

## “Volaris Transparency Guarantee” Terms and conditions

The following terms (hereinafter the "**Terms**") regulate and establish the procedures applicable to "Volaris Transparency Guarantee" (hereinafter the "**Guarantee**"), offered by Vuela El Salvador S.A. de C.V. ("**Volaris**").

### 1. Volaris Transparency Guarantee

This Guarantee consists in providing an electronic credit (hereinafter the "**Electronic Credit**") to customers who purchase Passenger Air Transportation (hereinafter the "**Air Transportation**") services provided by Volaris in any of the routes it operates (special or additional Air Transportation services) that while making their payment at the Volaris' airport counter or sales modules do not receive a receipt and/or the amount shown paid is not correct.

This guarantee is valid within Mexico and the United States of America.

An Electronic Credit will be given per PNR (single or roundtrip) for future purchases of Air Transportation services, equal to an amount of \$2,000.00 MXN (two thousand pesos) for customers who purchased in Mexican Pesos or \$200 USD (two hundred dollars) for customers who purchased in US dollars.

The Electronic Credit can only be used in the name of the customer who traveled or bought the service to pay for available fares on the Internet for a round trip flight on routes operated by Volaris.

Rights, taxes and other charges which are generated by the hired service, should be covered by the Customer.

### 2. Who can participate?

All El Salvadorian or foreign individuals using Air Transportation provided by Volaris may participate. Payment must have been made at Volaris' airport counter or sales modules. Individuals must contact the airport of departure offices during the day of the scheduled flight for compensation due to: failure to provide payment receipt or an error in the total amount charged on the receipt.

### 3. Duration

These terms will begin on November 1, 2014 and will have an undefined duration. Volaris reserves the rights of modifying the duration of the current terms, by communicating the new duration previously to its starting date.

### 4. How to participate?

All customers who:

- a. Purchase Volaris Air Transportation (special or additional services) at Volaris' airport counter or sales modules.
- b. At the time of purchase, the customer should receive a tax-free receipt describing the service and the amount paid
- c. In case of not receiving the payment receipt and/or the amount shown in it is not correct, the customer must immediately notify the Volaris Airport Chief or Manager on duty to initiate the Transparency Process.
- d. The Transparency Process is understood to entail verification on-site (departure airport) of non-delivery of the receipt or of inaccuracy of the receipt (regarding the amount or the service provided) by reviewing the Volaris sales record. If the information provided by the customer is found to be accurate, the Volaris Airport Chief or Manager on duty will apply the "Volaris Transparency Guarantee", which provides an Electronic Credit per PNR for future purchases of Air Transportation services equal to an amount of \$2,000.00 MXN (two thousand pesos) for customers who purchased in Mexican Pesos or \$200 USD (two hundred dollars) for customers who purchased in US dollars applicable exclusively to the payment of the available published rate for a round trip on routes operated by Volaris. Rights, taxes and other charges which are generated by the hired service, should be covered by the customer.
- e. This Electronic Credit does not apply to single trip/one-way purchases.

- f. If the information provided by the customer proves false or inaccurate, he/she will be notified of the result of the Transparency Process and be warned of the possibility of filing a criminal complaint against him/her for attempted fraud.
- g. The customer must inform the Volaris Airport Chief or Manager on duty at the departure airport of the irregularity in the purchase process within the next two hours after acquiring the service in order to make valid the Guarantee Other types of notification will not be valid to apply the Volaris Transparency Guarantee
- h. The Electronic Credit will be offered to the customer through the original confirmation code ("PNR"). It will not be given in cash, check, electronic transfer or other similar reimbursements.
- i. The Electronic Credit will be valid starting 48 (forty-eight) hours following the Transparency Guarantee application.
- j. Customers must use the Electronic Credit and fly within 90 (ninety) calendar days following the date in which the Transparency Guarantee was authorized.
- k. Customers can use their Electronic Credit to purchase Air Transportation services using the website [www.volaris.com](http://www.volaris.com) and selecting "Electronic Credit" as payment method and entering the code provided, or by calling the call center

## 5. Restrictions

- i. Guarantee does not apply to complaints, notices, or claims made on dates other than those of the purchase in question.
- ii. Not applicable in cities other than the departure city listed on the reservation.
- iii. Not applicable at other Volaris offices other than the airport where the service was rendered via the sales modules or airport counter.
- iv. Guarantee is non-transferable, for it will be given to customers through their original confirmation code ("PNR")
- v. Guarantee does not apply with other promotions, included but not limited to the "On-Time Guarantee" and "Baggage Guarantee"
- vi. The Guarantee only applies to purchased tickets for passenger Air Transportation offered by Volaris.
- vii. The Guarantee applies only for the duration described and according to the procedure described.
- viii. The Electronic Credit does not apply to airport tax, any other taxes, rights or charges, as well as any other applicable time to time, and should be covered by the customer.
- ix. If the Electronic Credit does not cover the full purchase amount, the customer must cover the difference.
- x. This Guarantee is not cumulative; you can only use one Electronic Credit per purchase.
- xi. Once the Electronic Credit is used, the Air Transportation service rendered cannot be canceled.
- xii. Codes submitted with any alteration or falsification are automatically void and cannot be used to claim the Electronic Credit.
- xiii. This Guarantee does not apply to the payment of other services provided by Volaris, it only applies to the Air Transportation service.
- xiv. Volaris reserves the right to modify all or part of the terms and conditions of this Guarantee and shall communicate the new conditions before they go into effect.
- xv. Volaris reserves the right to disqualify and/or exclude customers who directly or indirectly alter, breach, or violate the rules set out in the Transparency Guarantee.
- xvi. The Guarantee does not apply for fare interchange of the Volaris Shuttle.
- xvii. The Passenger Air Transportation service is subject to Volaris' policies, terms, and conditions published on its website [www.volaris.com](http://www.volaris.com).