Terms and Conditions of Scheduled Air Passenger Service

This document contains the terms and conditions (hereinafter, the "Terms and Conditions") regulating and establishing the procedures and policies applicable to the operation of the following flights: (i) between Central American countries (Costa Rica, El Salvador, Guatemala, Nicaragua, etc.), (ii) between Central American countries and Mexico, and (iii) between Central American countries and the United States of America operated by Vuela El Salvador, S.A. de C.V. ("**Volaris El Salvador**"), including interline operations.

Sales Channels

There are several sales channels through which our customers can purchase air transport services and other additional services. Flights can be purchased through the following channels:

1. **Call Center:**
   - 01 (55) 1102-8000
   - 855 VOLARIS (8652747)
   - 502-2301-3939
   - 506-4002-7462
   - 503-2504-5540
   - 505-2251-2198
   - 504-2202-7900
   - 57-60-1744-3272
   - 511-644-9040
   - TTY 855-425-2002

2. **Airports.** Our customers can purchase flights at the sales offices or counters available for that purpose at any of the airports where Volaris operates.

3. **Website.** Through www.volaris.com our customers can purchase tickets, manage their flights and check in.

4. **Volaris App.** Through the Volaris App for Android, IOS and Windows mobile devices, our customers can purchase tickets, manage their flights and check in.

Additional Services

Additional services may be purchased by our customers at our website www.volaris.com.

Notifying customers about delays, cancellations and known deviations

We shall provide our Customers with available information on delays, cancellations and known deviations through any available means, including through the information that you provided during your purchase as soon as we are aware of such situation. We made inform you by: telephone, e- mail, at the airports, boarding gates, passenger attention modules and through airport screens (where available), through our crew members, airport service personnel and our website.

Volaris shall do everything possible to provide our customers with timely and accurate flight information as soon as possible and in no case later than 30 minutes after a flight schedule change is known.

Important: When making a reservation, it is important that you provide all the required data to allow us to contact you in a timely manner with information about your flight so that, in case of a contingency, you may be contacted.

Check-in

The customer must complete the check-in process electronically through our website www.volaris.com, the Volaris App, or at our counters at the different airports.

Customers must arrive at the airport of their origin flight with the time in advance specified when the ticket was purchased, carrying with him/her any necessary identification documents which must comply with the applicable immigration requirements in the country of destination on the date of the flight, and with any other requirements from the country or countries where the intermediate segments take place.

For information on check-in times visit www.volaris.com

For flights originating from, destined to, or connecting in Mexico, if the Customer has chosen to pay the Airport Use Fee (TUA) after making the reservation, they will have up to 4 hours prior to the scheduled departure time of their flight to complete the payment of the TUA, either through volaris.com in the "My Trips" section or via the official Volaris app. Otherwise, the Passenger will not be able to check-in, print, or access their boarding pass.

It is the Passenger's responsibility to ensure that no pending payments related to their reservation remain, including the Airport Use Fee (TUA). The Passenger understands that failure to settle such payments will result in the inability to check-in or board the flight

Customer check-in shall be made as follows:

1. **Customers with boarding pass.**

For customers with a previously printed boarding pass or who checked-in online through the Volaris App, as provided in www.volaris.com.

In addition to the boarding pass, the customer must print, in advance, the applicable bag tag for the baggage allowance and/or have purchased additional optional services. Customers who do not comply with the weight and size specifications contained in our baggage policy regarding free baggage allowance (www.volaris.com) and that did not buy additional services for baggage allowance, shall be sent to the Customer Service Area where they'll be able to purchase additional services if they wish to carry more baggage than the allowance included in their ticket.

2. **Customers without boarding pass.**

Customers without a printed boarding pass shall be required to print it at the available modules for such purpose, obtain it through Volaris App or may purchase the additional personal attention service.

Boarding

Passengers must be at the last boarding gate sufficiently in advance and as recommended during check-in and must follow the boarding instructions of the airline personnel.

Restrictions on boarding

Volaris shall be entitled to deny transportation to people and/or their baggage when, in accordance with the applicable regulations and security measures, Volaris reasonably considers that this could be a risk or danger, or that the transportation of such person, baggage and/or or belongings is prohibited by applicable law. To this end, Volaris shall be entitled to search any persons and their baggage and/or belongings to be carried on board the aircraft as provided by the applicable legal provisions.

People entitled to special services

Passengers with disabilities are entitled to be transported in accordance with the corresponding safety measures and to transport with them wheelchairs, walkers, prostheses or any other instrument, provided the use of such instrument is personal and directly related to their disability. international flights, the provisions of international treaties will apply.

Passengers requiring a medical oxygen tank must notify the Airline at least 72 (seventy-two) hours in advance of their scheduled departure.

Passengers who require the use of a ventilator, respirator, continuous positive pressure machine or portable oxygen concentrator of their own, must notify the Airline at least 48 (forty eight) hours in advance of their scheduled departure.

Pregnant passengers

Pregnant women can travel without any restriction during the first eight months (36th week) of pregnancy in any route. As of the ninth month of pregnancy or seven days before delivery, they may travel by carrying a medical certificate or an executed release of responsibility in favor of Volaris.

It is not Volaris' responsibility to ensure pregnant passengers have consulted with their physicians.

Passengers of Size

Customers who require two seats due to their size, may purchase an additional seat. Such seats may not be located in emergency exits, first rows or with service tables in the armrest. Similarly, Volaris may provide certified belt extensions for these customers.

Sick passengers

Customers whose health condition prevents them from traveling, shall only be allowed to fly if they provide a health certificate from a physician issued no more than 5 days prior to the flight departure date and their condition does not represent a risk to the safety of the flight, other customers or the crew.

Passengers with disabilities and/or reduced mobility can travel without having to provide a health certificate, sign any waivers or forms or comply with any special requirements, except in cases where the passenger:

- Is traveling on a stretcher or incubator
- Requires oxygen during the flight
- Has any of the medical conditions considered as contraindications to air travel according to the World Health Organization (WHO). In these cases, the passenger shall be required to provide a health certificate of fitness to fly.
- When the intellectual or psychosocial capacity of the passenger prevents him/her from behaving and follow instructions without assistance.

Passengers with disabilities and/or with reduced mobility shall be located, depending on availability, in the seats closest to the boarding door according to the Airline's safety measures.

Wheelchairs shall be checked in as baggage, at no additional cost to the passenger. If the passenger with disability and/or reduced mobility wants to check-in an additional wheelchair, he/she may do so as part of his/her baggage allowance or by paying the corresponding charge for excess baggage.

Check-in of wheelchairs with wet battery shall be subject to the applicable Official Mexican Standard (Norma Oficial Mexicana) regulating the air transport of hazardous items issued by the Mexican Ministry of Communications and Transportation.

Passengers with disabilities

Passengers with disabilities and/or reduced mobility can travel without having to provide a medical certificate, signing of any waivers or forms or complying with any special requirements, except in cases where the passenger:

a) Is traveling on a stretcher or incubator
b) Requires oxygen during the flight
c) Presents any of the medical conditions considered as contraindications to air travel according to the World Health Organization (WHO). In these cases, the passenger shall be required to submit a medical certificate of fitness to fly.
d) When the intellectual or psychosocial capacity of the passenger prevents him/her from acting and following instructions without assistance.

Passengers with disabilities and/or reduced mobility are entitled to travel with a guide dog or a service animal in the passenger cabin, without extra charge, by presenting the corresponding certificate to evidence compliance. Customers must comply with the requirements to travel with service animals available at www.volaris.com.

Passengers with disabilities and/or with reduced mobility shall be located, depending on availability, in the seats closest to the boarding door according to the Airline's safety measures.

Wheelchairs shall be checked in as baggage, at no additional cost to the passenger. If the passenger with disability and/or reduced mobility wants to check-in an additional wheelchair, he/she may do so as part of his/her baggage allowance or by paying the corresponding charge for excess baggage.

Check-in of wheelchairs with wet battery shall be subject to the applicable regulation regarding the air transport of hazardous items.

Passengers requiring a service dog:

A Passenger has the right to travel with up to two (2) service dogs in the passenger cabin without any extra charge, subject to documentation requirements, limitations and other established regulations set out in applicable law and the following terms and conditions including but not limited to:

1. Brachycephalic dogs are not allowed to travel on board the aircraft.
2. The age of the animal must be more than four (4) months
3. The service dogs must be trained for a specific task or work for the benefit of the passenger with a disability (including physical, sensory, psychiatric, intellectual or other mental disability)
4. Such dogs may be denied transportation if the animal is found to be too heavy, too large. poses a direct threat to the health or safety of others, if the animal causes significant disruption in the aircraft or at the airport or if the passenger does not provide documentation required in point (5) below.
5. If you wish to travel with service dog(s), you must provide the following documents:
    a. **DOT Service Animal Air Transportation Form** for each dog.
    b. **Vaccination Card** issued by a licensed veterinarian. The card must contain the following information: (1) the rabies vaccination must have been given no more than one year from the date of the flight and with no less than thirty (30) days prior to the flight; (2) valid antiparasitic medication has been administered no more than six (6) months in advance of flight date.
6. DOT Service Animal Air Transportation Form shall be provided to Volaris prior to departure.

Service dogs must behave properly in public and follow directions from its owner and must be properly harnessed or leashed and remain under the direct control of the passenger. The passenger must confirm that he or she has no reason to believe that the service dog poses a threat to the health and safety of other and assumes full responsibility for the safety, well-being, and conduct of its dog, including the interaction of the animal with crew and other passengers or passenger's property that may come in contact with the animal while on board the aircraft.

Service dogs must be seated at the customer´s feet without protruding into the aisle, without occupying the foot space of adjacent passengers and may not occupy a seat. Passengers may use an approved in-cabin kennel for smaller animals provided the kennel fits under the front seat. Emergency row seating for passengers traveling with service dogs is prohibited.

Passengers with medical oxygen requirements

Passengers requiring the use of medical oxygen shall be entitled to carry a portable oxygen concentrator with them, subject to the conditions and specifications contained in the policies, terms and conditions published at www.volaris.com.

Inadmissible and deported passengers

Inadmissible passengers are those traveling with Volaris and who, for some reason, are denied access to the country of destination by the immigration authorities. Deported passengers are those who, after remaining in a country different to their country of nationality, are sent to their country due to irregularities in their status or immigration permits. In this case, the immigration authorities must prepare the migration related documents and escort such inadmissible or deported passengers.

Volaris shall review the migration related documents of such passengers. If such documents do not comply with the applicable legal requirements, Volaris shall be entitled to deny access to the passenger in question.

If, for any reason, a passenger is declared inadmissible in the country of destination, Volaris, by implementing the applicable laws and regulations, shall return such passenger to the country where the flight originated.

Transport of prisoners

Volaris may allow prisoners to be transported provided they are escorted by representatives of a local or federal authority with the necessary technical capacity and expertise. No more than one prisoner per flight shall be admitted and no prisoner shall be admitted if there is an inadmissible or deported passenger on the same flight. Prisoners shall not be transported on interline and/or codeshare flights.

Passengers with firearms

Under no circumstance firearms may be checked-in in flights with interline connections since, according to the established check-in procedures, firearms may only be checked in by passengers on flights with immediate destination.

Baggage and Benefits by Fare Type

The baggage policy and associated benefits vary depending on the fare purchased. Volaris offers the following fare options for travel.

Note: The benefits described for each fare apply only to purchases made directly through Volaris official sales channels (website, mobile app, call center, or airport ticket counters). For purchases or reservations made through travel agencies, vbusiness or channels other than Volaris official sales channels, certain benefits may not be available.

Fare Availability by Sales Channel

Starting on **October 26th, 2026**, available fares will vary depending on the purchase channel.

Reservations and purchases made before October 26th 2026 will retain the benefits and conditions in effect at the time of purchase. Subsequent fare changes will not affect previously issued reservations, and the originally purchased benefits will be honored.

Fares Available on the Volaris Website and Mobile App:

- Zero
- Flex
- Plus

Fares Available Through the Call Center, Volaris Airport Counters, and Other Official Volaris Sales Channels:

- Zero
- Basic*
- Plus

*This fare will no longer be available on the Volaris Website and App beginning October 26, 2026.

Benefits by Fare Type

1. Zero
(Fare available through all official Volaris sales channels)

This is a preferred fare that allows you to travel without baggage and includes transportation of one (1) personal item (which must fit underneath the seat in front of you), with dimensions not exceeding 35 cm length x 45 cm width x 20 cm height.

Additional Benefits:

a) **WEB CHECK-IN.-** Web check-in can be done 24 hours before the scheduled departure of the flight (applies to international flights). To make use of this benefit, the full amount of the reservation must be paid, including taxes, fees, charges, and any additional services.

b) **V.CLUB BENEFITS.-** The customer may obtain a complimentary V.club membership and receive a 20% discount on the base fare of any flight upon registration for future purchases, provided the customer is logged in to the website.

c) **ALTITUDE POINTS ACCRUAL.-** The Customer will earn 10 Altitude Points for every MXN $20 or USD $1 paid toward the purchase of their flight, in accordance with the applicable terms, conditions, and rules of the Altitude program. Altitude Points may be redeemed for flights, products, and other benefits available through the program.

2. Basic
(Fare available only through the Call Center, Volaris airport counters, and other official Volaris sales channels)

This is a preferred fare that includes: one (1) personal item (which must fit underneath the seat in front of you) with dimensions not exceeding 35 cm length x 45 cm width x 20 cm height., and one (1) checked bag weighing up to 15 kg and not exceeding 158 linear cm.

Additional Benefits:

a) **WEB CHECK-IN.-** Web check-in can be done 24 hours before the scheduled departure of the flight (applies to international flights). To make use of this benefit, the full amount of the reservation must be paid, including taxes, fees, charges, and any additional services.

b) **FORWARD YOUR FLIGHT AT THE AIRPORT.-** Customers may advance their originally purchased flight in airport counters, as long as the passenger has not previously checked in for the originally purchased flight, only to another flight operating on the same day and route with a departure time earlier than the original flight. The passenger requesting this benefit must be the same passenger appearing on the original reservation. For reservations with multiple passengers, this benefit will apply to all passengers on the reservation. The request must be made at least one hour and thirty minutes before the departure time of the desired flight. This benefit is available exclusively at airport ticket counters on the day of the original flight and is subject to seat availability. Once applied, the originally purchased flight will no longer be valid. The customer is responsible for allowing sufficient time to travel to the airport, complete the check-in process, and arrive at the boarding gate on time.

c) **ALTITUDE POINTS ACCRUAL.-** The Customer will earn 10 Altitude Points for every MXN $20 or USD $1 paid toward the purchase of their flight, in accordance with the applicable terms, conditions, and rules of the Altitude program. Altitude Points may be redeemed for flights, products, and other benefits available through the program.

3. Flex
(Fare available exclusively on the Volaris Website and Mobile App)

This is a preferred fare that includes: One (1) personal item (which must fit underneath the seat in front of you) with dimensions not exceeding 35 cm length x 45 cm width x 20 cm height.

Additional Benefits:

a) **WEB CHECK-IN.-** Web check-in can be done 24 hours before the scheduled departure of the flight (applies to international flights). To make use of this benefit, the full amount of the reservation must be paid, including taxes, fees, charges, and any additional services.

b) **ALTITUDE POINTS ACCRUAL.-** The Customer will earn 10 Altitude Points for every MXN $20 or USD $1 paid toward the purchase of their flight, in accordance with the applicable terms, conditions, and rules of the Altitude program. Altitude Points may be redeemed for flights, products, and other benefits available through the program.

c) **CUSTOMIZABLE BENEFITS.-** During the booking process, the Customer may select one of the available benefit options within each Flex Fare benefit category. Selection of one (1) benefit from each available category is required to complete the purchase of this fare. Only the benefits selected and confirmed at the end of the purchase process will apply and will be subject to the applicable terms, conditions, restrictions, and availability. The airline may modify these benefits at any time; however, benefits selected at the time of purchase will be honored and will not be affected by subsequent modifications.

Category 1: Baggage and Seat Benefits

The Customer must select one (1) of the following benefits:

- One (1) checked bag weighing up to 15 kg and not exceeding 158 linear cm.
- One (1) carry-on bag with maximum dimensions of 55 cm length x 40 cm width x 25 cm height. The combined weight of the personal item and carry-on bag must not exceed 20 kg.
- Standard Seat. Any seat located from row 6 toward the rear of the aircraft, excluding emergency exit seats and Premium+ seats. This benefit is subject to seat availability at the time of selection.

Category 2: Additional Benefits

The Customer must select one (1) of the following benefits:

- **Unlimited Flight Changes.-** You may make unlimited changes to your flight date and time by paying only the applicable fare difference. To qualify, the following conditions must be met: (1) the change must be requested at least 4 hours before the scheduled departure time; (2) check-in must not have been completed; and (3) full payment of the reservation must have been made. Route changes and name changes are not permitted. Once selected, this benefit may be used through the "My Trips" section on www.volaris.com and the Volaris App.
- **Travel Protection**.-* The "Travel Protection" is an insurance product issued, administered, and guaranteed by the local insurance company duly established in each country that is part of the Pan-American Life Insurance Group (PALIG), complying with all applicable legal requierments in each respective country. It is distributed through a locally authorized intermediary agent in accordance with the applicable jurisdiction and in compliance with the relevant laws and regulations.

  *Terms and Conditions apply: https://cms.volaris.com/globalassets/pdfs/eng/terms-andconditions-travel-backup-international.pdf
- **10 Additional Kilograms for Checked Baggage**.- This additional weight allowance will apply to the first checked bag purchased. If the Customer selected the 15 kg checked baggage benefit under the Baggage and Seat Benefits category, the additional 10 kg may be applied to that bag or to any subsequently purchased 25 kg checked bag.

The selected benefits shall form part of the purchased fare and will be subject to the applicable terms, conditions, restrictions, and availability.

4. Plus
(Fare available through all official Volaris sales channels)

This fare includes: one (1) personal item (which must fit underneath the seat in front of you) with dimensions not exceeding 35 cm length x 45 cm width x 20 cm height., one (1) carry-on bag with dimensions not exceeding 55 cm length x 40 cm width x 25 cm height and whose combined weight with the personal item does not exceed 20 kg, and one (1) checked bag weighing up to 25 kg and not exceeding 158 total linear cm.

Additional Benefits:

a) **WEB CHECK-IN.-** Web check-in can be done 24 hours before the scheduled departure of the flight (applies to international flights). To make use of this benefit, the full amount of the reservation must be paid, including taxes, fees, charges, and any additional services.

b) **FORWARD YOUR FLIGHT AT THE AIRPORT -** Customers may advance their originally purchased flight in airport counters, as long as the passenger has not previously checked in for the originally purchased flight, only to another flight operating on the same day and route with a departure time earlier than the original flight. The passenger requesting this benefit must be the same passenger appearing on the original reservation. For reservations with multiple passengers, this benefit will apply to all passengers on the reservation. The request must be made at least one hour and thirty minutes before the departure time of the desired flight. This benefit is available exclusively at airport ticket counters on the day of the original flight and is subject to seat availability. Once applied, the originally purchased flight will no longer be valid. The customer is responsible for allowing sufficient time to travel to the airport, complete the check-in process, and arrive at the boarding gate on time.

c) **ALTITUDE POINTS ACCRUAL.-** The Customer will earn 10 Altitude Points for every MXN $20 or USD $1 paid toward the purchase of their flight, in accordance with the applicable terms, conditions, and rules of the Altitude program. Altitude Points may be redeemed for flights, products, and other benefits available through the program.

d) **FULL REFUND.-** You may cancel your reservation up to 24 hours before the departure of the first scheduled flight in your reservation and receive a refund of the full cost of the flight to the original form of payment. This benefit applies only if the customer has not checked in or boarded any flight included in the reservation. It does not apply to reservations paid 100% with vouchers, reservations in HOLD status, or reservations with an outstanding balance.

e) **UNLIMITED FLIGHT CHANGES.-** You may make unlimited changes to your flight date and time by paying only the applicable fare difference. To qualify, the following conditions must be met: (1) the change must be requested at least 4 hours before the scheduled departure time; (2) check-in must not have been completed; and (3) full payment of the reservation must have been made. Route changes and name changes are not permitted. This benefit may be used through the "My Trips" section on www.volaris.com and the Volaris App.

f) **VOLARIS TV (Subject to Availability).-** Enjoy movies, series, and games on your mobile device during your flight. Present your boarding pass to receive an access code, connect your device to the "VolarisTV" Wi-Fi network, and enjoy the available content..

Notes:

- In case of round flights, the fare selected by the client for the departure flight will be the same as that applicable for the return flight. However, the customer will always have the possibility to choose the fare that is most convenient for him, selecting the single flight option for each segment.

- At any of the fares listed above, you will be entitled to carry a stroller (stroller) for an infant at no additional charge, as long as the infant is under two years of age and accompanied by an adult. Please note that an infant under the age of two is not entitled to occupy a seat or baggage allowance.
- By official order of the authorities of the United States (Transportation Security Administration (TSA)), we inform that, on flights to and from that country, it is only allowed to access security filters with up to two carry ons, so we ask you to take the necessary precautions and thereby avoid any inconvenience.

- For interline flights

The applicable baggage policy shall be based on the rate and route chosen as provided in paragraph A) above.

Additional Baggage

To purchase additional baggage at any of our rates, go to www.volaris.com or contact our Call Center. Check prices in the Additional Service Rates section at www.volaris.com, or contact our Call Center.

Baggage Liability

The airline operating the segment where any baggage is damaged or lost shall assume sole liability for any such damage or loss.

Check the Passenger Air Transport Agreement for information about compensation in case of loss or damage of your baggage, which shall be subject to the applicable laws and regulations and to the international treaties.

Flight Delays

In case of flight delays, the provisions of the Montreal Convention, or the applicable law in the country of the flight of origin operating the segment in question shall apply.

Overbooking or Flight Cancellation

Flights originating in Mexico and Central America

In case of overbooking or flight cancellation (for reasons attributable to the airline), the provisions of the applicable law in the country of the flight of origin operating the segment in question shall apply in accordance with the following:

Volaris shall inform its Customers of any changes in their itinerary, through the contact information provided by the Customer, as soon as Volaris becomes aware of the contingency.

In the case of flight overbooking, the operating airline shall call for volunteers wishing to give up their seats in exchange for benefits agreed directly with the passenger. Passengers with a disability, the elderly, unaccompanied minors and pregnant women shall be given boarding priority in substitution of volunteers.
In cases of flight cancellation, and at passenger's option, the following shall apply:

i. Reimbursement of the ticket price or the part corresponding to the flight segment not flown.
ii. Providing, by all means possible, substitute transportation on the first available flight and providing, as a minimum and at no charge, telephone or cable communication services (making phone calls and sending e- mails) to the point of destination, meals in relation to the waiting time before boarding a new flight; accommodation at a hotel of the airport or city where an overnight stay becomes necessary and, in the latter case, ground transportation to and from the airport.
iii. Transport at a later date convenient to the passenger to the destination for which boarding was denied.

In the cases of Sections I and III above, the Airline shall also pay the affected Passenger a compensation that shall be no less than 25% (twenty-five percent) of the ticket price or the flight segment not flown.

For flights originating in the United States of America

For Interline Flights

If the selling airline issues tickets that exceed the available capacity of the aircraft or the flight is canceled due to causes attributable to such airline and resulting in boarding being denied to the passenger, the selling airline, depending on the applicable legislation of the point of origin, shall take the necessary actions so that, as far as possible, the consequences of such denial to the affected Customer are mitigated.

Any costs incurred because of denying boarding to a passenger shall be borne in full by the Airline operating the segment where the overbooking and/or cancellation took place.

Changes and Cancellations

Tickets are not refundable. If you fail to board your flight or if you fail to request a change within the time frame set out below, your flight, as well as its value, will be lost without responsibility to any of the operating airlines.

Name changes are allowed (for a fee) up to 4 hours before the departure time of the flight you intend to change by paying the corresponding charge. Visit www.volaris.com or contact our Call Center for costs and policies.

For Central America, changes to flight dates where the country of origin of the original booking remains the same, are allowed up to 4 hours before the departure time of the flight intended to be changed, by paying the corresponding change fee and any fare difference, if any.

For flights originating in Mexico: Even though tickets are non-transferable and non-refundable, if the passenger cancels their reservation within twenty-four (24) hours of purchase, they may request a refund of the amount paid for the Airport Use Fee and/or applicable charges, provided it has been previously paid either in cash, by bank transfer, or through electronic credit, at the passenger's discretion. If the passenger does not cancel the reservation within the period stated in this paragraph or fails to board the flight for reasons not attributable to Volaris or the operating airline, they may request, within thirty (30) calendar days following the date of the not boarded flight, a refund of the amount paid for the Airport Use Fee and/or applicable charges provided it has been previously paid, will be refunded via an electronic credit.

Our customers may change their flights through our Call Center, website, the Volaris App or at our counters at the different airports where Volaris operates. For costs and policies go to www.volaris.comFor flights with **origin/destination in the United States and Central America** changes and cancellations are allowed in the following cases:

i. If the ticket was bought 7 (seven) days or more in advance of the flight scheduled date; and ii. If cancellation was made within 24 hours after the ticket was purchased.

iii. In the case of flight changes, the corresponding fare difference must be paid.

iv. Passengers shall be provided with alternative transportation and/or compensation, according to the provisions of the regulations issued by the U.S. Department of Transportation (DOT).

Right to Cancel

For flights with origin in El Salvador and Guatemala

The customer that made the purchase of his or her ticket through any means other than at the sales counter of Volaris located at the airport is entitled to exercise the right of retraction in a maximum term of 8 (eight) working days after having contracted the service, if he or she has not completed the checkin process.

The customer may exercise his or her right of retraction by notifying Volaris through our Call Center, at the airport counters, or by raising a ticket at the following link: https://tuexperiencia.volaris.com/

Volaris will refund the amount in a maximum term of 15 (fifteen) calendar days from the reception of the request of retraction notified by the customer, without proceeding to make discounts or withholdings for any concept. The refund will be made in the original form of payment or through wire transfer.

Terms and conditions for the provision of services

Any services purchased, such as passenger scheduled air transport, among others, are subject to the Air Transport Agreement applicable to the airline operating each of the flights that were purchased, and to the policies, terms and conditions published at www.volaris.com, which the passenger is required to read and be aware of.

Invoicing

Any invoicing of purchases made at www.volaris.com shall be made pursuant to the terms and conditions applicable to Electronic Billing published by Volaris at www.volaris.com.

Clarifications

For more information or possible doubts and clarifications please lift a ticket at https://tuexperiencia.volaris.com/ or contact our Call Center.

Personal Information and Privacy Policy

Any personal information provided by the customer to the selling airline shall be shared with Volaris El Salvador, Volaris or its codeshare partners for check-in, control and registration purposes of the passenger in question. Your personal information shall be treated according to our applicable policies and our privacy notice available on our website www.volaris.com

To know how to exercise your privacy rights go to our comprehensive Privacy Notice available at www.volaris.com

Website Terms and Conditions

For the terms and conditions of our website go to www.volaris.com