

## “V.club 0” terms and conditions

The purpose of these Terms and Conditions (hereinafter, the "Terms and Conditions") is to regulate and establish the procedures applicable to the "v.club 0" membership that is included free of charge in the purchase or acquisition of the "Zero v.club" fare (hereinafter "Membership"), offered by Concesionaria Vuela Compañía de Aviación, S.A.P.I. de CV ("Volaris"):

### How v.club works:

1. With the "v.club 0" membership you will have access and you will be able to purchase the v.club prices announced for our "Zero v.club" fare, this membership will also give you access to exclusive benefits that will be published from time to time in **www.volaris.com** website, such as promotions and special fares.
2. In the acquisition of our "Zero v.club" fare, a "v.club 0" membership (the "Membership") will be included, free of charge, which may be used in accordance with the Terms and Conditions established in this document. The "Membership" included may be "Individual", "Duo", or "Friends and Family" depending on the number of passengers that register at the time of the acquisition of the aforementioned fare, according to the following:
  - a. An "Individual" membership will be assigned free of charge, if the "Zero v.club" fare is purchased for a passenger.
  - b. A "Duo" membership will be assigned free of charge, if the "Zero v.club" fare is purchased for two passengers.
  - c. A "Friends and Family" membership will be assigned free of charge, if the "Zero v.club" fare is purchased for more than two and up to 9 passengers.
3. In all cases, only one person will be the holder of the "Membership", this must necessarily be one of the registered passengers at the time of purchase. During the purchase process, the section will be indicated where the customer must designate the person who will act as the holder of the "Membership", the person who registers in it will be considered as the holder of the "Membership".
4. The "Membership" is personal and non-transferable, so only its owner may use its benefits, the "Membership" may not be sold, transferred or in any way assigned to a third party.
5. Only people over 18 years of age can be holders of the membership.
6. At the time of purchasing our "Zero v.club" fare, the membership registration system will ask you to enter an email and create a password, as well as the identification data of the person who will act as the owner of the "Membership", which must be registered as they appear in their official documents. The customer will receive, in the email that they have registered at the time of requesting the "Membership", a notification confirming their registration. It is the customer's responsibility to memorize the password entered in the system. If the password has been forgotten, it can be reset from the website **www.volaris.com** in the customer profile section.
7. Once the customer has entered the data of the holder of the "Membership" and has made the total payment of the cost of the "Zero v.club" fare, he will be considered as a v.club member for future purchases.
8. The validity of the "Membership" will be one year from the purchase in which it was registered, once the validity of the "Membership" has expired, it will be without effect and will no longer be valid.
9. To obtain the benefits of the "Membership" in future purchases, the customer must access the website **www.volaris.com** and log in with their v.club member data, the system will ask for the username and password that generated when registering the membership, the user will be the email that registered, and the password will be the one that created, in the same way, at the time of registering the "Membership".

10. Once you have logged in, entering your username and password at **www.volaris.com**, the customer can begin to enjoy the benefits offered by "Membership", such as exclusive promotions and access to special prices v.club advertised for our "Zero v.club" fare on **www.volaris.com**.
11. It is the customer's responsibility to have enough space in their email and to register as allowed email the accounts: **notificaciones@tuviaje.volaris.com**, **promos@experiencias.volaris.com**, so that they can receive notifications regarding their "Membership" as well as the registration confirmation email.
12. Additional services, other than v.club promotions and special air fares announced 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.

### Individual membership:

1. An "Individual" membership will be assigned free of charge, if the "Zero v.club" fare is purchased for one passenger
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** 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. A "Duo" membership will be assigned free of charge, if the "Zero v.club" fare is purchased for two passengers.
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" and logs in may transform it into a "Membership" "Friends & Family" for an additional cost according to the price published on **www.volaris.com** in the **Additional Services Fees** section, to transform their "Membership Duo" the customer must do it at the time of acquiring a future airline reservation accepting and paying for the change during the purchase flow.

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.
8. In the event that the customer holding the "Duo Membership" does not log in with his membership and purchases a "Zero v.club" reservation for a passenger, the system will ask him to log in with his "Duo Membership", otherwise, the system will indicate that the change from "Duo Membership" to "Individual Membership" will be made. If the customer decides to continue with the purchase, the aforementioned change will be made, and the "Duo Membership" will cease to be valid and instead the customer will be able to enjoy the benefits of an "Individual Membership" from the moment the new transformation is applicable. The validity of the "Membership" will be for 1 year.

### **Friends & Family Membership:**

1. A "Friends and Family" membership will be assigned free of charge, if the "Zero v.club" fare is purchased for three and up to nine passengers.
2. It can be added to the "Friends & Family membership" up to a maximum of 8 (eight) additional people to the holder.
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. 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 changes 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.
7. In the event that the customer holding the "Friends & Family membership" does not log in with his membership and purchases a "Zero v.club" reservation for a passenger, the system will ask him to log in with his "Friends & Family Membership" otherwise, the system will indicate that the change from "Friends & Family membership" to "Individual membership" will be made. If the customer decides to continue with the purchase, the change will be made, and the "Friends & Family membership" will cease to be valid and instead the customer will be able to enjoy the benefits of an "Individual membership" from the moment the transformation is applicable, the new validity of the "Membership" will be for 1 year.
8. In the event that the customer holding the "Friends & Family membership" does not log in with his membership and purchases a "Zero v.club" reservation for two passengers, the system will ask him to log in with his "Friends & Family membership" otherwise, the system will indicate that the change from "Friends & Family membership" to Duo membership" will be made. If the customer decides to continue with the purchase, the change will be made and the "Friends & Family membership" will cease to be valid and instead the customer will be able to enjoy the benefits of a "Duo membership" from the moment the transformation is applicable. the new validity of the "Membership" will be for 1 year.

### **Renewal:**

1. Once the validity of your "Membership" expires, it can be renewed, for this, the customer in the next air reservation that he wishes to acquire must choose the "Zero v.club" fare and log in with the same username and password of your expired "Membership"; At the time of payment of your reservation, the system will indicate if you wish to renew your "Membership", if you wish, you must pay the cost of the air reservation that you indicate.

### **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 change or transformation of the modality of the "Membership" ("Individual" to "Duo" and vice versa; "Individual" to "Friends & Family" and vice versa; or "Duo" to "Friends & Family" and vice versa) is not cancelable and the cost paid for said change or transformation of modality 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 can request it by clicking **here** (when entering the site they must click on "Submit a request", complete the form that is indicated clearly and precisely and at the end click on "Submit"), notwithstanding the fact that the customer requests the deactivation of the "Membership", the cost that, in his case, he has paid for the change or transformation of the modality of the "Membership" is not refundable, and must comply at all times with what is indicated in 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 renew the "Membership" in their next purchase with "Zero v.club" fare, using the email and password that already had with their previous "Membership".

### **Validity:**

1. The validity of the "Membership" ("Individual", "Duo" or "Friends and Family") is one year from the first day it was registered. If a change or transformation of the "Membership" modality is made ("Individual" to "Duo" and vice versa; "Individual" to "Friends & Family" and vice versa; or "Duo" to "Friends & Family" and vice versa), the validity will be renewed from the moment the transformation or change takes effect, so that from the transformation the new validity of the Membership will be again for 1 year counted from the transformation took place.
2. If your purchase was made with "Third Party Payment" at a branch or you purchased the "Hold you Fare" service, the "Membership" will be active at the time of making the corresponding full payment and it is processed correctly.

### **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.

### **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**.

## 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 [www.volaris.com](http://www.volaris.com).

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.