







HOW CAN I CANCEL MY FLIGHT?

Canceling your Booking– Terms and Conditions

You are entitled to cancel your domestic flight and get a refund by notifying Volaris within 24 hours after the ticket was purchased and provided you have not checked in for the flight, either by electronic means or at the airport; otherwise no refund shall apply. If your domestic flight is scheduled to depart within a 24 hour period after your purchase, you may cancel your flight by calling our Call center at least 3 hours prior to your scheduled departure and provided you have not checked in for the flight.

For flight cancellations and refunds please contact our Call Center within 24 hours after your purchase, as provided in the above paragraph, at the following telephone numbers:

	01 (55) 1102-8000
	1 855 VOLARIS (8652747)
	502-2301-3939
	506-4002-7462
	503-2504-5540
	505-2251-2198

You must provide certain information/documents, such as:

Reservation Code, an alphanumeric combination corresponding to your reservation (known as PNR), full and correct name (as it appears on your PNR) and the e-mail you registered when you booked your flight.

Additionally, you may be required to provide a copy of your official ID, bank account or any other document necessary to make the refund.

All refunds arising from cancellations apply to the total cost of your ticket and to all the flights booked, that is, if you purchased a round flight your cancellation and refund shall apply to both flight segments (round trip), so that cancellations for only one segment or flight may not be accepted.

No check-in process must have been completed for any of the booked flights.

If your refund request is acceptable, as provided in the above Terms and Conditions, refund shall be made to your original form of payment, unless your payment method does not allow it, in which case you will be required to provide us with additional information in order to make the refund.

Refunds to be made to the original form of payment shall depend on the existing procedures between banks and the time they take. However, when refunds are made by other means, they shall be credited as soon as the customer provides the required information.

In the event of Packages (plane + hotel + car rental) refund time shall depend on the refund process of each service provider. For information on refund times, please call the Volaris Call Center at:

If your purchase was made at paquetes-volaris.com, please call: Mexico Tel.: 01 800 040 4300

If your purchase was made at Hoteles.volaris.com, please call: Mexico: 001 877 396 6197

United States: Service in English: 1(888)850 3958; Service in Spanish 1(866)9381297; Costa Rica: 08000 121 800

Guatemala: 1 800 624 0128

To call from any other country:

International (Spanish) +34 91 27 68 614
International (English): +44 20 3320 2609

If you purchased cruises:
Mexico toll free: 01 (800) 744-6935
Mexico: +52 (9982) 833-236
US: 1 (855) 252-6894

If you bought your ticket through a Travel Agency, you must process your refund through them since they were the selling party.

If you do not comply with these Terms and Conditions, your refund shall not be effective and you will not be able to request it later, and the Terms and Conditions of the Scheduled Domestic Air Passenger Service included in the Legal Information section of our website shall apply.

If you purchased a ticket for a round trip or with connections and you are not going to use one of the segments of that ticket but you do want to use the subsequent segments, Volaris must be notified that you will use the subsequent segment so that your right to board within 24 hours of the segment not flown is protected and upheld. In this case, the segment not flown shall not be refundable.

For international flights, please see the Terms and Conditions of the Scheduled International Air Passenger Service included in the Legal Information section of our website.

Plus Fare Benefit

For any flight segment purchased by paying Plus Fare, whether United States, Mexico, Central or South America, you can cancel your flight and request the refund of your ticket up to 24 hours before the departure of the first flight scheduled in your reservation, provided that you have not made the documentation of your flight, either by electronic means or at the airport; otherwise the refund will not proceed. For the purposes of this paragraph, you will receive a refund for the total cost of your flight* in an Electronic Credit that you can use in future purchases at Volaris, under the following conditions:

Customers may redeem their Electronic Credit in accordance with the conditions set forth below:

- 1) The Electronic Credit will be valid for ninety (90) calendar days from the date on which Volaris delivers it to the customer (hereinafter "Term Period"). Once the Term Period has expired, the Electronic Credit will expire and cannot be redeemed.
- 2) The Electronic Credit will be valid to be redeemed only and exclusively on the official Volaris website "www.volaris.com" and/or on the official Volaris electronic application (App) "ViajaVolaris". It does not apply to the My Trips page or any other related to Volaris.
- 3) In order to redeem the Electronic Credit, the customer must use it to purchase a flight, single or round, through the official Volaris website "www.volaris.com" or the official Volaris App "ViajaVolaris" and enter it correctly when making the payment of said flight.
- 4) The Electronic Credit may be transferable by the holder to any other person, however, it is not replaceable in case of misuse or loss.
- 5) The Electronic Credit will be issued in the original currency of payment, either in Mexican pesos (MXN) or in dollars (USD).
- 6) The Electronic Credit will be for single use so if there is a remainder, it will be lost.
- 7) The Electronic Credit only applies to cover the airfare and additional services available on the official Volaris website "www.volaris.com" and/or in the official Volaris "ViajaVolaris" electronic application (App). It does not apply to the payment of taxes or the payment of the Airport Use Fee (TUA), which must be paid on behalf of the customer at the time of purchase.

*For flights to and from the USA, no tax refund applies.