Merida
- Mexico City
- Monterrey

The ATL, CUN, DFW, GDL, LAS, LAX, LHR, MIA, PVR, SJD, and YUL airports feature self-service check-in monitors for check in on Aeromexico flights

Bi-dimensional code readers

- Available at the Mexico City and Monterrey airports
- These allow customers to simply scan their booking codes, without the need for a boarding pass, and proceed through the airport screening filters and board their flights

PRODUCTS



VOYVUELVO

The Aeromexico VoyVuelvo program features

- More than 1,900 flights per week
- The possibility of leaving on an earlier or later flight on the same day
- Applies to domestic and international flights



aeromexico.com

LA LÍNEA QUE TE LLEVA DE IDA Y VUELTA EL MISMO DÍA



voyvuelvo
de  **AEROMEXICO**

Sólo Aeroméxico te ofrece:

- Más de 2,000 vuelos semanales
- Adelantar o atrasar tu vuelo el mismo día sin costo* en rutas nacionales, hacia EE.UU. y Guatemala

*Sujeto a espacio. Este programa aplica de acuerdo a la tarifa pagada. Consulta términos y condiciones en aeromexico.com

Visita aeromexico.com. Solicita a tu agente de viajes que tu vuelo sea por Aeroméxico, visita nuestras oficinas, llámanos a los tés. 5133-4000

MORE AND BETTER OPTIONS

- Promotional airfares on **domestic and international routes** published weekly



aeromexico.com

**ESTA SEMANA
APROVECHA
LA TARIFA ESPECIAL
QUE TENEMOS
PARA TI**

Saliendo de **Panamá**
para **Londres**

Desde:

1,180 USD

Viaje redondo con impuestos incluidos.
Vía Cd. de México.

Periodo de venta del 21 de marzo al 3 de abril de 2016. Periodo de viaje del 6 de abril al 30 de junio de 2016. Consulta términos y condiciones en aeromexico.com

Solicita a tu agente de viajes que tu vuelo sea por Aeromexico o llámanos al tel. 800 0520 1373.

LA LÍNEA QUE NOS UNE  **AEROMEXICO** 

GranPlan



- **Packages (flight+hotel)** for business and leisure travel
- A **Gran Plan** for every Aeromexico destination
- Travel in the **Economy** and **Premier** cabins
- The possibility of **combining destinations**
- Earn Premier Points
- Book up to **20-night stays**

A GRAN PLAN CREATED JUST FOR YOU

Includes

- Roundtrip Flight
- Up to 20-night stays

*Hotels starting at 4 stars through special categories

Additional Services, such as:

- Airport-Hotel-Airport ground transportation
- Meal Plan
- Tours
- Outings

GranPlan
Negocios
AEROMEXICO

GranPlan
AEROMEXICO
UNLIMITED

GranPlan
shopping
AEROMEXICO

GranPlan



UNLIMITED

A **Gran Plan** with quality and style for those with the highest expectations:

- Exclusive hotels
- **Unparalleled service**
- Exquisite cuisine



GranPlan

shopping



Shopping at the most luxurious malls in the United States with special privileges

Includes

- Roundtrip flight
- Accommodations
- Free extra bag, with no excess baggage fee on the return flight to Mexico City
- Taxes
- Earn Premier Points

Includes **special benefits** at no additional cost for business customers

- Breakfast
- Internet connection

Additional benefits depending on the hotel

- Ironing services
- Room upgrades
- Early Check In
- Late Check Out
- Access to the Business Center
- Transportation within the business area
- Others



A large, detailed photograph of Cinderella Castle at Walt Disney World. The castle is a fairytale-style structure with multiple spires, blue-roofed towers, and a central clock tower. It is set against a clear blue sky with some light clouds. The foreground shows some greenery and a paved area.

WALT DISNEY World[®]

All-inclusive packages for trips to Disneyland in Los Angeles, and Disneyworld in Orlando

- Entrance to the theme parks
- Ground Transportation
- Meals with Disney's main characters*

*Special Deals

Aeromexico FRIENDLY



AEROMEXICO.

F R I E N D L Y

- Program created for the LGBT community
- Offers Gran Plan Packages in gay-friendly hotels at Aeromexico destinations around the world

Exclusive benefits depending on the hotel

- Room upgrades
- Discounted massages
- Free drinks
- Free nights out
- Special events

OTHER PRODUCTS



aeromexico.com

VIAJA TRANQUILO POR EL MUNDO

Seguro de viajes

Con el respaldo de Aeroméxico Seguro de Viaje estás protegido 24 horas antes, durante y 24 horas después de tu viaje. Úsalo en caso de accidentes y/o imprevistos.

Para más información, consulta aeromexico.com/equipaje

Consulta requisitos documentales y equipaje de mano permitidos, estatus restringido y tarifas por transporte adicional en aeromexico.com

LA LINEA QUE NOS UNE **AEROMEXICO**

TRAVEL INSURANCE

- The Aeromexico Insurance product is in addition to all other insurance products
- It covers 13 items and three assistance coverages, including baggage delays, medical expenses, accidental death, dental care, and medical and legal assistance
- Applies from 12 hours before your flight's departure and up to 12 hours after the end of your trip

aeromexico.com

TU MASCOTA VIAJA CONTIGO

Mascotas a bordo

Para que tu mejor amigo no se quede en casa. Lleva a tu mascota en cabina en vuelos de hasta 6 horas de duración o documental para que viaje a bordo de nuestro compartimento de carga.

Para más información, consulta aeromexico.com/equipaje

Consulta requisitos documentales y equipaje de mano permitidos, estatus restringido y tarifas por transporte adicional en aeromexico.com

LA LINEA QUE NOS UNE **AEROMEXICO**

PETS ON BOARD

- Aeromexico does not forget about pets on board, as small pets are also our passengers
- Pets can travel on flights lasting six hours or less
- You can find the official kennel size in +KOTA pet supply stores

AVIS

Aeromexico and Avis have partnered to offer travelers special benefits, including

- **Up to 20% discount** on car rentals
- **Premier Points accruals**
- **Car Rentals** booked at the Call Center and Sales Offices



20% DE DESCUENTO EN LA RENTA DE TU AUTO

Para obtenerlo, reserva cualquiera de los servicios de **AVIS** a través de **aeromexico.com** y disfruta de tu viaje al máximo.

A woman with long dark hair, wearing a wide-brimmed hat and sunglasses, is leaning against the hood of a dark-colored car. She is smiling and looking towards the camera. The background is a clear blue sky.

AVIS

The Aeromexico logo, featuring a stylized eagle head, is positioned to the left of the text 'AEROMEXICO' and the slogan 'LA LÍNEA QUE NOS UNE'.

AEROMEXICO
LA LÍNEA QUE NOS UNE

FAMILY PLAN

- This is the program created to meet our customers' needs to travel with their **friends** or **family members** at very affordable prices
- All families purchasing four tickets are entitled to buy a fifth ticket for only USD 199, regardless of the additional passenger's relationship or age

GO MEXICO PASS

- Applies to all **domestic markets** Aeromexico serves within Mexico, when traveling on any SkyTeam carrier
- Allows **open jaws**, which means coming home from a city other than the one you flew into, depending on the number of kilometers flown within Mexico

*Restrictions apply



AEROPASS

- Travel from the United States to Mexico or Latin America with the travel program designed especially for **SMEs** and **families**
- **Special Price** in coupon books including 5, 10, 15, 20 or 30 tickets
- Allows passengers to **change their flight or travel dates**, free of charge
- One additional destination in Mexico*
- **Free layover** at the connection point to your final destination
- Aeropass features travel options to Bogota, Guatemala City, El Salvador, Quito, San Jose, and San Pedro Sula
- Tickets are valid for one year after the issue date

*Price varies depending on the destination

Call our toll-free number in the United States: 1 (800) 800-9999, option 2 on the welcome menu or 1 (877) 437-9637

 aeromexico.com

OBTÉN GRANDES BENEFICIOS



 **Aero Pass**

- Tarifas vigentes hasta por un año a partir de la fecha de compra
- Alta disponibilidad de asientos
- Puede ser utilizada por el titular y 10 beneficiarios
- Paquetes de cabina turista: 5, 10 y 20 boletos
- Aplica en rutas Nacionales e Internacionales en vuelo directo (vigentes al momento de la compra)
- Vuelos de viaje redondo
- Aplica para rutas de Aeromexico y Aeromexico Connect
- No aplican periodos de embargo

Para más información, consulta aeromexico.com/equipaje

LA LÍNEA QUE NOS UNE  **AEROMEXICO** 

AM CONCIERGE

- AM Concierge is Aeromexico's new service aimed at **improving the travel experience** both in Mexico and abroad, by providing customers with trip planning information such as event schedules, reservations, shopping recommendations, venues and more
- The service is available during the **48 hours** prior to your flight and for three months after

For more information, contact us

- In Mexico by calling 01 (800) 000-4759
- In the USA 1 (855) 208-6726
- In Mexico City +52 (55) 5809-4759, or
- Online at **Aeromexico.com**



TUDO LO NECESARIO PARA TUS VIAJES



Concierge

Un equipo de expertos harán tu viaje más sencillo. Especialistas en planeación de viajes te ayudarán a planificar, reservar y confirmar todo lo que necesitas antes y durante tu viaje.

Para más información, consulta aeromexico.com/equipaje

Conoce equipaje documentado y equipaje de mano permitido, artículos restringidos y cargos por equipaje adicional en aeromexico.com

LA LÍNEA QUE NOS UNE



FARE FAMILIES



FARE FAMILIES

AEROMEXICO

SKY
PRIORITY

Clase Premier
Club Premier Titania
Club Premier Platino
SkyTeam Elite Plus

Provides information regarding the benefits and restrictions that apply to each ticket you purchase

- Selection: fares for passengers to choose from **based on their travel needs**
- Information regarding the **benefits** offered with each fare
- Transparency: **clear** information on the applicable ticket **restrictions**
- Price: the **lowest price** option available for each fare type
- Speed: book and purchase your ticket in a few **quick, easy** steps

AEROMEXICO

36 cm

Large / Large

VERIFIQUE AQUI
SI LE QUIJOTE DE MANO

Anchor / Width

56



NEW CO-BRANDED CREDIT CARDS



BENEFITS OFFERED BY THE NEW SANTANDER AEROMEXICO CARDS



| BENEFITS | WHITE | PLATINUM | INFINITE |
|---------------------------------|--|--|--|
| Annual Fee | \$0 | \$3,000 | \$5,000 |
| Welcome Bonus | 5,000 PP if you spend USD 250 in the first three months | 16,000 PP if you spend USD 500 during the first three months | 32,000 PP if you spend USD 1,000 in the first three months |
| Annual Bonus | 5,000 PP if you spend MXN 50,000 in annually | 16,000 PP if you spend MXN 150,000 annually | 24,000 PP if you spend MXN 300,000 annually, with double points if you spend MXN 700,000 |
| Premier Point Accruals | For every MXN 1 spent, you earn 1.0 PP For every MXN 1 spent in AM/PLM, you earn 1.5 PP | For every MXN 1 spent, you earn 1.6 PP For every MXN 1 spent in AM/PLM, you earn 2.0 PP | For every MXN 1 spent, you earn 2.0 PP For every MXN 1 spent in AM/PLM, you earn 3.0 PP |
| Access to Salón Premier Lounges | N/A | Twice a year | Twice a year |
| Complimentary Tickets | N/A | 2x1 domestic flight | 2x1 domestic flight |
| Priority Boarding | N/A | Unlimited | Unlimited |
| Priority Check-in | N/A | Unlimited | Unlimited |
| Additional Baggage | N/A | N/A | One additional piece of luggage free of charge |
| Upgrades | N/A | N/A | Two upgrades on domestic flights per year |
| How to Earn Premier Points | | | |

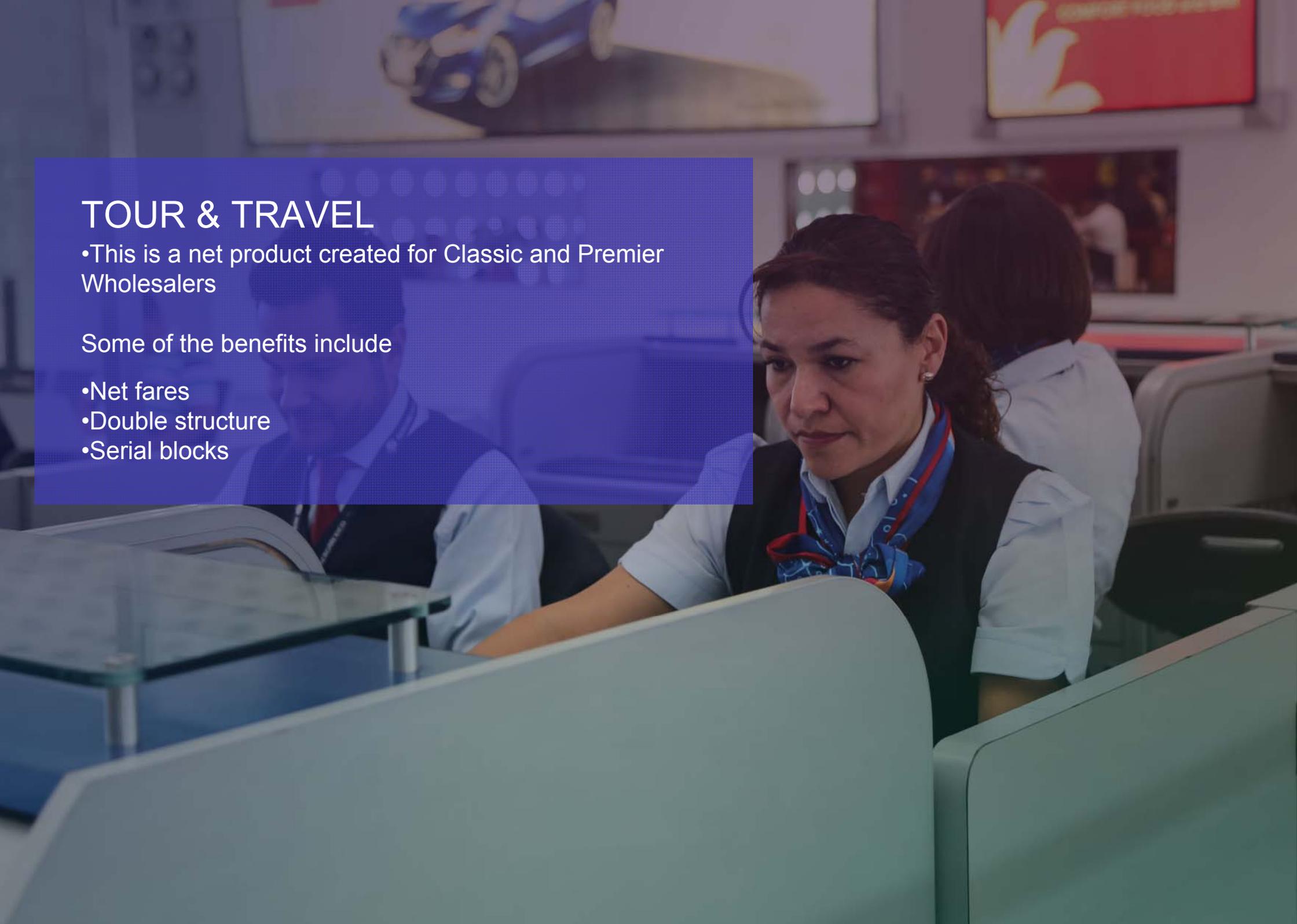
| BENEFITS | WHITE | PLATINUM | INFINITE |
|--------------------------|-------|---|--|
| to Salón Premier Lounges | N/A | Twice per year; access for cardholder and two companions. Cardholder must show card at the Salón Premier check-in counter | Unlimited access for cardholder and two companions. Cardholder must provide card at Salón Premier Lounge Reception |
| ertificate | N/A | 2x1 domestic flight: one passenger pays full price, and the second ticket is free of charge. The authorized cardholder will receive an electronic coupon by email, for redemption through the Call Center | 2x1 domestic flight: one passenger pays full price, and the second ticket is free of charge. The authorized cardholder will receive an electronic coupon by email, for redemption through the Call Center |
| Boarding | N/A | Unlimited: Our gate agents will call for Platinum cardholders to board together with Group 2 | Unlimited: Our gate agents will call for Platinum cardholders to board together with Group 2 |
| Check-in | N/A | Unlimited: Infinite cardholders will be asked to show their cards in the SkyPriority line | Unlimited: Platinum cardholders will be asked to show their cards in the SkyPriority line |
| al Baggage | N/A | N/A | One additional piece of luggage free of charge. Cardholder can redeem the benefit through the Call Center or with a CSA at the airport. Our agents will check the bag as a "Santander Waiver" in SkyPriority |
| es | N/A | N/A | Two upgrades on domestic flights each year. Cardholder must phone the Call Center to redeem upgrades |

TOUR & TRAVEL

•This is a net product created for Classic and Premier Wholesalers

Some of the benefits include

- Net fares
- Double structure
- Serial blocks



CALL CENTER



CALL CENTER

The Aeromexico Call Center allows you to

- Purchase Aeromexico tickets, products, and services over the phone
- It is open 24/7 all year long
- Provides information on flight departures and arrivals

When calling from

USA/CANADA

1 (800) 237-6639

CANADA (French)

0181 8155-5351 USA

TRAVEL AGENCIES

1 877 262-0455 AM

CONTIGO

1855 332-1455 USA

GROUPS

1 (800) 800-9999

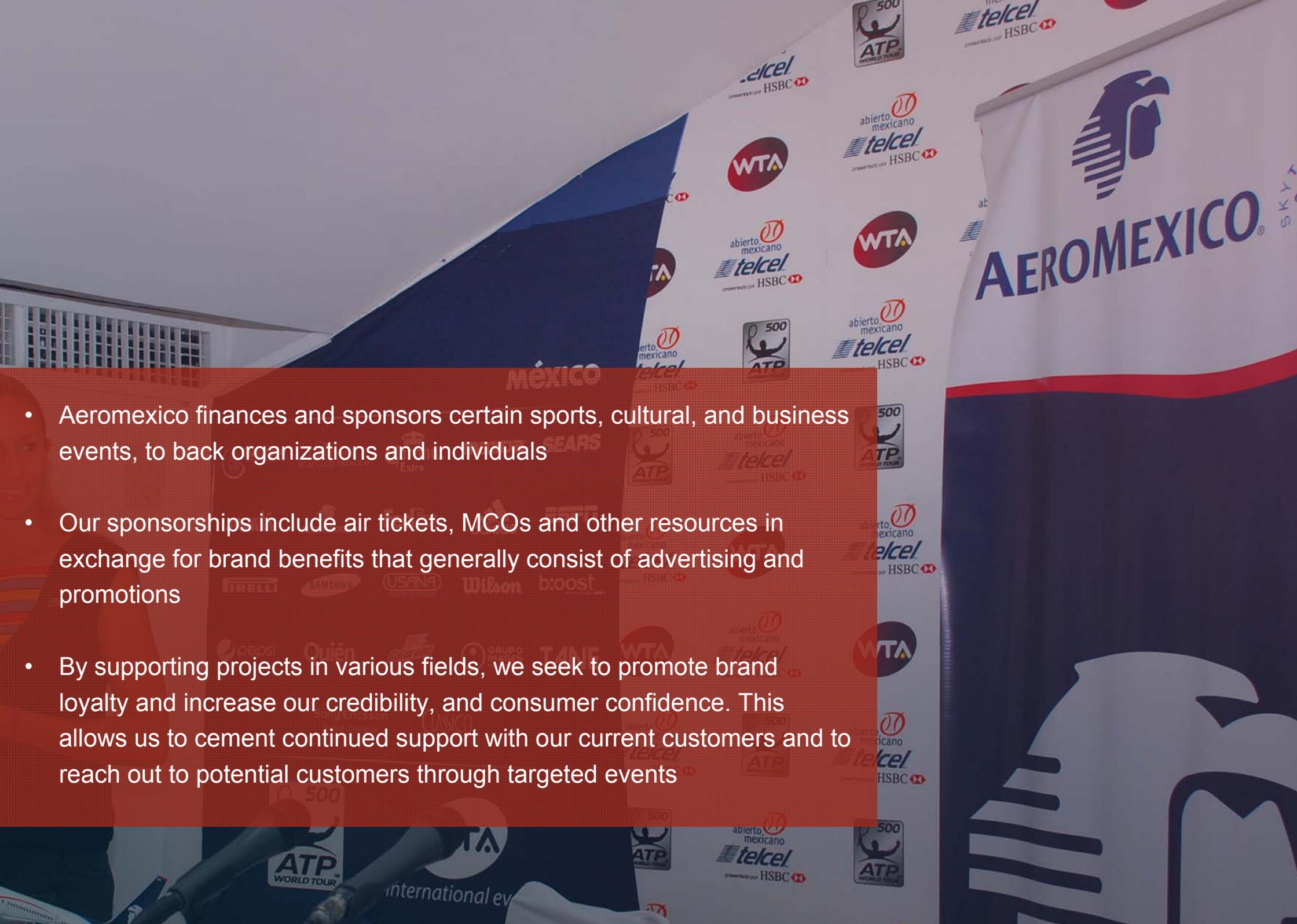


SPONSORSHIPS



AEROMEXICO



- 
- A large banner for Aeromexico is the background of the slide. It features the Aeromexico logo (a stylized eagle) and the word "AEROMEXICO" in large blue letters. Below the banner, there are several logos for sponsors: ATP World Tour, WTA, telcel, and HSBC. The banner is white with a blue and red stripe at the bottom. The logos are arranged in a grid-like pattern.
- Aeromexico finances and sponsors certain sports, cultural, and business events, to back organizations and individuals
 - Our sponsorships include air tickets, MCOs and other resources in exchange for brand benefits that generally consist of advertising and promotions
 - By supporting projects in various fields, we seek to promote brand loyalty and increase our credibility, and consumer confidence. This allows us to cement continued support with our current customers and to reach out to potential customers through targeted events



**CORPORATE
SOCIAL
RESPONSIBILITY**



CORPORATE SOCIAL RESPONSIBILITY



EMPRESA
SOCIALMENTE
RESPONSABLE

At Aeromexico, we understand sustainability as economic growth based on ethical principles and respect for the environment and the communities in which we operate.

The Aeromexico Corporate Social Responsibility Division promotes environmental, social, and economic actions focused on sustainable, transparent, and measurable business practices.

Our goal of becoming a sustainable company will be achieved by implementing a social responsibility strategy.

BENEFITS OBTAINED FROM PROPERLY MANAGING OUR CSR

Our management of corporate social responsibility begins by listening to the expectations held by all stakeholders associated with the company (customers, shareholders, employees, government, and the communities in which we have a presence), and then optimizing our processes, reducing costs, reducing air pollutant emissions and improving the quality of life of our employees and the communities we serve.



By fulfilling the responsibilities listed, we will gain a more satisfied customer base as well as increased earnings as we become the leader in the sector.

Some initiatives we are part of include:

- The UN Global Compact
- The Mexico GHG 1 Program
- Corporate Social Responsibility (Mexican Center for Philanthropy, CEMEFI)
- Social responsibility reporting (GRI)

The Pillars of our Corporate Social Responsibility Plan



I. Environmental

- Carbon footprint
- Water footprint
- Waste footprint

II. Products/Services

- Safety/Security
- BCP
- Responsible Marketing
- Passenger Information

III. Employees

- Health/Safety
- Professional Development
- Human Rights

IV. Social

- Volunteering
- Sustainable Tourism
- Community

THE AEROMEXICO FOUNDATION

The Aeromexico Foundation is committed to Mexico's **development, culture, health** and the **environment**:

- **Transports** passengers requiring **urgent or serious medical treatment**
- **Sponsors** athletes with **disabilities**
- Provides philanthropic support for terminally ill patients requiring rehabilitation (**dreams to fulfill**), and transports **Mexican brigades** to natural disasters
- **Carries surgical supplies** and volunteer physicians who perform free surgeries on people who live in marginalized conditions
- **Supports** artisanal workers and institutions engaged in cultural diffusion
- **Transports** people attending training courses, conferences, and educational seminars

THE AEROMEXICO FOUNDATION

A photograph of a male doctor in blue scrubs with a stethoscope around his neck, smiling and talking to a young boy in a hospital setting. The boy is also smiling and looking towards the doctor. The background shows hospital beds and a window with blinds.

Relevant support activities

- **Museum of Contemporary Art in Monterrey (MARCO)**
- Drawing contest celebrating the Museum's 20th anniversary.
- The winning entry will be painted on an Aeromexico airplane

Banamex Cultural Promotion

- Free transportation for the culture collection titled: Masters of Latin American folk art

Telethon - We have participated for three years in a row

- With donations valued at MXN 5,097,600
- **Aeromexico airplane** painted with the **Telethon** logo
- We organized an **event** for the **Telethon** kids at our hangar



GREEN AEROMEXICO



THE AEROMEXICO GREEN FLIGHT PROGRAM

- On October 12, 2010 we completed our first flight using biofuel between Mexico City and San Jose, Costa Rica
- In August 2011 we completed our first transcontinental flight using biofuel between Mexico City and Madrid
- In September 2011, we began our weekly flight program between Mexico City and San Jose, Costa Rica using bio-based jet fuel. At the same time, our on board service were designed to include recyclable, biodegradable and oxo-biodegradable materials



Pensando en el medio ambiente

PROGRAM ACHIEVEMENTS

- Show that the different actions taken during each flight have a great potential to reduce GHG emissions and promote the adoption of bio-based fuels
- Reinforce our commitment as a company that practices corporate social responsibility and actively participates in caring for the environment
- Maintain continuity for phase two of the Flight Plan towards Sustainable Aviation Biofuels proposed by the Federal Government of Mexico
- Promote the development and production of sustainable aviation fuels, to ensure these are considered a strategic measure to achieve the goals proposed for the aviation industry in helping to stop climate change
- In April 2014, Aeromexico began operating its first Boeing 737 aircraft equipped with winglets. These are small nearly vertical airfoils installed on the airplane's wingtip that decrease fuel consumption
- In June 2012, in a coordinated effort with the International Civil Aviation Organization (ICAO), **Aeromexico** flew one of four legs of the flight operated with biofuel that carried the Secretary General of the ICAO and the Mexican delegation that participated in the Río+20 United Nations Conference on Sustainable Development

 aeromexico.com

VIAJA AYUDANDO AL MEDIO AMBIENTE


Vuela Verde

Tú puedes ayudar a detener el cambio climático con el programa Vuela Verde.

Al comprar tu boleto con Aeroméxico puedes contribuir a conservar la Selva Maya para revertir las emisiones CO₂ realizando una compensación voluntaria de \$55 pesos.

Para más información, consulta aeromexico.com/equipaje

LA LÍNEA QUE NOS UNE  **AEROMEXICO** 

CLUB PREMIER



AEROMEXICO



THE PROGRAM THAT REWARDS YOUR LOYALTY

CLUB PREMIER



Club Premier, Aeromexico's loyalty program, is a Joint Venture with leading companies in the airline industry

- Based in Mexico City
- More than 400 employees
- Operates Aeromexico's Frequent Flyer program
- Global Access to Aimia's intellectual property



WHAT IS CLUB PREMIER?

THE PROGRAM THAT REWARDS YOUR LOYALTY

Club Premier is the only program in Mexico of its kind, in which an airline recognizes and rewards your loyalty.

As a member, you can earn or use your Premier Points in more than 100 partner companies offering exclusive benefits.

- There are **more than three million Club Premier members** worldwide
- It rewards the loyalty of its members with **multiple benefits** and exclusive promotions
- Club Premier members earn **Premier Points** when flying on Aeromexico and other SkyTeam airlines
- Premier Points can be redeemed for **Award Tickets** (free airfare), Premier Store items, accommodations in the world's best hotels, activities, auctions and unique experiences
- Members can enjoy a wide array of benefits thanks to our **business alliances** with branded cards, bank programs, hotels, car rental companies, and multiple establishments

WHERE CAN I EARN PREMIER POINTS?

- Airlines
- Travel Services
- Banks and Insurance companies
- Car rental companies
- Shopping
- Direct purchase of Premier Points
- Premier Points Auctions
- Hotels

WHERE CAN I USE MY PREMIER POINTS?

- Airlines
- Online Shopping
- Premier Experiences
- Premier Sharing
- Events, shopping, and more
 - Club Premier raffles
 - Premier Auctions
 - Hotels

CLASSIC AND FOREVER AWARD TICKETS

Classic Award Ticket: Tickets purchased with Premier Points at an established fare, non-exchangeable and subject to availability. **Example:**

| RESUMEN DE VIAJE |
|--|
| Precio total desde: 56,000 Puntos 1 Pasajero(s) |
| Vuelo No. 1 MEX > LAX |
| Desde: Ciudad de México, Mexico A: Los Angeles Intl - (LAX), Los Angeles, CA, United States Salida: Jueves, Abril 21, 2016 |
| Vuelo No. 2 LAX > MEX |
| Desde: Los Angeles Intl - (LAX), Los Angeles, CA, United States A: Ciudad de México, Mexico Salida: Sábado, Abril 23, 2016 |
| Precio total desde: 56,000 Puntos |

FOREVER AWARD TICKETS: Dynamic tickets purchased with Premier Points at a discounted rate, there will always be available seats provided the flight is not full. **Example:**

| RESUMEN DE VIAJE |
|--|
| Precio total desde: 51,100 Puntos 1 Pasajero(s) |
| Vuelo No. 1 MEX > LAX |
| Desde: Ciudad de México, Mexico A: Los Angeles Intl - (LAX), Los Angeles, CA, United States Salida: Jueves, Mayo 12, 2016 |
| Vuelo No. 2 LAX > MEX |
| Desde: Los Angeles Intl - (LAX), Los Angeles, CA, United States A: Ciudad de México, Mexico Salida: Sábado, Abril 23, 2016 |
| Precio total desde: 51,100 Puntos |

CLASSIC, GOLD, PLATINUM, AND TITANIUM LEVELS

CLUB PREMIER LEVELS: 3.7 million total users



CLÁSICO: 3.6 million cardholders

- No minimum points

ORO: 42,300 cardholders

- Minimum of **50,000** points
- Earn **25%** more points

PLATINO: 26,665 cardholders

- Minimum of **80,000** points
- Earn **50%** more points

TITANIO: 5,312 cardholders

- Minimum of **100,000** points
- Earn **100%** more points

CORPORATE CLUB PREMIER

EXPIRATION AND TRANSFER OF PREMIER POINTS

Expiration of Points:

- All Premier Points are valid for 24 months
- After a 24 month period in which no points are earned, the account balance will expire

Transferring points between Club Premier accounts:

- Members can transfer their Premier Points to family members and friends upon request
- Transfers do not need to be linked to redemption
- Transfers made between Family Group members are free of charge
- Transfers to a Club Premier member who is not part of a Family Group, will be charged \$11.60 USD plus tax for every 1,000 Premier Points transferred

WHAT IS CORPORATE CLUB PREMIER?

LEARN HOW TO EARN PREMIER POINTS

Corporate Club Premier is a program aimed at companies which rewards their loyalty with **exclusive benefits**

Partner companies affiliated with Corporate Club Premier offer a variety of ways to use your **Premier Points**



Earn 200 Premier Points for every night in a City Express or City Suites hotel



Earn 300 Premier Points towards your Corporate Account for every car rental with Sixt in Mexico

The logo for Taxiweb, consisting of the word "taxiweb" in a white, lowercase, sans-serif font on a yellow rectangular background.

taxiweb

Earn 1 Premier Point for every \$10 MXN spent on reservations with TAXIWEB in Mexico



Earn 400 Premier Points for every stay at a La Quinta Inns & Suites location



Earn 1,000 Premier Points for every rental with Green Motion



CLUB PREMIER

CORPORATE

THE ONLY LOYALTY PROGRAM FOR COMPANIES



CORPORATE CLUB PREMIER

TAKE ADVANTAGE OF YOUR PREMIER POINTS

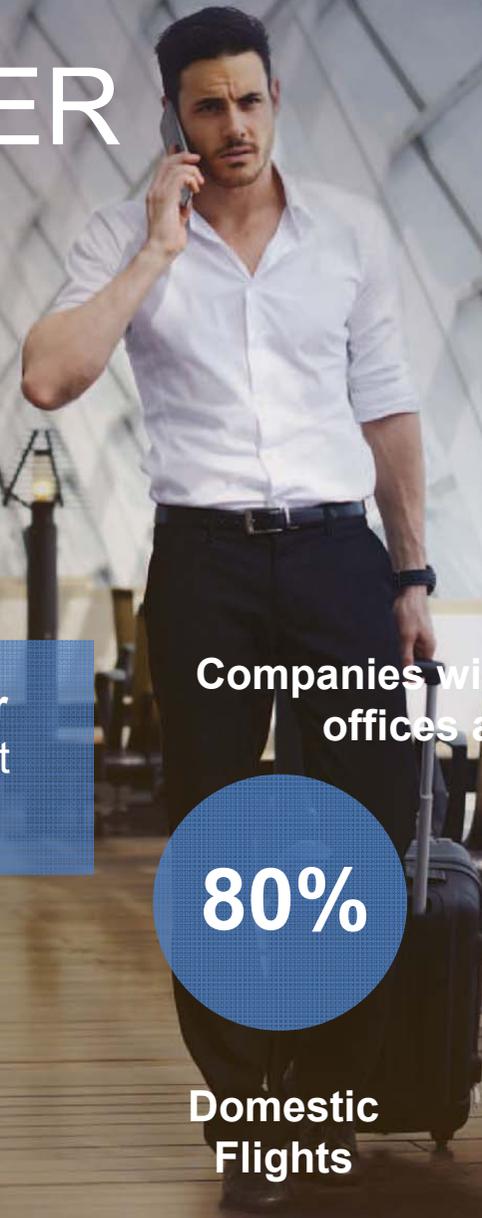
Partner companies offer a variety of ways to use your **Premier Points**

- Airlines
- Travel Services
- Car rental companies
- Hotels
- Cabin Upgrades on Aeromexico Flights
- Salón Premier Lounge memberships
- Activities

CORPORATE CLUB PREMIER PROGRAM BENEFITS

- Complimentary Upgrades
AM Plus
- Premier Points are valid for **24 months**
- 50% discount on Memberships or Access to **Salón Premier Lounges**
- Three **Gold** or **Platinum** Credit Cards, with all the corresponding benefits

CORPORATE CLUB PREMIER EARN POINTS BY FLYING



Companies affiliated with the program earn Premier Points while flying according to the following plan:

Companies with registered offices in Mexico

Minimum earning of **500 Premier Points** per flight with an **AM** flight code

Companies with registered offices abroad

35%

50%

80%

100%

Domestic Flights

International Flights

Domestic Flights

International Flights

*Premier Points earned in a Corporate Account are in addition to the Premier Points employees earn in their individual accounts

*Premier Points are earned solely on flights with an AM Flight Code

CORPORATE CLUB PREMIER ADMINISTRATIVE CONTROL OF THE PROGRAM

- Each month, we will send a corporate newsletter by email which includes an overview of the customer's account statement
- Customers can manage their Corporate Accounts online 24/7, 365 days a year at clubpremiercorporativo.com

THANK YOU

