

Contract is valid for tickets issued April 1, 2020 through December 31, 2020

TOUR CODE = (not required)

APPLICABLE TO AEROMEXICO SERVICE EXCEPT BETWEEN USA AND MEXICO

To/From USA to Latin America*, Europe and Asia AM Plated Flights		
Branded Fares	Classes	Commission
Premier	J / C / D / I	10%
Clasica	Y / B / M / U / K / H / L / Q / T / E / N / R / S	8%

*Latin America – includes Caribbean, Central America & South America

Ticketing Instructions:

- Applicable Point of Sale Commission must be taken at the time of ticketing
- No retroactive commission will apply
- Applies bi-directionally in applicable markets only
- **Does NOT apply on transborder routes (US-MX)**
- **Does NOT apply to/from Canada**
- Commission applies only to published fares
 - In case of a stopover of more than 24 hours, the commission applies according to each segment
 - The most restrictive commission applies to the entire itinerary
- All tickets should be processed as e-tickets. A \$100.00 fee will apply to paper tickets issued for an eligible e-ticket itinerary.
- No commission applies to manually stored fares
- **Tickets are non-endorsable, refundable to issuing agency, only according to published fare rules**
- **All tickets must be issued through ARC using Aeromexico's code "139"**
- **The terms and conditions of this agreement are to be kept strictly confidential by the agency**

Agency debit memo:

- Agencies electing to utilize this CCRA/Aeromexico agreement agree to reconcile all debit memos received from Aeromexico within thirty (30) days of billing or notification.

Agencies utilizing CCRA's 24/7 Call Center:

You must add the necessary Aeromexico contract information to the contract fare profile you have created for CCRA's use. This will allow CCRA Agents to determine if your agency wants this contract utilized when applicable. If you currently do not use any contracted or negotiated rates and would like to utilize this offering from CCRA's Air program, please contact your customer Care representative for assistance in creating the necessary profiles for after-hours utilization.

When bookings are handled by CCRA's 24/7 Call Center Agents the applicable tour code information will be included during the ticketing process. However, CCRA agents will not include the applicable commission information. Agency clients are required to update their IAR the next business day following ticket issuance with the applicable commission data. CCRA will not be liable for claiming of airline commissions.

Should you have any commission questions related to this agreement, please copy and paste your GDS flights segments along with the GDS pricing into an email. Send the email to us at Air@ccra.com and we will reply to you as quickly as we can.

We are available to assist with commission questions Monday through Friday between 830AM and 530PM ET. Outside of these hours, please use your best judgment when ticketing. We will reply to your email the next business day and adjustments may be made in IAR if necessary.