

Passenger guide

Tips for flying



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TIPS FOR FLYING

1. Drink plenty of water before your flight, this will help to prevent headaches.
2. Do not overeat to prevent indigestion to prevent indigestion and hypertension.
3. Sleep during the trip and try to walk on the plane if it's a long flight.
4. If you feel sick, talk to the crew to receive medical assistance.
5. If you have any disease, consult your doctor before traveling.

Kids and young people (aged 5 to 10 years):

- All children under 5 years of age must travel with a family member or acquaintance.
- Above 15 years old, the payment for the companion is optional.
- In the area of information from the airline users will be provided with formats that must be filled out before the minor travels. It is necessary to show an official ID and make the payment.

Lost Property

In case you forgot your luggage or some other object in the hallways or X-ray bands, ask at the lost property office. This should meet the following requirements:

- Copy of ID
- Copy of your boarding pass
- Indicate where you lost your belongings and describe the contents of your suitcase
- If the person who is gathering the baggage, lost or retained article, is not the owner of it, needs to show a simple Power of attorney

To regain your properties you must claim them within the following 60 natural days if they were retained in the security points with a receipt, or in the case of lost objects and clothes within 30 natural days.

Lost and Found

- Location T1: Mezzanine office 102.
Tel. 2482 2289.
Schedule Monday to Friday 08:00 to 21:30 hrs.
Saturday and Sunday 09:00 a 16:00 hrs.
- Location T2: Local TLL-01
Tel. 2598 7169
Schedule Monday to Friday 08:00 to 21:30 hrs.
Saturday and Sunday 09:00 a 16:00 hrs.

SECURITY

Avoid setbacks, follow these 4 recommendations that will make your stay at the airport faster and secure.

1. Don't lose sight of your belongings.
2. Take care of children traveling with you.
3. Use only authorized taxis.
4. Do your banking discreetly and more safely.

Forbidden items in carry-on baggage:

- Sharps items.
- All kinds of tools (hammer, screwdriver, gripper, etc.).
- Pointed Umbrellas.
- Inflated Balls.
- Open food and drink.
- Nail Clippers with attachments and sharp scissors, without round tip.
- Explosive Materials.
- Guns and toys guns
- Any kind of lariat
- Any type of tape with glue and tape measures
- Some powders such as detergents, salt, flour, etc.
- Self defense equipment
- Oxygen cylinders (except by prescription).
- Matches.
- Baseball bats.
- Needle syringes are allowed only in the case of prescription to diabetes or allergies, accompanied by the respective drug.
- More than 2 kilos of dry ice .
- Alcoholic beverages with no brand, only allowed without violating stamped and not exceeding 5 liters.
- Only allowed liquids, gels and aerosols for cosmetic or personal care products, in individual containers with a capacity not greater than 100 ml (3.4 oz.), In a resealable plastic bag maximum capacity 1 liter (35 oz.) per passenger. Content should enter easily into the bag and close completely.
- Set of golf, hockey, billiard cues, walking sticks for skiing and other similar.
- Mercury barometers and industrial thermometers.



SERVICES

Benito Juárez International Airport of Mexico City, both Terminal 1 and Terminal 2 offers all the commercial services that meet needs. Such as purchases of items from renowned brands, national and international food, banks, money exchange and more.

Information:

The AICM has information modules distributed throughout the airport

- Terminal 1: there are two information modules in the arrivals area, one in the hall Bravo and three in waiting rooms of International hall
- Terminal 2: there are three modules in the arrivals area, one in the area of exits and two in the National and international waiting rooms.

Parking:

Terminal 1 has a parking area for 1,971 vehicles in the area of domestic flights and 2,106 in the international flights area. Terminal 2 has 2,437 locations, supervised by a modern security system through CCTV cameras TV, to provide better security to passengers remain on the premises.

People with disabilities:

Today people with disabilities can navigate more easily through the facilities of the Airport, all services have been designed for easy access, so that makes this Terminal comfortable, safe and comfortable. It has elevators to access any level. On the landing of a flight, there are ramps and elevators that can carry both claim area, for domestic arrivals, as migration on international flights.

Toilets:

They are open 24 hrs, and have facilities for people with disabilities.

Electric carts:

The premises of the Terminal 2 have electric carts to serve the elderly, pregnant ladies, people with different abilities and all those who need it in case of emergency.

Telephones:

You can find several public telephones throughout the airport with national and international service.



Luggage trolley:

In T1 you can transfer your luggage from the bands up to the exit. In T2 by the amount of 10 pesos you take them from the parking lot to the security filters and the area bands to the parking lot.



Tourist information:

You can find Tourist Guide services at the Terminal 1



MONEDA NACIONAL

Cents



Pesos



20 pesos bill



50 pesos bill



100 pesos bill



200 pesos bill



500 pesos bill



1000 pesos bill



PEOPLE WITH DISABILITIES

inside and outside to the T1 and T2 terminal buildings, the AICM offers services and facilities designed for people with disabilities, pregnant women and elderly people, with the objective of offer to these users greater comfort of movement during their stay at the airport.

For this purpose, the AICM offers greater accessibility at strategic points and crowded areas, as well as exclusive services for these people with characteristics such as:



Elevators

- Terminal 1: Located at Gates A, Bravo, D, E1, E3, F1, G, H and M; also at bus station.
- Terminal 2: Located at the ends of the departure hall, pre-departure lounge, migration hall, VIP lounges and parking.

Moving walkways

Located in the international departure lounges of T1 and the pre-departure lounge of T2, this service provides an easy transfer to the departure lounges.

Escalators and electric ramps

Offer ascent and descent facilities from different floors in the building. These are located at:

- Terminal 1: Gate A, B, Bravo, D, E1, E2, F1 and M; and at the national baggage claim area and the bus station.
- Terminal 2: Located in the pre-departure area, departure lounges and connecting corridors for national and international flights and access to the migrant area.

Toilets

There are furnishings and accessories exclusively for people with disabilities, and toilet areas for babies, located at

- Terminal 1: Gate A, Bravo, D, E1, E3, G, H, J M, bus station and throughout the departure lounges.
- Terminal 2: At both ends of the shopping area, parking, departure lounges, pre-waiting lounges and bus station.

Public telephones

It has equipment for people with disabilities, installed throughout the building terminal T1 and T2, in areas of telephone booths.

Access ramps to terminal building

Located outside the Terminal 1 and Terminal 2.



PEOPLE WITH DISABILITIES

Transportation in mini vehicles

Free transfer service to pregnant women, elderly persons and those with disabilities within the Terminal in the following areas:

- Terminal 1: National and international departure gates and national parking lot.
- Terminal 2: Departure gates and parking lot.

The services of these units is provided from 6:30 am to 10.00 pm in the Terminal building and 24 hrs per day in the T1 and T2 national parking lots.

Preferential parking spaces

Located very close to the main accesses of the Terminal 1 and Terminal 2 buildings.

Airotrain

Transfer between terminals for these users; has escalators, ramps, elevators and an air-conditioned cars. This service is offered between 5:00 am at 11.00 pm, 365 days of the year.

In addition, the airlines offer accessibility to these users such as a wheelchair service, immediate baggage check-in and preferential boarding. For further information, we suggest you contact your airline.

Tactile strip

Located at the doors of Terminal 1 and Terminal 2, designed in risk-free spaces, with no obstacles and Braille signage for people with disabilities.