

comparative chart

Mexicana (MX) Service chart

Information for code-share flights

Operating carrier of code-share flight will provide service at airport and in-flight.
 Check-in process and service varies by flight.
 Operating carrier's policy applies for hand carry baggage in cabin.
 Please consult with JAL International reservation or your travel agency for details.

Carriage of non ambulatory passengers

MX

Acceptance does not require a medical certificate, unless it is has an illness which requires medical clearance.
 SSR Code – WCHR
 Passenger can walk and climb stairs but not walk long distances.
 SSR Code – WCHS
 Passenger can walk but not climb stairs
 SSR Code – WCHC
 Passenger must be carried to their seat

Passengers traveling with wheelchairs must be seated on the first row of the class compartment.

Due to Safety regulations passengers using wheelchair cannot be seated in exit rows.

In addition to the free baggage allowance each wheelchair/ customer may carry without charge one mobility aid, this includes electric wheelchairs.

Acceptance of battery powered wheelchairs is subject to compliance with IATA Dangerous Goods Regulations.

Denied boarding compensation

MX

For overbooked flights, volunteers may be requested.
 All passengers will receive a compensation according the route and a seat confirmed in the next available flight.

DBC will be paid using a travel voucher or Cash as agreed with the passenger.
 Additional amenities, including telephone calls, meals or hotel accommodations will be provided, as appropriate, while the passenger is waiting for alternative transportation.
 Passengers will be compensated only in they have a confirmed reservation, a valid ticket and arrives to the airport with the requested anticipation.

Baggage restrictions

MX

carry-on baggage

Sum of Three	Dimensions	Total Weight
115 linear cms. / 45 in	W55cm x H40cm x D25cm (W22in. x H16in. x D10in.)	10kg / 22lbs.

checked baggage

Class	Free Baggage Allowance
Bussiness Class	Weight System (For Domestic Flights) 30 kgs / 66 lbs. , in maximum 3 pieces. Piece System (For International flights) 3 pieces, with maximum weight of 64 kgs. / 141 lbs.
Economy Class	Weight System (For Domestic Flights) 25 kgs / 55 lbs. , in maximum 2 pieces. Piece System (For International flights) 2 pieces, with a maximum weight of 46 kgs./ 101 lbs.
Infants flying on an infant fare	Are entitled to one carry on bag (A maximum of 10 kgs. / 22 lbs. for Domestic flights and 20 Kgs. / 44 lbs., for International flights) Additional for this are entitled to carry a folding stroller or a baby carrier.

PET

Passengers must go to the check-in counter at least 90 minutes prior to flight departure if is traveling with a Pet.
 Animals must travel in the same flight as their owner.
 A valid Health Certificate and other documentation, according the type or animal and/or destination, must be according the type or animal and/or destination, must be presented. In case of International flights, all the requirements and regulations of the destination country must be accomplished to allow the transportation.

Pets are not being included in the permitted free luggage allowance and passenger must pay the applicable charge.
 For Domestic flights is \$45 USD, To/From USA and Canada \$90 USD

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Excess Baggage Charge

MX

Class	Excess Baggage Charge
Bussiness Class	Extra charges apply to additional, oversized and overweight pieces. Acceptance can be limited due to weight restrictions of the flight or the aircraft, or the remaining capacity in the cargo compartment.
Economy Class	From to USA/Canada- \$5 USD plus tax per each additional Kg. Mexico domestic—\$150.00 MXN (Approximately \$11 USD) plus tax per each additional Kg

Unaccompanied Minor

MX

Children from age of 05 to less than 12 years who are not travelling with any adult of 18 years old. From 2 to less than 5 years, are not accepted.

There is a service charge additional to the fare for carriage of a UMNR as follows:

Domestic flights: \$350.00 MXN (Approximately \$26 USD) Between Mexico and USA \$100 USD.

Between Mexico and any other International destination \$60 USD. All charges plus applicable taxes.

Passengers over the age of 12 years to less than 18 years can travel as UMNR only in the parent or guardian request it. The same procedure, charge and documents will apply.

Schedules, Delays and Cancellations of Flights

MX

Passengers will be informed when there is a delay or cancellation in their journey.

MX will provide lodging, food and transportation to those passengers, due to reasons attributable to airline, (flights cancellations, miss connections, or detours to different destination) has to interrupt the trip and remain in some city, only for the necessary time to continue with the travel.

Passengers will be compensated only in they have a confirmed reservation, a valid ticket and arrives to the airport with the requested anticipation.

Excess value charges for baggage

MX

Liability for loss, delay, or damage to baggage is limited unless a higher value is declared in advance and additional charges are paid. For most international travel (including domestic portions of international journeys) the liability limit is approximately US\$9.07 per pound (US\$20.00 per kilo) for checked baggage and US\$400.00 per passenger for unchecked baggage.

Check in time

MX

Passengers must arrive to the airport for domestic flights at least 60 minutes prior to departure and 90 minutes for International flights, however, passengers are recommended to arrive with enough anticipation to complete all formalities.

Recommended Times:

For Domestic Flights 90 minutes without baggage and 120 minutes with baggage. For International Flights 180minutes

Refusal to transport

MX

MX may refuse transportation and/or remove from the aircraft any passenger and his luggage that can be a risk for the safety of the flight or the passengers. This can be:

- * Passenger that is obvious under alcohol or drugs influence
- * Aggressive passenger who attack physically or verbally
- * Passenger who offend sexually any passenger or member of the crew.
- * Passenger that do not obey security instructions.