

SPECIAL SERVICES

Transportation Policies

Special discounts

-If you need child or senior discount for Honduran citizens or residents, please contact our Call Center and provide the requested documents to have your discount.

-Note that no reimbursements will be processed on reservations purchased through our website.

Non-Refundable Rates

- No refund applies to any of our rates, for any of the sales channels.
- If you are not going to use your ticket on the flight date, contact your travel agency or our Call Center to cancel the reservation or rearrange it at a future date, if the fare restrictions allow it. Penalties apply according to the rate purchased.
- CM Airlines is free of responsibility if you do not fly on the reserved date and incur a No Show. No request for partial or full refund will be accepted.
- The fact of not making use of the air ticket does not authorize at any time to demand a refund or to reject the amounts paid by credit card.

Traveling with children and infants

Infants (under 2 years)

-Passenger is considered an infant, under the age of 2 (Once they turn 2 they are considered a child and must pay a Child Fare Ticket)

-Infants are not required to purchase a ticket, but they must be included in the parent or adult's booking and must pay the taxes that correspond to that ticket.

-The infant must be held by an adult (lap child): A parent or adult traveling with the infant may hold the infant in their lap. The infant must be included in the reservation by calling CM Airlines reservations

- The infant is not allowed luggage. Only 1 carry-on diaper bag per child is allowed.
- At check in, you are required to present proof of age (such as an original Honduran Birth Certificate/Passport)
- One adult is not allowed to travel with two infants unless the parent or legal guardian has an adult the second infant can sit with.
- If your infant will travel in their own seat, you must buy a full child fare ticket. The infant must either travel in a safety seat approved by the Federal Aviation Administration (FAA) or be able to sit upright in their seat without assistance and have their seatbelt securely fastened during taxi, takeoff, landing and whenever the 'fasten seatbelt' sign is on.
- We accept infants as young as 10 days old.
- If the infant is less than 10 days old, a medical certificate is required supported by the Honduran Medical Association, stating that the infant can fly in a non-pressurized aircraft exempting CM Airlines from any responsibility. (NO other kind of document/s will be accepted). -The infant must be accompanied by a person 18 years or older or by the infant's parent (any age)

Children (2 years or older)

- Passenger is considered a child from the ages of 2-8. (Child Fare applies in this case)
- Once the child has turned 9, the adult fare must apply.
- At check in, you are required to present proof of age (such as an original Honduran Birth Certificate/Passport)
- Baggage allowance is the same as for adults (35 lbs checked in and 10 lbs carry on)

Unaccompanied minors:

- Passengers under 10 years of age are not allowed to travel alone.
- Passengers between 10 and 18 years old may travel alone prior to the authorization of any of their parents or legal guardian.
- The adult responsible for the minor must accompany him/her to the check in process and complete, with true information, the form that the CM Airlines agent will provide.
- Upon arrival, the person responsible for picking the child up must be at the counter to sign the form and the CM Airlines agent will hand over the child.
- Minors can travel as long as no resistance to travel alone is shown.

NOTE 1: Unaccompanied minors are NOT accepted in any international flight segment.

NOTE 2: Any passenger under the age of 21 may travel alone only if they have their original id and must meet all of the immigration requirements and have a notarized letter with both parents signature.

NOTE 3: Infants or children traveling with their parents or relatives in international flights (CA4) must carry a passport valid for at least 6 months. The adult can travel with his (her) valid Honduran identification card (CA4) or passport. (For further information, contact Migration Office)

Passengers who benefit from Senior Discount:

- Senior Discount applies to passengers from 60 years of age and above. They must be either a Honduran citizen or legal residents in Honduras.
 - To obtain the discount the passenger must present valid id and/or residency card at the moment of buying the ticket.
 - Passengers can buy tickets and obtain the discount contacting our call center at 2290-1800 or at any of our sales offices.
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- For any child or senior discount to apply, you must contact our call center at 2290-1800 or buy the ticket in person at any of our sales office.
 - For all above cases, if the correct requirements are not met when an infant, child or senior passenger will be traveling, the necessary fare adjustments WILL be charged at the counter.

Traveling during pregnancy

- Pregnant passengers with less than 28 weeks will be accepted to travel with no restrictions.
- Any pregnant passenger between 28 to 36 weeks must show a medical certificate at the counter in which it states her health condition and that she is fit to fly, it must also indicate her probable due date. (The certificate must be on letterhead stationery and supported by the Honduran Medical Association).
- If one of our authorized agents considers the flight to be a risk for the pregnant passenger or the unborn child, CM Airlines reserves the right to deny air transportation to any pregnant passenger.
- Pregnant passengers over 36 weeks are not allowed to travel at all.

Special Assistance Passengers

CM Airlines is dedicated to providing a positive travel experience for all of our passengers. If you have any questions or would like to request special travel assistance please contact us at (504) 2290-1800 (in Honduras) or (305) 938-0521 (in USA) or at info@cmairlines.com

We provide Wheelchair service for passengers who need it for their transportation from counter to waiting lounge and then to the aircraft. However, to properly cater these complimentary services the following conditions must apply:

- Passengers requiring these services must be at the counter for check in at least one hour and a half prior to flight departure, for domestic flights, or two hours for international flights.
- Passengers must inform CM Airlines if a wheelchair will be needed, 24 hours prior to the departure flight.
- Any passenger requiring special assistance, with disabilities such as deaf, mute, blind, paraplegic or handicapped, must travel with an adult older than 18 years of age to give assistance accompanies him or her.

NOTE: Any passenger having any kind of disease that puts his or any other passengers security at risk must show a medical certificate supported by the Honduran Medical Association, stating that he or she is able to fly, exempting CM Airlines from any responsibility. (The certificate must be on letterhead stationery and supported by Honduran Medical Association). Failing to do this will follow in the denial to board the aircraft.

Goods that must be checked as freight:

The following list includes goods that passengers are allowed to ship as long as they are transported as freight. (They don't count as baggage allowance).

- Diving equipment (tanks must be emptied)
- Sports equipment
- Musical instruments
- Cardboard boxes *
- Merchandise (Brand new or second hand)
- Parts and accessories
- Plastic bags, groceries, decorations, toys, piñatas, cool boxes.
- Electronic appliances

All freight shipments are subject to space availability.

CM Airlines reserves the right to deny transportation to any freight not meeting all the necessary standards/requirements.

* Exceptions apply to Puerto Lempira destination only.

Baggage Allowance

Notice that baggage allowance depends on the fare and it may vary depending on the purchase channel.

Checked, free baggage allowed in flights per passenger only includes: suitcase, briefcase, carrying case or backpacks.

- 35 lbs in checked luggage
- 10 lbs in carry on luggage (laptop briefcase, handbag, or backpack)

Puerto Lempira destination:

- 50 lbs checked luggage
- 10 lbs carry on luggage (laptop briefcase, handbag or backpack)
- When flying to Puerto Lempira the following containers could be accepted as baggage allowance: cardboard boxes, plastic bags or sacks
- If any passenger has not checked luggage, a cool box or cardboard box could be accepted with no charge as long as it is within the free allowance for this route.

In cases of excess luggage a US\$ 1 per pound fee will be charged.

Pets

CM Airlines transports pets in domestic flights (Honduras only). Only dogs are permitted as pets. Transportation of animals is not permitted in any international flight.

- The minimum age of puppies must be 8 weeks
- A passenger is allowed to travel with a maximum of 2 dogs, each one in its own cage or bag. An adult passenger traveling with two dogs must pay one seat (full fare) to transport both pets in the passengers cabin (if a seat is not paid, one of the dogs must be carried as freight provided that the animal and the cage combined weighs no more than 8k/22 lbs. (If the weight is greater than the 8k/22lbs, the dog must be transported through our freight cabin)
- CM Airlines does not accept dogs as cargo; the pet must be accompanied by an adult.
- The maximum measurements permitted for any cage are: 36 cms (14 inches) wide and 9 cms (3.5 inches) high. In any case dogs must weigh less than 8k/22lbs.
- An unaccompanied minor is not allowed to travel with pets.
- The dog must be inoffensive, calm and clean with no bad odor. It must be transported in a bag or cage in which it fits comfortably and will be able to move easily. Transportation will be denied if it requires special assistance of any kind.
- Only two dogs are accepted per flight.
- Either the passenger or the travel agent must contact a CM Airlines agent and advise that the passenger will be traveling with a pet in order to meet all of the standards.
- We assume no liability for the health or well being of carry-on pets.

Requirements for transportation of pets:

- A valid Health certificate issued by a veterinary doctor in which it states the animals breed, sex and age
- A Valid vaccination card according to its age and breed.
- The pet must be shown at the moment of check in for its corresponding inspection and weighing.

The following are the current transportation fees:

Dog Weight	Passengers Cabin	Freight Cabin
17.5 pounds or less	\$25.00	\$25.00
De 17.5 to 25 pounds	Not allowed	\$25.00
De 25 to 100 pounds	Not allowed	\$115.00 *

- Note: permitted weight may vary according to the aircraft type.

Transportation of Weapons

CM Airlines transports weapons provided that the following requirements are met:

- Transportation of weapons is forbidden in any international flight. Weapons are accepted only for domestic flights.
- Passengers traveling with weapons must appear for check in at least one hour and a half (1.5) prior to flight departure.
- The passenger must travel in the same flight as the weapon; weapons must never be transported as freight.
- The passenger is under obligation of obtaining the corresponding permit granted by Security Authority.
- Ammunitions (bullets) must be removed from weapon.
- Weapons must be carried in freight cabin or storage of the aircraft.
- Each weapon transported must pay a fee of US\$ 10. Exemption for one weapon fee will be granted if a valid Police or prosecutor license plate is shown (only one weapon per authorized passenger).
 - No more than four weapons must be transported per flight.

Note: We strongly advise passengers carrying weapons to travel in our afternoon flights as the National Security Authority office opens at 6am and there will not be enough time for inspecting and issuing the corresponding permits.

Security Law of Civil Aviation of Honduras

Any passenger who intends to board an aircraft must allow security personnel of the Airport Security Division (DSA) to inspect all carry on and checked baggage at all security checkpoints, otherwise access to the boarding area will be denied; with the exception of the officials listed on the National

Security Program of Civil Aviation (PNSAC) as well of those established via mandate, by the National Council of Defense and Security.

The pilot in command of the aircraft has the authority to deny transport to any disturbing or insubordinate passenger that poses a threat to Aviation security. Passengers considered disturbing or insubordinate may be banned from traveling. To this end, all carriers must notify DSA of such events and keep track of them. The prohibition of transportation of a disturbing or insubordinate passenger can be decided by the air carrier.

For more information contact Reservations Department at CM Airlines at (504) 2290-1800 (in Honduras) or (305) 938-0521 (in USA) or at info@cmairlines.com