

## Terms and Conditions of the 'altitude by Volaris' Program for Volaris Members

These terms and conditions (hereinafter, the “Terms and Conditions”) are intended to regulate and establish the procedures, requirements, and rules applicable to the accumulation and redemption of points under the “altitude by Volaris” Loyalty Program (hereinafter, the “Program”), developed and operated by Comercializadora Volaris, S.A. de C.V. (hereinafter, “Comercializadora”), and applicable, as provided in this document, solely to Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V., Vuela Aviación, S.A., and Vuela El Salvador, S.A. de C.V. (hereinafter, “Volaris”).

Volaris customers who enroll or register in the Program will be considered Members thereof and may accumulate and redeem points subject to these Terms and Conditions, which are acknowledged and accepted by the Member upon subscribing to the Program and conducting point accumulation and redemption transactions through the Sales Channels.

### Definitions

For the purposes of understanding and applying the provisions set forth in these Terms and Conditions, the use of the following capitalized words shall have the meaning and connotation indicated below for each of them, regardless of whether they are used in singular or plural form, or in masculine or feminine gender, and shall be understood as defined terms. Accordingly, the following shall be understood as:

**Point Accumulation or Accumulation:** The process by which Members enrolled or registered in the Program earn points by making specific purchases of Volaris Services through the Sales Channel, in accordance with the Program’s Terms and Conditions.

**Benefit:** Refers to the advantage that allows Members of the altitude by Volaris Program to accumulate and redeem points for the use or purchase of Volaris Services through the Sales Channel.

**Sales Channel:** Refers to the sales channel and the accumulation and redemption of Program Points available on the website: [www.volaris.com](http://www.volaris.com).

**Members:** Refers to individuals who have enrolled or registered in the “altitude by Volaris” Program in accordance with these Terms and Conditions.

**Day:** Refers to a calendar day.

**Month:** Refers to a calendar month.

**Points:** Refers to the points generated and granted by the Program to its Members for each eligible purchase. These Points may be accumulated and redeemed through the Sales Channels, in accordance with these Terms and Conditions. Points cannot be exchanged or redeemed for cash or for any benefits other than those expressly stated in these Terms and Conditions. They may not be traded, transferred, refunded, claimed, redeemed, or cashed out, whether by the Member or by third parties. Additionally, they cannot be combined with other promotions or benefits not related to the Program.

**Payment with Points:** Refers to the mechanism that allows the purchase of Volaris Services through the redemption of Points combined with the use of the Volaris Member’s own credit or debit card.

**Program and/or Loyalty Program:** Refers to the “altitude by Volaris” Loyalty Program, which is open to the public and developed and managed by Comercializadora Volaris, S.A. de C.V. This program allows registered Members to accumulate Points for their purchases made through the website [www.volaris.com](http://www.volaris.com), which may be redeemed in the manner and under the terms established in this Program document.

**Password:** Refers to the access code created by the Member at the time of enrolling in the Program. This Password allows the Volaris Member to log in and manage their account through the website [www.volaris.com](http://www.volaris.com), where they can check their point balance and transaction history.

**Member Number:** Refers to the unique, personal, and non-transferable identifier assigned by the Program to each Member upon registration.

**Redemption:** Refers to the action taken by a Program Member to use their accumulated points, in combination with a bank card in their name, during the booking process, as well as to exchange them for additional services available in the “My Trips” section of the website [www.volaris.com](http://www.volaris.com), in accordance with the provisions of this document. Points may be used to cover the full fare; however, taxes, the Airport Use Fee (TUA), and other similar charges must be paid exclusively with a credit card.

**Volaris Services:** Refers to all services offered by Volaris to the public, including passenger air transportation, baggage handling, travel insurance, and any other additional product other than air transportation that may be purchased for an extra cost. This includes, but is not limited to: seat selection, extra baggage, Volaris bundles, Volaris te acompaña, and pet transportation.

For the purposes of this Program, the following items shall not be considered Volaris Services and must be paid exclusively with a bank card: tax payments, airport charges (such as the Airport Use Fee), government fees, onboard service costs, stand-alone memberships (such as Annual Pass, v.pass, and v.club), penalties, and charges for overweight and/or oversized baggage.

**Bank Card:** Refers to debit or credit cards issued by financial institutions.

## Program Registration

Registration in the Program is free for the Member and is carried out through the following steps:

1. Go to [www.volaris.com](http://www.volaris.com)
2. Click on the “Sign Up” button located at the top right corner.
3. The Member must enter their first name, last name, email address, and create a password.
4. The Member must check the box to accept the Program’s Terms and Conditions as well as the Privacy Notice.
5. The Member completes the “I’m not a robot” verification.
6. By clicking on “Create my account,” the Member agrees to join the Program.
7. The Member will complete their profile by entering and confirming the following information:
  - First name
  - Last name
  - Nationality
  - Date of birth
  - Gender
  - Country
  - State
  - Mobile phone number
  - Email address
8. The Member will be able to accumulate and redeem points through their registered account.

Only individuals who are 18 (eighteen) years of age or older may register and use the Program. By enrolling, the Member declares and guarantees that they meet this age requirement. If it is found that a minor has provided false information to register, we reserve the right to cancel their participation in the Program immediately and without prior notice.

From the moment the Member is registered in the Program, they acknowledge that they have read, understood, and therefore unconditionally accept the Terms and Conditions of the Program as described in this document. If the Member has an active paid subscription to v.club, v.pass, or Annual Pass with Volaris, they must use a different email address to create a new account in the altitude by Volaris Program.

## Point Accumulation Process

In order for the Member to accumulate points under the Loyalty Program, they must log in to their account during the purchase process or confirm the acquisition of the services offered by Volaris, following the steps below:

1. Go to [www.volaris.com](http://www.volaris.com)
2. Click on the "Log In" button located at the top right corner
3. The Member enters the email and password they registered with in the Loyalty Program and must complete the "I'm not a robot" verification
4. The Member proceeds to book a reservation or purchase an additional Volaris Service.

### **Restrictions and Rules for Point Accumulation**

Members of the Loyalty Program may accumulate Points by purchasing authorized Volaris Services on [www.volaris.com](http://www.volaris.com) using Bank Cards. These Points will be calculated based on the amount spent by each Member according to the following:

1. Point accumulation is calculated based on the amount paid for the base fare of the flight and, where applicable, the cost of Volaris Services as established in this document, excluding taxes and any other airport or government fees.
2. Purchases of any Volaris Service made outside the Sales Channel will not be eligible for point accumulation under the Program.
3. If the purchase is made in Mexican pesos (MXN), 10 (ten) Points will be accumulated for every MXN \$20.00 (TWENTY PESOS 00/100 M.N.) spent through the Sales Channel.
4. If the purchase is made in United States dollars (USD), 10 Points will be accumulated for every USD \$1.00 (ONE DOLLAR 00/100 USCy) spent through the Sales Channel.
5. If the purchase is made in any currency other than Mexican pesos (MXN) or United States dollars (USD), point accumulation will be calculated based on the exchange rate of that currency to USD on the day of the transaction.
6. In the case of full or partial purchases made using Points as a payment method, the amount paid with Points will not be eligible for accumulation; only the amount paid with a Bank Card will be considered.
7. In addition to what is established in other sections of this document, point accumulation does not apply in the following cases:
  - a) If the Member disputes a charge made to their Bank Card (credit or debit), the Points accumulated from that unrecognized charge will be deducted from their account.
  - b) If a reservation paid partially with Points and a Bank Card is canceled, the Points accumulated from that purchase will be deducted from the Member's account.
  - c) Point accumulation does not apply to codeshare flights or itineraries, or other airline partnerships Volaris may have, nor for group bookings of more than 9 (nine) people.
  - d) Reservations that include the Cancel For Any Reason (CFAR) product.
  - e) Flights placed on hold.
  - f) When the customer uses a voucher or credit issued by Volaris as a payment method.
8. To accumulate Points, the Member must be properly registered in the Program and comply with the Terms and Conditions.
9. The total number of Points a Member can have in their account is unlimited; however, point accumulation is subject to the following limits:
  - a) Daily limit: A maximum of 100,000 (one hundred thousand) Points per day.
  - b) Monthly limit: A maximum of 500,000 (five hundred thousand) Points per calendar month.
10. Members whose accounts are canceled under the Terms and Conditions will not be able to accumulate Points for Volaris Services purchases, will lose all previously accumulated Points, and will not be able to use the same account again.
11. Members whose accounts are suspended under the Terms and Conditions will not be able to accumulate Points for Volaris Services purchases until the account is reinstated.
12. Purchases made through travel agencies, third parties, sales modules, or any place other than the Sales Channel are not eligible for point accumulation under the Loyalty Program.
13. Points may only be accumulated on amounts paid using a Bank Card. Any purchase of Volaris Services made with PayPal®, online payment services, cash, Invex wallet, Points, electronic credit/voucher, payment code, or any other payment method other than a Bank Card will not be eligible for accumulation.



14. Points may only be accumulated for reservations and any other Volaris Services purchased prior to the flight. In the case of round-trip flights, if the Member purchases an additional product for the return flight through <https://www.volaris.com/mytrips> after the outbound flight has taken place, those additional purchases will not be eligible for point accumulation.
15. Accumulated Points will appear in the Member's balance and will be available for use up to 48 (forty-eight) hours after the corresponding flight has taken place. In the case of round-trip flights, the total Points will be accumulated once the first flight of the itinerary has been completed. This provision will apply starting November 30, 2025.
16. Once Points appear in the Member's balance, they may be used immediately to purchase Volaris Services.
17. In reservations for more than one person, only the Program Member who was logged in at the time of payment will be able to accumulate Points for the total reservation.

Point accumulation and balances will always be in whole numbers—no decimals. If there is a fraction in the accumulation, the amount will be rounded up to the nearest whole number (e.g., 108.56 → 109).

The Loyalty Program reserves the right to correct any errors or discrepancies in Point accumulation at any time and for any reason.

## Point Redemption Process (Note: Point Redemption will be available starting November 30, 2025.)

To redeem Points on [www.volaris.com](http://www.volaris.com), Members must:

1. Go to [www.volaris.com](http://www.volaris.com).
2. Log in to the Loyalty Program by entering their registered email and password
3. Set the currency preference and select either MXN or USD.

For example:

4. Make a flight reservation (which may include the purchase of additional Volaris Services).
5. During the flight booking process, in the “Select your payment method” section, choose the “Points” option.
6. Confirm the number of available Points they wish to use for payment
7. Pay the remaining balance with a Bank Card.

Points may be used to cover up to the full airfare. However, taxes, the Airport Use Fee (TUA), and other similar charges must be paid exclusively with a credit card. To redeem Points on [www.volaris.com/mytrips](http://www.volaris.com/mytrips) in order to add additional Volaris Services to an existing reservation, Members must:

1. Go to [www.volaris.com/mytrips](http://www.volaris.com/mytrips).
2. Log in to the Loyalty Program by entering their registered email and password.
3. Access their reservation using the reservation code and passenger's last name.
4. Set the currency preference and select either MXN or USD.
5. Select the additional product or service they wish to add.
6. In the “Select your payment method” section, choose the “Points” option.

7. Confirm the number of available Points they wish to use for payment.
8. Pay the remaining balance with a Bank Card.

Points may be used to cover up to the full airfare. However, taxes, the Airport Use Fee (TUA), and other similar charges must be paid exclusively with a credit card.

### **Restrictions and Rules for the Redemption of Points**

1. Members may redeem and/or use their Points for the acquisition of Volaris Services, in accordance with the applicable equivalence.
  - The customer may select the Points available and choose how many to redeem in each purchase, which may be the total Points in their balance or only a portion of those Points.
  - The Redemption must be made through a combination of Points and a Credit or Debit Card.
2. The Points used will be deducted from the Member's account balance at the time of purchase.
3. Redemption may only be made for purchases through [www.volaris.com](http://www.volaris.com). It does not apply to purchases made through the mobile application, call center, airport service modules, travel agencies, third-party websites, or any other sales channel.
4. Redemption will only be made in multiples of 10 (ten) units of Points (e.g., 30, 490, 1,270, etc.). Any remaining amount must be paid with a Credit or Debit Card.
5. The limits for Point Redemption are as follows:
  - Daily redemption limit: The Member may redeem a maximum of 1,750,000 (one million seven hundred fifty thousand) Points per day.
  - Monthly redemption limit: The Member may redeem a maximum of 2,500,000 (two million five hundred thousand) Points per calendar month.
6. Point redemption will only apply to payments made in MXN or USD. In the event that the Member pays with a Bank Card in a currency other than those mentioned, the bank will automatically convert the amount according to the current exchange rate, which the Member may see reflected in their bank statement.
7. Members whose account in the Program is canceled based on the Terms and Conditions will not be able to redeem Points for their purchases of Volaris Services, will lose all previously accumulated Points, and will not be able to use the same account again.
8. Members whose account in the Program is suspended based on the Terms and Conditions will not be able to redeem Points for their purchases of Volaris Services until the account is reinstated.
9. Purchases through travel agencies, third parties, sales modules, and locations other than the Sales Channel do not apply for Point redemption in the Loyalty Program.

The Member may redeem Points to cover the cost of the air reservation for other passengers, provided that the Member is part of the Loyalty Program and logs in at the time of purchase.

### **Volaris Services**

The Volaris Services that participate in the Loyalty Program are the following:

1. Base Fare – Price for air transportation service on a one-way, round-trip, direct, connecting, domestic and/or international flight (excluding taxes, charges or airport fees (such as the Airport Use Fee), duties and/or any other governmental or airport charge). It does not apply to codeshare or interline flights or itineraries, nor to any other

alliance that Volaris has or may have with another airline, nor for groups larger than 9 people.

2. Additional Services – Any product offered by Volaris in effect as of the launch date of the Program, other than air transportation, which the passenger may purchase for an additional cost, such as seat selection, extra baggage, Volaris combos, Volaris te acompaña, pets, etc., except for the flight section.

These services may be acquired through Point Redemption both at the time of making the reservation and after the purchase, in accordance with the Terms and Conditions established in this document.

The Benefit does not apply to the Accumulation and/or Redemption of Points for the payment of taxes or any other airport (such as the Airport Use Fee), immigration or governmental charge, nor for the following products: onboard service costs, stand-alone memberships, payment of penalties, or excess baggage weight and size

## Cancellations

The following cancellation rules are solely and exclusively applicable to the Points or the Program and to these Terms and Conditions. Regarding purchase amounts made with any other payment method accepted by Volaris, other than the Points or the Program, the policies and terms and conditions available on the website [www.volaris.com](http://www.volaris.com) shall apply.

### A) Accumulation

1. In the event of cancellation of the air reservation by decision of the Member, the latter, in accordance with the “Terms and Conditions Cancel Your Reservation” of Volaris published at <https://cms.volaris.com/globalassets/pdfs/esp/terminos-y-condiciones-cancelaciones.pdf> understands and accepts that the Points Accumulated from the purchase will be canceled and, if applicable, deducted from their account, and under no circumstances may they claim and/or request their return or reimbursement as part of the Accumulation.
2. In the event of cancellation of the air reservation attributable to and imputable to Volaris, the Member will accumulate Points in the following scenarios:
  - Volaris makes a schedule or flight change and the Member accepts it. The Member accumulates the Points from the original reservation.
  - Volaris makes a schedule or flight change and the Member does not accept said change and requests to be rebooked on another flight. In this scenario, the Member will accumulate the Points corresponding to the original reservation.
  - Volaris makes a flight change, the Member does not accept it and makes a change to another flight through the “My Trips” section of the website [www.volaris.com](http://www.volaris.com). The Member will accumulate the Points calculated based on the cost of the new reservation.
  - Manual changes made by Volaris staff at airports. In this scenario, the Member will accumulate the Points corresponding to the original reservation.
  - Reservation code (PNR) split due to operational adjustments. The Member must contact the Customer Service area to review and validate their case (Volaris WhatsApp +55 58988599).

Accumulation will not apply in the following cases:

- When Volaris makes a schedule or flight change, and the Member does not accept the proposal and requests the option of Full Compensation or Full Refund.
- When Volaris offers the Member a voucher in exchange for their flight, and the Member accepts said offer.

In these cases, any Points that may have been accumulated will be deducted from the Member’s account.

### B) Redemption

1. In the case of an air reservation paid fully or partially with Points and canceled by decision of the Member in accordance with the “Terms and Conditions Cancel Your Reservation” of Volaris published at



<https://cms.volaris.com/globalassets/pdfs/esp/terminos-y-condiciones-cancelaciones.pdf>, the corresponding Points will be reinstated to the Member's Program account within 15 (fifteen) business days from the date of the refund request for the total amount paid for the flight reservation. The reinstatement in Points will only be in the form of Points, is not exchangeable for money, and will only apply in the following scenarios:

- If the Member cancels the air reservation within the time and manner established in the "Terms and Conditions Cancel Your Reservation."
  - If the Member purchases the Plus Fare and cancels more than 24 (twenty-four) hours prior to the flight departure.
2. In the event of cancellation of the air reservation attributable to and imputable to Volaris, the corresponding Points will be reinstated to the Member's Program account within 15 (fifteen) business days from the date of the refund request for the total amount paid for the flight reservation. The only case in which this would not apply is if the Member requests full compensation.

In any of the cases described in this section, if the Member accepts or requests an electronic credit with Volaris as a refund, compensation, or reimbursement for the total amount of their purchase, including the portion paid with Points, the equivalent amount of the Points used in the purchase will be reinstated through the electronic credit balance, which the Member may apply to future purchases in accordance with the applicable terms and conditions of the electronic credit. Therefore, in this case, the Member may not claim the return of the Points used.

### **Validity of Points**

Points accumulated in the Program are valid for 2 (two) years, counted from the date of the last Accumulation or Redemption activity. If during that period the Member does not accumulate new Points or redeem the Points already accumulated, the Points will automatically expire and may not be used or redeemed under any circumstances.

### **Customer Service**

In case of questions or clarifications related to Volaris Services, the Member may contact the Volaris team through the following channels:

1. <https://tuexperiencia.volaris.com/hc/en-us>
2. Volaris WhatsApp: 5558988599
3. <https://cms.volaris.com/es/informacion-util/altitude>

In case of questions or clarifications related to the Program, as well as to the Terms and Conditions of the Program, these must be addressed exclusively through the channels indicated at <https://cms.volaris.com/es/informacion-util/altitude>, as the content, development, and implementation of the Points and the Program are the sole and exclusive responsibility of Comercializadora Volaris, S.A. de C.V.

### **Vulnerable Activities**

In accordance with the provisions of the Federal Law for the Prevention and Identification of Operations with Resources of Illicit Origin and/or other applicable laws or international treaties, due to certain activities carried out by Members that are considered vulnerable activities, Comercializadora Volaris, S.A. de C.V. will share the Members' personal data with the corresponding authorities. Such data will be used for the prevention, identification, investigation, and sanction of operations involving resources of illicit origin and other related crimes. The identification of possible vulnerable activities entitles Comercializadora Volaris, S.A. de C.V. to suspend or terminate the use of the Program or the Points.

### **Datos Personales**

In relation to the administration and operation of the Loyalty Program, Comercializadora Volaris, S.A. de C.V., with address at Antonio Dovalí Jaime number 70, Tower B, 13th Floor, Zedec Santa Fe neighborhood, Álvaro Obregón Borough, Zip Code 01210,

Mexico City, is committed to protecting your privacy. When we collect your personal data through the website, we will use it for activities related to the administration, accumulation, and redemption of points applicable to the various services offered by Volaris, to conduct surveys regarding the contracted service, and to send you information via email or phone about promotions and additional services offered by us or our business partners. To learn how to exercise your ARCO rights, please consult the full Privacy Notice on our website.

## **Modification of Terms and Conditions**

Comercializadora Volaris, S.A. de C.V. reserves the right to modify, in whole or in part, these Terms and Conditions at any time. Therefore, we suggest you periodically review the Sales Channel in order to be aware of the current Terms and Conditions. The updated Terms and Conditions will become effective from the moment of their publication.

If you do not agree with the Terms and Conditions or the Program's Terms and Conditions, you will not be able to Accumulate and/or Redeem Points, or you must immediately cease their use.

## **Release of Liability of Volaris**

The Program is operated and managed entirely by Comercializadora Volaris, S.A. de C.V., which is solely responsible for the Program at all times with respect to the Member. The Accumulation and Redemption of Points will be subject to these Program Terms and Conditions.

The Accumulation and/or Redemption of Points does not guarantee the availability of Volaris Services. Neither Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V., Vuela El Salvador, S.A. de C.V., Vuela Aviación, S.A., its parent company, subsidiaries, nor affiliates (hereinafter, "Volaris Group") are responsible for whether the Member can or cannot accumulate, use, exchange, or redeem their Points in the Program, as the entity responsible for the administration of the Points is Comercializadora Volaris, S.A. de C.V.

The Member accepts that the Accumulation and/or Redemption of Points is subject to the terms, conditions, exclusions, and limitations of this document.

The Points referred to in the Program are not physical points and are not convertible and/or exchangeable, nor equivalent to cash, electronic credit, or any other concept not permitted under the terms of this document.

## **Fraud Prevention**

All transactions carried out on [www.volaris.com](http://www.volaris.com) will be reviewed by a fraud prevention system. If any irregularity is detected in such transactions, Volaris may cancel them without any liability and without prior notice.

The following is strictly prohibited:

1. Using Points to issue tickets for other people for profit.
2. Using false data or identities to accumulate Points.
3. Sharing a single account among different individuals.

Comercializadora Volaris, S.A. de C.V. reserves the right to analyze the behavior of accumulated and redeemed Points in order to identify abuse of the Program, with the purpose of temporarily or permanently disabling the accounts involved.

Comercializadora Volaris, S.A. de C.V. reserves the right to suspend and/or cancel the registration in the Loyalty Program of any person who jeopardizes the integrity and proper operation of the Loyalty Program or the software on which the Loyalty Program runs, such as in the case of "hackers" (a term used to refer to individuals with extensive knowledge in computing and telecommunications who use it for personal gain, which may or may not be malicious or illegal) or "promotion hunters" (defined as any participant who acts alone or jointly with economic, material, or informational resources in an unfair manner against other participants to obtain the benefits of the Loyalty Program, regardless of whether the mechanisms used are unethical, immoral, or even illegal, such as creating fake social media profiles or fake email addresses to participate more than once in the same promotion).



Likewise, Comercializadora Volaris, S.A. de C.V. reserves the right to suspend and/or cancel the registration in the Loyalty Program of any person who defrauds, alters, or disables the proper and lawful operation of the Loyalty Program or these Terms and Conditions.

Any attempt or execution of programs or systems intended to attack or compromise the Loyalty Program or the software on which it runs may be subject to legal action as deemed appropriate by the organizer and will result in the immediate disqualification and cancellation of the Participant's involvement in the Program.

Neither Comercializadora nor Volaris Group shall be held liable, and Members participating in the Program hereby release Comercializadora, Volaris Group, as well as their suppliers, advisors, directors, representatives, and employees from any claims arising from::

- Technical failures of any kind (computers, cables, network connection, hardware, or software).
- The unavailability or inaccessibility of any internet service.

### **Jurisdiction and Applicable Law**

The Member agrees to submit to the federal laws of the United Mexican States and to the jurisdiction of the competent courts, whether federal or local, located in Mexico City, to resolve any dispute with Comercializadora Volaris, S.A. de C.V. and/or Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V. and/or Vuela Aviación, S.A. and/or Vuela El Salvador, S.A. de C.V. arising from these Terms and Conditions or from the accumulation and redemption of Points, expressly waiving any other jurisdiction that may correspond to them by reason of their present or future domicile, or for any other reason.

### **Headings**

The headings are included solely for ease of reading these Terms and Conditions and shall not in any way affect their interpretation. The content of the text of this document shall prevail at all times.

### **Propiedad Intelectual**

All content of the Program, including but not limited to: texts, graphic designs, logos, know-how, trademarks, trade names, and commercial notices (hereinafter collectively referred to as the "Marks"), are owned by and/or the property of Comercializadora and/or Volaris and/or, where applicable, their parent company. Therefore, they may not be used and/or exploited without the express authorization and/or license from the owner. Otherwise, the infringing and/or responsible party shall be subject to the applicable sanctions, violations, and/or fines under Intellectual Property laws in Mexico and abroad, in the various jurisdictions where the Program is available and where Comercializadora and/or Volaris and/or their parent company hold registered Marks.