

## More Flexibility Groups Combo

This Combo allows passengers who travel in the same group booking, to make 1 (one) date and/or time change in low season on the originally route without paying the change fee or rate leveling, if they have purchased the Combo in accordance with these Terms and Conditions.

### Terms and Conditions:

- This combo only applies to passengers traveling within the same group booking that has been quoted, purchased, or booked at "<https://groups.volaris.com/>" (does not apply to other sales channels).
- MORE FLEXIBILITY GROUPS Combo can only be added at beginning of the purchase process and/or payment of a group booking, through the call center.
- For the benefit of the "MORE FLEXIBILITY GROUPS" Combo to be applied, both its cost and the cost of the group booking must be fully covered.
- To contract the service and for the application of its benefits to be valid, it must be acquired and paid for each one of the passengers that make up the group booking at the price per person announced and in force on the day of purchase.
- The benefits of the "MORE FLEXIBILITY GROUPS" Combo and the price per person announced and in force on the day of purchase apply only for 1 (one) flight segment of a booking. At the time of contracting, the customer must select the segment of the booked flight in which they want the benefits of the Combo to apply. If the group booking is a round-trip flight (that is, departure flight and return flight) the benefits of the Combo are required for both flights, 2(two) combos must be purchased, one for each of the flights or segments, at the price announced and in effect at the time booking.
- Once the Combo has been added and purchased in accordance with these terms and conditions, each of the passengers in the group booking will have the benefit of making 1 (one) date and/or time change on the original route, without paying the change and rate leveling charge, if the new flight date is to travel during low season. In case the change of date is to travel in high season, the applicable change fee and rate leveling must be paid (check high season dates in [table A](#) for 2022 and [table B](#) for 2023).
- The change of date allowed in the "MORE FLEXIBILITY GROUPS" Combo may be requested up to 48 hours before departure; after that time, it cannot be applied.
- The change of date must be requested through the call center, check our call center number at <https://cms.volaris.com/en/travel-info/group-travel/> having to mark option 8 in the menu.
- If the change or the new date of the trip is to be made during high season, in all cases, both the change charge and the rate leveling charge in force on the day of payment will apply and must be covered. Check high season dates in [table A](#) for 2022 and [table B](#) for 2023, the dates shown in the tables correspond to travel dates and not to purchase dates.
- The benefits of the Combo **do not apply to the following changes: route, name or to travel during high season.**
- For changes of route, name or to travel in high season, you must call the Call Center and the corresponding and current charge on the date of payment will be applied.
- Once the "MORE FLEXIBILITY GROUPS" Combo has been added, it cannot be canceled or refunded; therefore, if the Customer:
  - 1) does not request or use the benefits of the "MORE FLEXIBILITY GROUPS" Combo; or
  - 2) does not pay in full for the group booking; or
  - 3) does not use group booking; or
  - 4) does not comply with any of the requirements of these terms and conditions to make it valid, he/she will not be entitled, nor may any refund be applied for the total or partial cost of the "MORE FLEXIBILITY GROUPS" combo acquired, nor for the total or partial cost of the group booking.
- This Combo and/or service does not generate the right to any type of refund in favor of the passengers or the customer regarding the cost or payment of: (i) flight booking; (ii) date changes made to the original booking; (iii) the price difference that may exist between the original booking and the date changes made or (iv) any other service purchased by the customer.

- For international routes announced in foreign currency, and whose payment will be made in Mexican currency (MXN), the price must consider the corresponding conversion to Mexican Pesos (MXN) according to the exchange rate in force on the day of payment.

**Table A: 2022 calendar**

Begins	Ends	Season
January 1	January 10	Not allowed
January 11	February 3	Allowed
February 4	February 7	Not allowed
February 8	March 17	Allowed
March 18	March 21	Not allowed
March 22	April 7	Allowed
April 8	April 25	Not allowed
April 26	June 2	Allowed
June 3	August 22	Not allowed
August 23	September 14	Allowed
September 15	September 18	Not allowed
September 19	November 17	Allowed
November 18	November 21	Not allowed
November 22	November 23	Allowed
November 24	November 27	Not allowed
November 28	December 8	Allowed
December 9	December 31	Not allowed

**Table B: 2023 calendar**

Begins	Ends	Season
January 1	January 10	Not allowed
January 11	February 2	Allowed
February 3	February 6	Not allowed
February 7	February 16	Allowed
February 17	March 21	Not allowed
March 22	March 30	Allowed
March 31	April 17	Not allowed
April 18	April 27	Allowed
April 28	May 1	Not allowed
May 2	June 1	Allowed
June 2	August 14	Not allowed
August 15	September 14	Allowed
September 15	September 18	Not allowed
September 19	November 16	Allowed
November 17	November 20	Not allowed
November 21	November 22	Allowed
November 23	November 26	Not allowed
November 27	December 7	Allowed
December 8	December 31	Not allowed