



Group reduction – “advance payment”

Through this service, the number of passengers in a group reservation may be reduced up to 20%, in accordance with the following terms and conditions:

Terms and Conditions:

- This Service only applies to passengers traveling within the same group reservation that has been quoted, purchased, or reserved at “<https://groups.volaris.com/>” (it does not apply to other sales channels).
- This service can only be added and contracted during the beginning of the purchase process and/or payment of a group reservation, through the call center. Check the phone number for each country at <https://cms.volaris.com/en/travel-info/group-travel/>
- For the benefit of the service to be applied, the cost of the service must be fully covered.
- It can only be used when there is a period greater than or equal to 61 calendar days between the date of purchase and the flight departure.
- It can only be purchased, and will be valid, for up to 20% of the total number of passengers in the group reservation, therefore, only in that percentage can the reduction of passengers of a group reservation be applied in accordance with these terms and conditions.
- The payment must be made for each of the passengers, the price per person announced and in force on the day of purchase, the reduction benefit applies per person, so it will only be applicable in favor of those people (passengers) for which the payment has been made. This benefit is limited to a maximum of 20% of the passengers that make up a group reservation, therefore, in a group reservation, this benefit can only be contracted for 20% of the total number of passengers in a group reservation.
- Once this service has been used in accordance with these terms and conditions, the client may request the reduction of the group reservation only for the number of people (passengers) for which the payment per person was made as indicated in this document. Once the reduction of the group has been requested, VOLARIS will proceed to eliminate from the group reservation the people (passengers) for which the reduction was requested, therefore, the amount pending payment of the reservation corresponding to such people (passengers) will no longer be made by the customer. The client accepts that those passengers for whom the reduction of the group is requested and applied will no longer make the trip covered by the reservation. The reduction of the group cannot be requested if the reservation has already been paid in full.
- Once the reduction of passengers has been requested and applied, in no case can they be included in the reservation again.
- The passenger reduction must be requested by the contracting customer at least 61 calendar days prior to the departure of the flight, if the customer does not request the corresponding passenger reduction with such anticipation, it may not be applied. Notwithstanding the foregoing, the reduction of passengers may not be requested or applied if the reservation is already paid in full, even if it is made with the indicated anticipation.
- Once this service has been contracted, it cannot be canceled or fully or partially reimbursed, therefore, in the event that the customer, for any reason 1) does not request or use the benefits of this service; or 2) does not pay in full for the group reservation; or 3) does not use group reservation; or, 4) does not meet any of the requirements to make it valid, the customer will not be entitled, nor any reimbursement be applied for the total or partial cost of this service or for the total or part of the cost of the group reservation. The benefits of the service come into effect from the day of contracting and their application is subject to what is established in these terms and conditions.
- The group reduction must be requested through the call center. For the group reduction to be valid and applicable, the customer, in addition to meeting the requirements established in this document, must be up to date with each one of the payments that correspond to the group reservation at the time of requesting the group reduction.
- For those passengers for whom the service has not been paid, the benefit of this service will not be applicable, and the group policy published at <https://groups.volaris.com/> will be always applicable.
- The deadline to confirm the reduction of a group reservation will be the last payment date indicated within the quotation in the group system or 61 (calendar) days before the departure of the flight, whichever comes first. The **see requests** menu of the groups system can be verified at <https://groups.volaris.com/>.