

## Customer Service Plan

Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V., d/b/a Volaris, seeks to ensure our Customers' satisfaction and offer them a unique flight experience. This Customer Service Plan was developed, in order to share our commitment and responsibility with you.

Our Customer Service Plan applies to international flights to and from the United States and includes:

### 1. Offer the lowest available fare

Volaris offers you the lowest fares published through:

- Airport Sales Offices/ Ticket Counters
- Our Call Center: at +52 (55) 1102 8000 in Mexico, or +1 855 VOLARIS (8652747) in the US
- Our website [www.volaris.com](http://www.volaris.com)

#### Tip

Anticipated purchases may improve your chances of getting the lowest fare, especially during peak season or holidays.

### 2. Notifying Customers about delays, cancellations, and known diversions

We will notify our Customers about delays, cancellations, and known diversions:

- By phone
- E-mail
- At US airports. At the boarding gate and on airport-controlled signs (where is allowed by the airport)
- Through our Crew members and Customer Service Agents
- Via our website, and
- Through our Call Center when requesting information

We will do our best to provide timely and accurate information to our customers as soon as possible, and no more than 30 minutes after we are notified about a flight itinerary modification.

#### Tip

It is important to provide us the requested information when completing your reservation, because it will allow us to contact you if Required. Volaris will accommodate affected customers as soon as possible if a flight is:

- Delayed
- Canceled or
- A Volaris connection is missed, due to a flight cancellation or delay.

### 3. Delivering Baggage On-time

In Volaris, we work to deliver your baggage on time and in case of a delay, we will make every reasonable effort to deliver your bag to you within 24 hours after your arrival.

In case of damaged or missing articles on your baggage, you should file a claim immediately after you retrieve your luggage and discover the irregularity. Our Customer Service Agents are available to support you. Check our Air Transportation Service Agreement at: [Volaris.com](http://Volaris.com) to know the items you should not carry in your checked baggage.

Volaris will compensate for your reasonable expenses incurred as a result of delayed baggage.

- For domestic flights delays, Volaris offers \$250 MXN per day (up to 3 days) to passengers whose luggage was lost, in order to assist them with their immediate expenses.
- For international flights, any compensation due will be provided in accordance with Volaris' obligations under the Montreal

Convention.

In case that:

- **Your baggage is not in the baggage claim area:** We ask you to look for one of our Customer Service Agents and fill out a Passenger Irregularity Report (PIR), so we can start the research right away.

Note: we strongly recommend that you fill out the PIR form, mentioned above, before leaving the baggage claim area. Missing bag reports for connecting flights must be filled out at the Customer's final destination, only if the flight segments were booked through the same reservation.

- **We cannot find your baggage:** You may go to the airport to fill out a Baggage Claim Form at the airport or download one from our website, fill it out, sign it, scan it, and send it to us by sending a ticket at: <https://tuexperiencia.volaris.com/hc/es>. This form is available at our website in the Legal section.

Note: You must deliver this form within 30 (thirty) days after the baggage loss.

We were not able to find your baggage and you presented the Baggage Claim Form on time, we will pay the compensation according to the applicable Laws, including refunding any bag fee pair for lost luggage.

To obtain further information you can lift a ticket at: <https://tuexperiencia.volaris.com/hc/es>

#### Tip

We strongly suggest you follow these recommendations to facilitate our search in case of a delay:

- Fill out and attach a bag tag to each piece of luggage, with your personal data (name, address, phone number, e-mail address, and mobile phone number).
- Make sure the baggage claim tag has your correct name and destination.
- Keep your baggage claim receipts.
- Verify the baggage claim tag given at the moment of check-in at the counter matches with the tag of your luggage.
- Fill out your lost luggage claim before leaving the baggage claim area of the airport.
- When boarding the flight, take with you your ID's, keys, cash, valuable articles, medication, perishable food items, credit cards, jewelry, gadgets such as laptops, cameras, cell phones, iPods, and personal or business documents.

## 4. Canceling reservations with no penalty

Volaris offers you the option to cancel your reservation without penalty, for flights from and to the United States if:

- The customer cancels within 24 (twenty four) hours of the purchase;
- The reservation was made seven days or more prior to the flight's scheduled departure time; and
- The cancellation of the customer's reservation is made by telephone in accordance with customer's request.

This can be accomplished by calling our Call Center at +52 (55) 1102 8000 in Mexico, or +1 855 VOLARIS (8652747) in the US.

## 5. Providing prompt refunds

Volaris tickets and associated fees are non-refundable.

However, if you are entitled to a refund due to a flight cancellation or other extenuating situation, we will reimburse you upon receipt of your complete request and any required documentation as follows:

- Within 7 business days for credit and debit card purchases; and
- Within 20 business days for other method of payment.

The refund will be applied to the original payment method.

**Note:** Depending on the bank your credit card is from, it may take a few days before the refund appears in your account. In accordance with the invoice process, the reimbursement should appear on your following or subsequent balance or bill.

In case of cancellations, we offer our customers a refund for the ticket fare as well as the fees charged to a passenger for optional services that the passenger was unable to use due to an oversale situation or flight cancellation. Fare will be refunded to its original payment method as first option.

**Tip**

You can enter your claim form:

- Directly at the airport
- Our Call Center at +52 (55) 1102 8000 in Mexico, or +1 855 VOLARIS (8652747) in the US
- Or by lifting a ticket in the following link: <https://tuexperiencia.volaris.com/hc/es>

## 6. Ensuring accommodation for Customers with disabilities and other special needs, including during tarmac delays

At Volaris, we make a huge effort to give our customers with special needs the service and care they need to enjoy their flight.

Some of the services we provide to passengers with disabilities include:

- Wheelchair service at airports to, from and between gates, as well as enplaning and deplaning assistance.
- Assistance with physical, visual, hearing, and cognitive impairments throughout the different stages of the travel experience, from the beginning to the end of your flight and in the airport.

**Note:** For more information about available services, please visit our website [www.volaris.com](http://www.volaris.com) in the “Special Services” section.

**Note:** It is important to notify us of any special needs when booking your flight, so we can give you the attention needed in the following cases:

- a. Medical oxygen for use on board the aircraft, if this service is needed during the flight;
- b. Carriage of an incubator, if this service can be used during the flight;
- c. Respirator use and plug in on board, if this service is needed on the flight;
- d. Accommodation for passengers that must travel on a stretcher, if this service is available on the flight;
- e. Transportation for an electric wheelchair on a flight scheduled to be made with an aircraft with fewer than 60 seats;
- f. Provision by the carrier of hazardous materials packaging for a battery for a wheelchair or other assistive device;
- g. Provision by the carrier of an onboard wheelchair on an aircraft with more than 60 seats that does not have an accessible lavatory.

Passengers that identify themselves at the gate as being a person with a disability or needing additional boarding time will receive priority. If you need additional time to board, please advise the gate agent that you need to pre-board.

## 7. Attending to our customers’ essential needs during tarmac delays

Volaris has a plan in place for tarmac delays that applies to all international flights with United States as origin or destination. This plan applies to flights departing from, arriving to or diverted from their original destination to a U.S. airport.

The U.S. Department of Transportation (DOT) has established Tarmac Delay Contingency requirements through **14 CFR part 259.4**, which are included in our plan below.

Our plan guarantees that during lengthy on-ground delays:

- We will provide lavatories in proper operating condition, and medical assistance, if needed.
- No more than two hours after the aircraft leaves the gate or has landed, Volaris will provide food and drinking water.
- No more than four hours after the aircraft leaves the gate or has landed, we will offer Customers the option to deplane, unless the pilot in command determines for safety or security related reasons that the aircraft cannot leave its position on the tarmac, or Air Traffic Control advises that returning to the gate or another disembarkation point would significantly disrupt airport operations.

These plans are coordinated with the corresponding airport authorities to ensure their proper application. To keep you updated our ground staff and crew will make announcements every thirty (30) minutes to report:

- The cause of delay and the estimated time of departure, if known;
- The estimated boarding time,
- If passengers have the opportunity to deplane prior to four (4) hours after leaving the gate or landing.

Volaris has coordinated plans with government authorities and agencies (including Customs and Border Patrol, and the Transportation Security Administration) at each airport to comply with waiting time requirements, and aircraft services and supplies.

## 8. Providing fair and consistent customer attention in case of denied boarding due to an overbooked flight.

Customers denied boarding due to an overbooked flight, will be compensated and treated fairly and consistently.

In case of overbooked flights, there are several established standards to minimize the inconveniences.

These are the steps followed in case of overbooking:

First, we ask people to volunteer to change their seats and take the next flight for compensation (which will be determined by the applicable laws). If there are no volunteers, Volaris reserves the right to deny boarding in accordance with its boarding priority criteria (the last customer that checked-in would be denied boarding).

Compensations will depend on the time that Volaris takes to fix the corresponding arrangements to transport clients to their destination:

- From 0 to 1 hour: no compensation is given
- 4 hours: 200% of the fare, with a limit of \$775 USD
- More than 4 hours: 400% of the fare, with a limit of \$1,550 USD

For the purpose of compensation, DOT has considered that “fare” should be interpreted as the price paid for the air transportation, including taxes and other charges. Additionally, it has been interpreted that those optional services for which the passenger opted-in (ancillaries) should be compensated completely.

### Tip

Follow these guidelines to enhance your travel experience:

- Get to the airport at least:

Flight type	Suggested time before flight departure			
	With boarding pass		Without boarding pass	
	Without luggage	With luggage	Without luggage	With luggage
Domestic	30 min*	1 hour 30 min	60 min	2 hours
International	45 min*	2 hours	1 hour 30 min	3 hours

\*Be at the boarding gate

- Reservations may be canceled without advance notice if the Customer is not at the boarding gate:
  - 30 min prior to departure for domestic flights
  - 45 min prior to departure for international flights

## 9. Notifying passengers of itinerary changes in a timely manner.

In case of an itinerary change, we will contact you in a timely manner either by phone or e-mail before your flight date. If we can't contact you by any means described above, you will be advised of the changes at the airport counter.

## 10. Providing information on policies, seat configuration, and aircraft restrooms.

Once you confirm your booking, we will provide your travel information and the terms and conditions that apply to your trip and fare. These can be found in our Contract of Carriage which is in the Legal section on our website [www.volaris.com](http://www.volaris.com)

It is very important for Volaris to make sure our Customers enjoy a unique travel experience and we provide the information you need at different service points, such as:

- Airports
- Sales offices
- Our Call Center: +52 (55) 1102 8000 in Mexico, or +1 855 VOLARIS (8652747) in the US
- Or online at [www.volaris.com](http://www.volaris.com)

Our cancellation policies, aircraft seating configuration and lavatory availability are available on our website, and upon request via one of our call centers. Our call center numbers include:

+52 (55) 1102 8000 in Mexico, or +1 855 VOLARIS (8652747) in the US

### Cancellation Policies:



With Volaris, you can make itinerary changes up to 4 hours prior your flight departure. These can be made through Call Center or in Manage Your Booking and choosing Change your flight on our website.

The changes and cancellation policies are available in [www.volaris.com](http://www.volaris.com) in FAQs section.

### Seat Configuration and Lavatory Availability:

Seating configuration and lavatory information is shown during the booking process, when adding extra services and in Web check-in processes online.

Aircraft's general configuration is shown below, with respect to our A320 family (A319, A320 and A321) aircraft. However, certain specific aircraft may have slightly different configurations which will be shown during the booking process.

-  Lavatories
-  Emergency exit

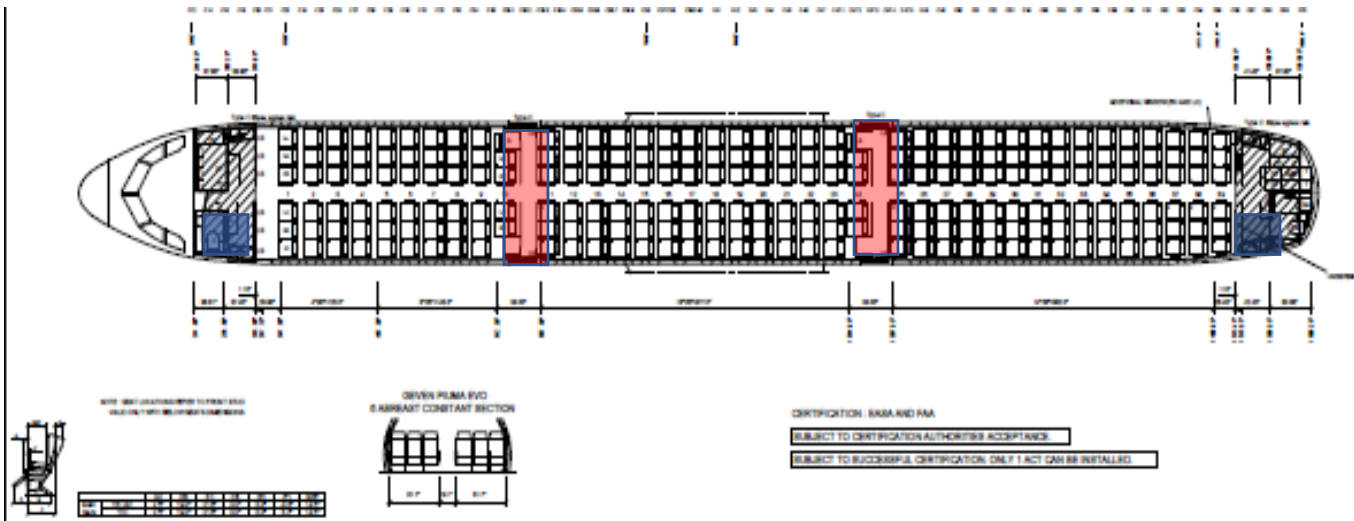
### A319



## A320



## A321



## 11. Responding to our Customer's complaints

At Volaris, all of our customers are very important, their opinions, suggestions or complaints related to our service are welcome.

There are several ways to contact Volaris if you have a comment or complaint:

- Fill out the Tell us your Experience form online
- Call our Call Center at +52 (55) 1102 8000 in Mexico, or +1 855 VOLARIS (8652747) in the US

- By lifting a ticket in the following link: <https://tuexperiencia.volaris.com/hc/es>
- You can also write to the following postal address: Antonio Dovalí Jaime 70 Torre B, Piso 13 Col. Zedec Santa Fe C.P. 01210 México D.F.

We will acknowledge receipt of your complaint within 30 days after we receive it in writing and send a substantive reply within 60 days.

## 12. Identify services to mitigate Customer inconveniences resulting from cancellation or missed connections

Volaris offers amenities and services to minimize the impact caused by flight cancellations, missed connections or extended delays, such as:

- Change bookings to alternate flights as soon as possible. These could be non-stop or connecting flights to another city.
- For customers who do not live near the airport, overnight stay is granted if there are no alternative flights available on the same day.

**Note:** We will not provide the above services if the cancellation is due to:

- Severe weather conditions
- Air traffic control decisions
- Circumstances beyond the airline's control

We will try to contact you by using the information you provided upon booking your travel, in case of an anticipated cancellation.

### Tips

We suggest you take the following important points into account during your travel:

- Pack medications in your medium cabin bag

Each ambassador, responsible for activities identified in the service plan, must make reviews in order to comply with the presented activities and to keep its information confidential in the event that it may be required in the next two years.