



U.S. Department of
Transportation

Office of the Secretary
of Transportation

Transportation Facts

Aviation Consumer Protection Division

Information for Mexicana Airlines Ticketholders

Mexicana Airlines announced that on August 2, 2010, it filed for Chapter 15 bankruptcy protection in the U.S. Bankruptcy Court in Manhattan, Case No. 10-14182, and that it will continue to operate, although it has canceled or rescheduled certain flights to/from the United States. It has published certain information about its actions which is available at <http://cmainforma.com/cma-informs/>.

If you have tickets to travel on Mexicana, you may contact that airline to confirm the status of your flights and to ensure that the airline has current contact information for you. If you purchased your ticket through a travel agency, make sure the agency has correct contact information for you.

If one of your Mexicana flights is canceled, ask about rerouting via other flights. Mexicana is not required by law to reroute you on another airline, but they might agree to do so. If you are rerouted by Mexicana, ask if you have a confirmed reservation on the new flights or if you will be traveling standby. You may wish to contact other airlines that operate to your destination to see if they will accept your Mexicana ticket, on a confirmed or standby basis, or will offer you a discount on a new ticket by waiving advance purchase requirements or other restrictions.

Some Mexicana service consists of “codeshare” flights that are identified with another airline’s name on the passengers’ travel documents but are shown as “operated by Mexicana.” If you hold a ticket for such a flight and Mexicana does not arrange prompt rerouting at no additional cost to you, the airline whose name is listed for that flight in your travel documents must either arrange to get you to the destination of that flight at no additional cost to you or must refund the fare for that flight if you choose not to go.

If your flights are non-codeshare flights marketed in Mexicana’s name but your ticket was issued by another airline (for example, if your ticket includes flights operated by more than one airline and a carrier other than Mexicana is shown as the “issuing carrier” on your ticket), the issuing carrier should be holding the money for all of the flights on your ticket and that airline should be able to provide a refund for any service that you don’t receive.

If Mexicana cancels your flight and does not arrange prompt rerouting at no additional cost to you, Mexicana must give you a full penalty-free refund upon request. If you have any difficulty obtaining such a refund and you purchased your ticket through a travel agency, you may be able to obtain a refund directly from the agency. If you paid for your Mexicana ticket by credit card, you can file a claim with your credit card company. Write to your credit card issuer at the address listed on your monthly statement for disputing a charge. (This might not be the address where you send your payment.) State your account number. Enclose a photocopy of the ticket, itinerary or receipt. If the transportation was partially used, identify the used and unused

segments. State that Mexicana Airlines canceled your flight and did not provide substitute transportation, you did not receive the service that you charged to your card, and you are requesting a credit pursuant to the Fair Credit Billing Act. The credit card issuer must receive this notice no later than 60 days after the date that you received the first monthly statement that listed the charge for the Mexicana transportation, although credit card companies sometimes waive this deadline for future transportation.

Mexicana is not required by law to refund the cost of services that you are not able to use, such as hotel accommodations, or the cost of additional expenses you incur, such as replacement tickets on another airline, due to the cancellation of your Mexicana flight. In order to attempt to recover reimbursement for such costs, your recourse would be to the appropriate civil court. If you purchased travel insurance through Mexicana or another source, be sure to check with the insurance company to see if you are eligible for reimbursement for expenses you may have incurred.