

## V.club terms and conditions without recurring charge

The following Terms and Conditions (hereinafter, "Terms and Conditions") establish necessary guidelines for use of the Product known as "v.club without recurring charge" (hereinafter "Membership") to be offered by Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V. ("Volaris") as follows:

Individuals interested in acquiring a Membership, in any of its modalities, may do so under the following Terms and Conditions, which are accepted by the customer at the time of acquiring it in any of its modalities:

### How v.club works:

1. With your membership "v.club without recurring charge" you have access to exclusive benefits that will be published from time to time on the site **www.volaris.com**, such as promotions and special fares. The "Membership" can be used to acquire announced for Basic v.club, Classic v.club and Plus v.club fares.
2. Membership holders must be over the age of 18.
3. When making a flight reservation with any of the v.club fares, whether basic, classic or plus, the charge for the "Membership" will be included, once the payment of the "Membership" has been made along with the flight reservation to be acquired, the customer will be considered as a "v.club member". Once the validity of the "Membership" as indicated in this document has concluded, the customer must pay the cost of the "Membership" again in case they wish to renew it.
4. To acquire the "Membership", the system will request an email and password, as well as personal information of who will act as the holder of the "Membership", which must be registered as they appear in their official documents. The user will be the email that the owner entered at the time they registered on the page and cannot be changed later.
5. The customer will receive, in the email that registered at the time of requesting the "Membership", a notification confirming registration. It is the customer's responsibility to memorize the password entered into the system. In case the password has been forgotten, it can be reset from the website **www.volaris.com** in the customer profile section.
6. Once the reservation is confirmed as mentioned in point 3, the charge will be for the total amount of the flight reservation, as well as the additional charge of the "Membership", for having selected a v.club fare, therefore the customer will receive an email with the details of both their flight reservation and "Membership".
7. To obtain the benefits of the "Membership", the customer must access the website **www.volaris.com** and log in with their v.club member information.
8. Once logged in, by entering the username and password at **www.volaris.com**, the customer will be able to start enjoying the benefits offered by the "Membership", such as exclusive promotions and access to special prices available and published on **www.volaris.com**, it is important that you log in as indicated as otherwise you will not be able to enjoy the benefits.
9. The "Membership" is personal and non-transferable, therefore only its holder may use it, the "Membership" must not be assigned to a third party.
10. It is the customer's responsibility to have enough space in their email and to register the following accounts as allowed email: **notificaciones@tuviaje.volaris.com**, **promociones@experiencias.volaris.mx**, so that they can receive notifications regarding their "Membership" as well as the registration confirmation email.
11. Additional services, other than promotions and special v.club fares published on **www.volaris.com**, that are required are not included in the benefits of the "Membership" and must be paid before the completion of the flight.

12. In the event that "Volaris" detects that the holder of the "Membership", in any of its modalities (Individual, Duo and Friends & Family), is making use of it in contravention of the provisions of these "Terms and Conditions", the customer accepts and consents from this moment that Volaris may cancel the "Membership" as well as the flights purchased with it without any liability for Volaris.

### **Individual membership:**

1. The customer must pay the amount applicable to the "Individual membership", announced at the time of purchase of an airline ticket.
2. The "Individual Membership" is personal and non-transferable, so it can only be used to make flight reservations or purchase airline tickets for the membership holder.
3. The customer who has an "Individual Membership" may transform it into a "Membership", "Duo" or "Friends & Family" for an additional cost according to the price published on [www.volaris.com](http://www.volaris.com) in the **Additional Services Fees** section, to transform their "Individual Membership" the customer must do it at the time of acquiring a future airline reservation.
4. By transforming the "Individual Membership" into a "Membership" "Duo" or "Friends & Family", the "Individual Membership" will cease to be valid and instead the customer will be able to enjoy the benefits of a "Membership" " Duo" or " Friends & Family ", according to which the customer has chosen at the time of the transformation, from the moment the transformation is applicable, the new validity of the "Membership" will be for 1 year.

### **Duo membership:**

1. The customer must pay the amount applicable to the "Duo membership", announced at the time of purchase of an airline ticket.
2. It can be added to the "Duo Membership" up to a maximum of 1 (one) additional person to the holder. This additional person must be over 13 years old.
3. Only one user and one password will be created for the "Duo Membership", so that only the holder will be able to purchase flight reservations in his name and in the name of the additional person. "Volaris" is not responsible for the misuse that the owner or third parties with whom the username and password are shared may do of the "Membership".
4. To make valid the promotions and exclusive fares offered by the "Duo Membership", the holder, without exception, must travel on all flight reservations and on the same flight together with the additional person and the reservations must be purchased with the same " Membership".
5. The name of the additional person may be different in each of the reservations made by the holder with the "Membership" as long as they are over 13 years old.
6. The customer who has a "Duo Membership" may transform it into a "Membership" "Friends & Family" for an additional cost according to the price published on [www.volaris.com](http://www.volaris.com) in the **Additional Services Fees** section, to transform their "Membership Duo" the customer must must do it at the time of acquiring a future airline reservation.
7. By transforming the "Duo Membership" into a "Friends & Family", the "Duo Membership" will cease to be valid and instead the customer will be able to enjoy the benefits of a "Friends & Family Membership", from the moment the transformation is applicable, the new validity of the "Membership" will be for 1 year.

### Friends & Family Membership:

1. The customer must pay the amount applicable to the “Friends & Family membership”, announced at the time of purchase of an airline ticket.
2. It can be added to the “Friends & Family Membership” up to a maximum of 8 (eight) additional people to the holder, of which a maximum can register up to 4 minors as long as they are over 2 years old, in such a way that from the 8 additional people only 4 of them can be minors as long as they are over 2 years old.
3. Only one user and one password will be created for the “Friends & Family Membership”, so that only the holder will be able to purchase flight reservations in his name and in the name of the additional people. "Volaris" is not responsible for the misuse that the owner or third parties with whom the username and password are shared may do of the "Membership".
4. To make valid the promotions and exclusive fares offered by the "Friends & Family Membership", the holder, without exception, must travel on all flight reservations and on the same flight together with the additional people and the reservations must be purchased with the same "Membership".
5. The names of the other travelers may be different for each reservation made by the Friends & Family membership holder.
6. The customer may include up to 4 minors between 2 and 12 years old in his flight reservation, paying only for said minors the amount corresponding to the TUA (Airport Use Fee) when reserving their flights as a benefit of the “Friends & Family Membership”. The additional services that are required are not included and must be paid before the flight takes place. The benefit applies and is valid only on national routes within Mexico, and that the flight is not made on high season dates, so it only applies in low season and must be purchased with at least 14 days before flight departure. Check high season dates in table A for 2021 and table B for 2022. If the flight requires a change of itinerary and/or route by the customer, the benefit will be lost for minors who are within the reservation and must pay the cost of the airfare and taxes corresponding to them plus the TUA applicable and in force on the date of departure of the new flight, being applicable the current Volaris changes policy, published on the [site https://cms.volaris.com/en/travel-info/before-your-flight/how-to-change-your-itinerary/](https://cms.volaris.com/en/travel-info/before-your-flight/how-to-change-your-itinerary/), except for name changes, which will apply the terms of what is indicated in the next point of this document.

**Table A: calendar 2021**

Starts	Ends	Season
10-Aug	16-Dec	Low - Allowed
17-Dec	31-Dec	High - Not allowed

**Table B: calendar 2022**

Starts	Ends	Season
01-Jan	03-Jan	High - Not allowed
04-Jan	07-Apr	Low - Allowed
08-Apr	25-Apr	High - Not allowed
26-Apr	07-Jul	Low - Allowed
08-Jul	08-Aug	High - Not allowed
09-Aug	15-Dec	Low - Allowed
16-Dec	31-Dec	High - Not allowed

7. Only the name of the additional travelers of legal age who act as passengers on the flight may be changed, considering that the corresponding cost for said name change is paid. The name change of the additional persons who act as passengers on the flight considered as minors is not allowed neither the name change of an adult person who acts as a passenger on the flight by a minor or vice versa.

### Renewal:

1. Once the validity of your “Membership” has expired, it may be renewed, for this, the customer in the next flight reservation that he wishes to purchase must choose the v.club fare and log in with the same username and password of his "Membership" expired;

At the time of payment of your reservation, the system will indicate if it is your wish to renew your "Membership", if you wish, you must make the payment of both the cost of the flight reservation and the current cost of the renewal of the "Membership" indicated by the system.

#### **Cost:**

1. The cost of the "Membership", in any of its modalities (Individual, Duo and Friends & Family), will be the one published at the time of its acquisition on **www.volaris.com**.

#### **Customer Service:**

1. For any type of clarification, the owner should contact us **here**. When entering the site you must click on "Submit a ticket", complete the form that is indicated clearly and precisely and at the end click on "Submit", if your clarification is not specifically linked to a flight reservation you must omit the filling out of the "PNR / Reservation code" field, and specifically describe in the "Request" field the reason for its clarification.

#### **Membership cancellation:**

1. The "Membership" is not cancellable and its cost is not refundable.
2. In the event that the customer does not wish to continue using the "Membership" and, therefore, wishes to deactivate it, they may request it by clicking **here** (when entering the site, they must click on "Submit a ticket", complete the form that is indicated clearly and precisely and at the end click on "Submit"), despite the customer requesting the deactivation of the "Membership", the cost of the same is not refundable, and must be at all times what indicates the immediately preceding numeral.
3. If the customer requests the deactivation of their "Membership", it cannot be reactivated, so if the customer wishes to continue enjoying the benefits of the "Membership", they must request and pay the current cost of a new "Membership", creating a new username and password or use the email and password they already had with the previous "Membership".

#### **Validity:**

1. The validity of the "Membership" ("Individual", "Duo" or "Friends & Family") is one year from the first day of its acquisition. If a change or transformation of the modality is made from "Membership" ("Individual" to "Duo", "Individual" to "Friends & Family" or "Duo" to "Friends & Family"), the validity will be renewed as soon as it takes effect the transformation or change, so starting the transformation the new validity of the Membership will be again for 1 year counted when the transformation took place.
2. "Volaris" may promote the "Membership" by granting it for a shorter term than the indicated in this document, however, the Memberships thus granted shall be subject to the terms and conditions stipulated in this document, with the exception of the term of the validity since in this case the validity will be the one indicated in the document or medium in which it is disclosed or promoted, at the end of the term indicated in said document or medium the "Membership" will cease to have effects and it will no longer be valid, however it may be renewed under the terms indicated in this document.

#### **Billing:**

1. The customer will be able to print his electronic invoice once he has made the payment for his purchase. They must enter **factura.volaris.com** and enter the reservation code and last name of the holder.
2. It is the customer's responsibility to correctly enter their billing information in the system at the time of purchase, otherwise the invoice issued cannot be corrected.

#### **Fraud prevention:**

1. All transactions on **www.volaris.com** are reviewed with an anti-fraud system. Should any irregularities be detected, Volaris may cancel without any responsibility any suspect transactions without prior notice.

#### **Flight changes and cancellations:**

1. For any change of name, date, hour, route or flight cancellation purchased with the "Membership" is subject to the changes policy in force and applicable to any reservation as well as the terms and conditions published on **www.volaris.com**, with the exceptions indicated in this document.

#### **Airline ticket purchases:**

1. Public services for passenger air transportation provided by Volaris are subject to the carrier's policies, terms, and conditions,

which are available online at [www.volaris.com](http://www.volaris.com).

## **Privacy Notice:**

At Volaris website ([www.volaris.com](http://www.volaris.com)) owned by Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V. ("Volaris"), Antonio Dovalí Jaime, número 70, Torre B, Piso 13, Colonia Zedec Santa Fe, Delegación Álvaro Obregón, C.P. 01210, México, Distrito Federal), we are fully committed to protecting your privacy. We use your personal information solely to provide air transportation services as contracted, to contact you about your reservation, to conduct surveys regarding our services, and to send email messages about additional offers and services that we or our partners may provide. You may view the full Privacy Notice on our site.

If you have any questions, contact us **here**. When entering the site, you must click on "Submit a ticket", complete the form that is indicated clearly and precisely and at the end click on "Submit".

The customer agrees to submit to the laws and competent courts, whether federal or local with address in Mexico City, to settle any type of dispute with "Volaris" derived from these "Terms and Conditions", as well as the use of the "Membership" in any of its modalities and of the flights or reservations acquired with it, renouncing any other jurisdiction that, due to their present or future addresses, or for any other reason, may correspond to them.