

Online check-in: What is it? - Viva Aerobus

Viva Aerobus

Viva Aerobus enables passengers to check in online before the flight. It is possible to check in at the airport before flying with the Mexican carrier, but an extra fee from \$5 to \$14 (depending on the destination and time of registration) will apply.

How to check in online for a Viva Aerobus flight without incurring additional costs? eSky customers can choose one of the following options: via a secure form on eSky or on the airline's website. The choice depends on whether they have purchased the Online check-in service when booking their tickets.

Online check-in with Viva Aerobus

Online check-in opens	Online check-in closes
10-4 hours prior to departure time*	70 minutes prior to departure time

**Depends on the fare purchased. When checking in using the airline's mobile app, check-in is available 10 days (for domestic flights) and 1 day (for international flights) before departure.*

What information is required by Viva Aerobus?

Viva Aerobus requires additional information to generate a boarding pass as well as information about the traveler's identity document in order to ensure the safety of all passengers on the flight.

A boarding pass may include information such as:

- date of birth,
- nationality,
- travel document type (identity card or passport card),
- identity card series and number,
- country of issue,
- issue and expiry date.

Important! Required information may vary depending on the route and entry regulations of the country of arrival.

The document provided during online check-in must be brought to the airport to be presented to staff before boarding the plane.

When does the eSky customer receive a Viva Aerobus boarding pass?

eSky customers **who have purchased the Online check-in service** do not need to remember when check-in is opened by the airline. Once they make a booking they will receive their ticket where they will find the link to the secure form. Thanks to this, they can provide the details required by the airline to perform the check-in procedure. After check-in has been made available by the airline, our consultants will check the passenger in on their behalf and then send the boarding pass to the email address provided.



eSky customers **who have not purchased the Online check-in service** need to check in directly on the airline's website. To do it, select the "Change your reservation" option on the Viva Aerobus website and sign in using your booking reference and your surname, then follow the instructions. Important! Any further **correspondence (booking details, the check-in procedure** as well as possible **schedule changes)** will be sent **directly by the airline**. The passenger will receive it to the **email address** provided while purchasing their eSky tickets.

Action	Online check-in service purchased	Online check-in service not purchased
Performing a check-in	On eSky, using a secure form	Directly on the airline's website
Receiving the link to an online check-in form	Once the ticket has been purchased	Once check-in has started
Entry of information	Anytime (but no later than 4 hours before the flight departure!)	From 10-4 hours to 70 minutes before the flight departure*
Receiving boarding card	Between 48 hours 8 hours before the flight departure**	Having conducted the check-in procedure on your own

* Depends on the fare purchased.

** Not available if the passenger provided check-in details later than 8 hours before the flight departure!

The Online check-in service can only be purchased when booking a ticket. It is not possible to buy it at a later date.

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