



Rules for flying in our digital community

Welcome to our social media!

The purpose of our networks is to create a direct line with the digital community. We want communication to be mutual with Volaris, maintaining an honest, friendly and respectful conversation. For this to happen, both sides must do their part.

We understand that something may have gone wrong, however, we are here to help you. Trust us! With respectful communication, it will be easier to find a solution together.

That is why we have created this guide for flying in this community:

Our communication standards:

Authenticity: The content we share with you is as authentic as our values. We want what you share with us to be authentic too.

Security: In both operations as well as in our contact channels, security is one of the most important standards. We are committed to making our social media a safe place for everyone, so we will not tolerate any kind of threat to our team, our brand and much less to our users.

Privacy: We are committed to safeguarding the privacy of your information (check our [Privacy Notice](#)). All communication related to specific inquiries containing personal data will be private and will be handled through direct messages (inbox).

Blocked and reported users

If necessary, we will take the decision not to provide service to those who do not meet our standards, in order to maintain a healthy community as the one we seek. Such users will not be allowed to communicate with the brand or its followers.

Who are these users?

- Those who in our social networks invite others to use our competitors.
- Those who promote their own or third party products or services, legal or illegal (fraudulent pages, travel agencies, vendors, among others).
- Those who insult, denigrate or attack others in any way.
- Those who share or express insensitive content

With these rules we wish to encourage positive, open and reciprocal conversation. Thank you for helping us maintain a healthy digital community. Whenever you need us, we're here for you on our social media!