



NUBA

EMERGENCY SERVICES

Contact Nuba Air Team Desk
Voice calls only (no WhatsApp)

+52 55 4172 5575



PRIOR TO MAKING A CALL

- **Emergency:** Applicable only if the flight is scheduled within the next 3 days.
- **Ticket issuance:** Must originate from the NUBA Air Team Desk.
- **Data prepared:** Please have the PNR or full name available.
- **Rate:** Verify whether it permits modifications, cancellations, or reimbursements.



MODIFICATIONS AND PROCEDURES

- **At the airport:** The airline addresses issues related to overbooking, weather conditions, or technical malfunctions.
- **Modifications in PNR:**
 - **Airport customer:** Not advisable; the airline may request modifications four hours prior to the flight.
 - **Customer not at airport:** The modification must be recorded in the PNR; otherwise, a new reservation will be created.



SERVICE LIMITATIONS

- No financial data has been altered, and no supplementary reports have been released.
- Prompt service relies on possessing all the necessary information.

IMPORTANT: Please have your PNR and all relevant information prepared for expedited service.