



TERMS AND CONDITIONS

The passenger accepts the terms and conditions of the airline, by virtue of this adhesion contract. They apply to all sales channels.

- Any purchase made through our website www.cmairlines.com does not apply any type of discount.
- If you need child or senior discount for Honduran citizens or residents, please contact our Call Center (504 2290-1800) and provide the requested supporting documentation to have your discount.
- It is worth mentioning that if you make a purchase on our website, you accept and understand that this channel will not apply any discount to you, therefore you will not be able to request refunds for discounts not applied to said purchase.

At Check-In

- The passenger must show up at the airport at least two (2) hours prior to the departure time (both domestic and international flights).
- The flight closes 35 minutes prior to departure time for domestic flights and one hour prior to an international flight.
- CM Airlines has the right to deny boarding to a passenger who does not comply with the safety bases, laws or rules; passengers violating safety proceedings, or presenting misconducts that may cause discomfort to the crew or passengers, likewise those passengers not complying with security policies.

Traveling Documents

- For domestic flights at check-in counter, if you are Honduran you must present original identification document (DNI is the only acceptable) or valid passport. If you are travelling with a minor, you must bring along an original birth certificate or valid passport. If you are a foreigner, either a minor or adult, the only valid document to travel will be a current and valid passport.
- For flights to Guatemala, you are allowed to travel with the identification document as long as you are from CA4 member countries: Honduras, Guatemala, Nicaragua and El Salvador. This requirement applies to adults only. Minors must present a valid passport and accompanied by an adult. Foreigners must travel only with a valid passport and review immigration requirements depending on their nationality.

- It is the passenger's responsibility to verify immigration requirements prior to their trip if travelling on an international flight.
- It is the passenger's responsibility to verify in advanced, all requirements related to COVID-19 according to the destination country.

Non-refundable tickets

- Tickets are non-refundable and non-endorsable
- Reimbursement is not an option under any circumstances regardless of the payment method with which the purchase was made.
- The client accepts that he will not manage rejections for payments by credit/debit card through the payment link or website, regardless of whether the ticket is used or not.

Ticket's Conditions

- Flight date changes may be done if fare allows it. Additional charges apply.
- Ticket will be valid for one (1) year from the issuance date.
- Partially used ticket do not apply for name changes.
- If the fare allows it, you can make a name change on unused tickets, the change must be requested 24 hours before the departure of the flight. Penalty applies.
- If ticket was issued through a travel agency and the passenger requests a name change, this must be done through the travel agency itself via email.
- If you did not travel on the day of your flight, the system will automatically cancel your return flight. If the fare allows it, you may request a change of date with additional charges. If you did not travel but will still make use of the return flight, you must contact our call center to re-schedule your trip on +504 2290-1800.
- If you are willing to make changes on tickets purchased through online travel agencies such as EXPEDIA, EDESTINOS, KAYAK, etc; please contact our Call Center. Restrictions may apply depending on the purchased fare.

Promotional Fares

- Promotional fares do not apply with any another type of discounts and do not accrue STARMILES.
- Promotional Fares are valid only on specific flights. If not used on the specific date, it will be a lost ticket. Changes concerning name, route or date do not apply for promotional fares.
- Tickets redeemed with Credomatic points apply exclusive policy for such tickets. For more information, please contact our call center on +504 2290-1800.

Tickets on additional flights

- Rates on additional flights (outside regular itineraries) are restricted only for the reserved flight (W class).
- No discount applies to additional flights.
- Changes of tickets originally issued on flights scheduled for additional flights do not apply. □ □

Baggage Policies

- One (1) personal carry-on item such as a purse or backpack is allowed, no more than 10 pounds.
- Baggage allowance depends on the purchased fare. Notice that they may vary depending on the purchase channel or promotion restriction.
- CM AIRLINES does not take any responsibility for damages caused to baggage due to overweight, damaged or unhealthy closures, broken wheels, dents or bumps on the surface of your suitcase since the baggage is subject to damage during the transfer from counter to the aircraft and the airport handling going through areas where the airline has no control: x-rays, sudden movements due to turbulence, etc.
- Any baggage claim must be carried out immediately after the flight or before leaving the airport.

Prohibited Items

- CM Airlines, does not transport dangerous goods.
The transport of the following items is prohibited:
 - a. Compressed gases (flammable, non-flammable, or poisonous) such as gas campsite and diving tanks.
 - b. Corrosive materials: acids, alkaline, wet batteries, etc.
 - c. Explosives: ammunition, fireworks, etc.
 - d. Flammable liquids or solids: lighter or fuel for heating, matches, or items that are easily inflamed.
 - e. Radioactive materials.
 - f. Oxidizing materials such as powder bleach and peroxides.
 - g. Toxic or poisonous materials.
 - h. Mercury or magnetic materials.
 - i. Paints or liquids or,
 - j. Any other items that the carrier considers dangerous.

Exceptions: medicines and toiletries in small amounts that are necessary or appropriate during travel such as lacquers, perfumes, and alcohol containing medicines.

SPECIAL SERVICES

Important!

Two (2) special services cannot be granted to the same passenger, for example: a minor with a pet, a minor in a wheelchair traveling alone; a minor traveling with another minor under 9 years of age, etc. This, because the custody of one of our agents is required at all times and for security reasons, they can only provide one special service at a time.

Traveling with infants

- 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)

Traveling with children

- 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.
- 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 two (2) hours and a half prior to flight departure.
- 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 passenger's 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).

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

All freight shipments are subject to space availability.

* Exceptions apply to Puerto Lempira destination only.

Regarding diving equipment, CM Airlines does not have the mechanisms to determine if it is completely empty, so we definitely do not transport diving equipment.

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

Transportation of 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 passenger's 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.
- By order of the Airport Security Authority (DSA), the passenger who wishes to travel with weapons must appear before this institution one day before the flight.
- 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