

MAGNICHARTERS will have the right to deny transportation to people and/or their luggage, when in accordance with the applicable regulations it determines that this could imply a risk or danger, or that the transportation of said people, luggage and/or belongings is prohibited by applicable legal provisions or restrictions.

To this end, MAGNICHARTERS may inspect the people, their luggage and/or belongings that will be carried on board the aircraft.

The passenger is responsible for bringing with them at the time of flight documentation all the corresponding complete and current personal documentation and for complying with the provisions on customs, immigration, health, police and other provisions that are applicable to allow them to leave the country as well as entry to the destination country or countries, and the places where appropriate, stopovers will be made.

MAGNICHARTERS

will review that all passenger documentation is in order prior to the flight operation, always reserving the right to deny boarding in the event that any of them does not comply with any applicable regulations or rules without liability for MAGNICHARTERS.

If purchasing a One Way only, the passenger must carry their return ticket with them on the day of the flight, to present it at the time of Check In at the airport, if requested.

The reservation will be valid only for the date it was purchased; Therefore, the passenger is obliged to cover an additional charge if he changes the date, flight, or if he cancels it. Whether the modifications are allowed depends on how far in advance they are requested.

Date change requests can only be made a minimum of 15 days prior to the date of the confirmed ticket. If the date change is confirmed, an extra charge will apply.

In case of cancellations:

- If the client requests the cancellation of their reservation, a 100% penalty will apply.

In case of No Show, a 100% penalty will apply.

Refunds will be made only to the person who purchased the ticket, or issued the order, who will provide the original payment documents.

Some rates and promotions do not apply on long weekends and/or holidays.

If the passenger does not use their ticket or did not make any changes before the flight departure, it will not be valid in another date.

The company may cancel, without prior notice, a flight or reservation, with no obligation other than to refund the tickets or a part of the tickets that had not been used.

The passenger must appear at the assigned counter to show their flight documents four hours before departure.

Check-in closes one hour and 30 minutes before flight departure.

Terminals for check-in:

- Flights Originating in Cancun: Terminal *2* Cancun International Airport (CUN)
- Flights Originating in Mérida: Manuel Crescencio International Airport Terminal of Mérida (MID)
- Flights originating in Mexico City: Felipe Angeles International Airport Terminal, gate 4, Bay B (NLU)
- Flights originating in Monterrey: Terminal * A* Monterrey International Airport (MTY)
- Flights Originating in Havana:
 - International departures (to CUN, MTY, NLU or MID), terminal *3* Jose Martí International Airport (HAV)
 - Domestic departures (to Cayo Coco), terminal *1* Jose Martí International Airport (HAV)
 - Flights originating in Cayo Coco: Jardines del Rey International Airport Terminal (CCC)

MAGNICARTERS does not assume any responsibility for the expense of ground transportation of passengers, luggage, food consumption, lodging or any other concept, which is due to the interruption of their itinerary, whether caused by weather, air traffic, etc. . These expenses must be covered by the passenger.

In the event that a flight change is made due to MAGNICHARTERS operations you will be informed via the email you provided when making your reservation.

Baggage policy:

Economy Rate

It is allowed to carry 1 piece of hand luggage of 10kg and 1 checked baggage of 25kg per person on both sections of the route.

Standard Rate

It is allowed to carry 1 piece of hand luggage of 10kg and 1 checked baggage of 25kg per person on the Cuba-Mexico section of the route.

It is allowed to carry 1 piece of 10kg hand luggage and 2 checked luggage of 25kg per person on the Mexico-Cuba section of the route.

Standard Premium Rate

It is allowed to carry 1 piece of hand luggage of 10kg and 1 checked baggage of 25kg per person on the Cuba-Mexico section of the route.

It is allowed to carry 1 piece of hand luggage of 10kg and 3 checked luggage of 25kg per person on the Mexico-Cuba section of the route.

Premium Plus Rate

It is allowed to carry 1 piece of hand luggage of 10kg and 1 checked baggage of 25kg per person on the Cuba-Mexico section of the route.

It is allowed to carry 1 piece of 10kg hand luggage and 4 checked luggage of 25kg per person on the Mexico-Cuba section of the route.

Special Package Rate

It is allowed to carry 1 piece of hand luggage of 10kg and 1 checked baggage of 15kg per person on the Cuba-Mexico section of the route.

It is allowed to carry 1 piece of 10kg hand luggage and 1 checked baggage of 15kg per person on the Mexico-Cuba section of the route.

The permitted dimensions are the following: Hand luggage: 40 centimeters base, 40 centimeters long and 25 centimeters wide. Checked baggage: 57 centimeters long and 40 centimeters wide.

Luggage with extra charge: space availability will be confirmed at the counter.

Umbrellas that do not go inside the suitcase are considered 1 more piece of luggage and must be informed in advance.

Valuable items will remain in the custody of the passenger on board the aircraft. MAGNICARTERS is not responsible for their transfer, damage or loss.

MAGNICHARTERS is not responsible for damage or loss of valuable items, such as coins, jewelry, precious stones, art objects, documents, negotiable shares and certificates, electronic devices, photography, video items or items that easily decompose; which are not considered luggage and are transported without the knowledge or consent of the Company. All luggage claims must be made before leaving the airport.

Documentation of fragile items is carried out at the passenger's risk.

The transportation of any type of pet or egg boxes is not permitted.

MAGNICARTERS does not have a charging service.

In the event that a baggage exchange occurs, the control of the bag that was exchanged is immediately tracked in the passenger's reservation database in order to coordinate its location and delivery; In the event that any damage occurs to the luggage, an evaluation will have to be carried out and its shipment to a specialized place for repair will be coordinated, with the respective damage report.

Loss of luggage, it will be tracked and if it is not located in less than 30 business days, it will be settled as required by law.

MAGNICARTERS is not responsible for damage to luggage such as scratches, stains, etc., resulting from its handling.

If you are transporting items such as firearms, fishing or competition equipment, etc., you will have to carry out a special documentation procedure, which is why you must present yourself 3 hours before the flight departure, with the corresponding certificates for your transfer and the official identification of the holder, for the corresponding filling out and authorization from the PFP department at the airport.

The documentation of coolers made of a fragile material is prohibited, it is not allowed to carry them on board the plane, as it may cause liquid spills, nor will luggage that exceeds the dimensions allowed by MAGNICHARTERS be transported.