Home-Printed Bag Tag

Now through the web you can get your Bag Tag. You just have to print it along with your boarding pass for subsequent check-in at the airport prior to your flight, just go to www.volaris.com

The Home-Printed Bag Tag allows you to speed up the baggage check-in process at the airport. Once printed, you will have an inactive baggage tag that will have to be activated at **the Bag Drop** (1) area at the Airport with our **Customer Service** staff (2) to supplement your check-in process based on the terms and conditions listed below.

How does your Home-Printed Bag Tag works?

1) Once you have hire your reservation, and you need to take your baggage to supplement your check-in, you must register in our web site www.volaris.com in the section "volaris.com/Manage your flight/Print your boarding pass/" and follow the steps that are indicated in that section.

2) Once you have finished the register process you must print your boarding pass, your Bag Tag and your password, each document on a separate piece of paper, making sure you print just one side of each sheet. When printed at home, your Bag Tag will not be active and shall only be valid until activated later at the airport by one of our Customer Service representatives. Luggage registration alone shall have no validity and your luggage may not be checked in nor carried by the airline.

3) Take your boarding pass and Home-Printed Bag Tag to one of our Customer Service representatives at the Volaris Bag Drop area at the airport, and place your **password** (3) inside your luggage. Do not forget to bring a valid official ID and any other document required for your trip in the case of international flights.

4) Upon meeting one of our Customer Service representatives, fold your luggage Tag in half as noted in the directions printed on your Tag and go to the Volaris Bag Drop area; once there, you will receive a plastic **holder** (4) where you will insert the Bag Tag that you previously printed, the tag will then be activated (checked) in the airline system. Once you have done the above, your luggage shall be checked in and you may leave it at the Volaris Bag Drop area to be transported.

5) Remember that if your luggage tag is not activated (checked) according to the above

process, your luggage shall not be considered to have been checked in, thus it may not be transported and you will not be able to claim it in case of loss or damage.

6) If you are checking in luggage and you printed your boarding pass and your Bag Tag, you should arrive at the airport at least 2 hours before departure of a domestic flight or 3 hours before international flights, otherwise your Tag may not be activated (checked) and your luggage may not be checked in nor transported.

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(1) Volaris area inside the airport where a Customer Service representative will activate your Bag Tag so that you can effectively check in your luggage and have it transported.

(2) Volaris staff at check-in counters.

(3) Your password is an ID that contains your reservation code so that if necessary, your bag can be identified in case of loss.

(4) The plastic holder that you wrap around your bag handle. You can use it multiple times so you can save it and use it in your next flight.

Important information:

- If you need to check in extra luggage for your trip, you can buy these services during your check in process (web check in) by paying the corresponding fee with your debit or credit card.

- The number of your Bag Tag is on your boarding pass and will only be valid when activated by a Volaris representative as stated in these terms and conditions, otherwise, the Tag will remain inactive, shall not be valid and your luggage may not be transported, nor will you be able to make any subsequent claim.

- For now, the Home-Printed Bag Tag will be available for the following routes:

  o From Mexico City to Guadalajara

- If your luggage is oversized, it's a musical instrument, it's a dog/cat to be checked in or exceeds the weight limit, please go to a Volaris Customer Service representative at the airport. Printing your Bag Tag at home for these services is not possible.

- If you buy extra luggage through the website, please make sure that your purchase is correct. Purchases of extra luggage shall not be refundable if you decide not to bring such luggage along in your trip. See terms and conditions of luggage as well as our additional services at www.volaris.com.

- If you do not bring your Home-Printed Bag Tag, you may check in at the Volaris check-in counters inside the airport.

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All services are subject to the Passenger Scheduled Domestic Air Transport Agreement as well as to the terms and conditions described at www.volaris.com.