


## Terms and Conditions of Scheduled Domestic Air Passenger Services

This document contains the terms and conditions (hereinafter the Terms and Conditions) regulating and establishing the procedures and policies applicable to the operation of flights within Mexico operated by Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V.


### Sales Channels


There are several sales channels through which our customers can purchase air transport services and other additional services. Flights can be purchased through the following channels:


1. Call Center:


 01 (55) 1102-8000

 1 855 VOLARIS (8652747)

 502-2301-3939

 506-4002-7462

 503-2504-5540

 505-2251-2198

2. Airports. Our customers can purchase flights at the sales offices or counters available for that purpose at any of the airports where Volaris operates.

3. Website. Through [www.volaris.com](http://www.volaris.com) our customers can purchase tickets, manage their flights and check in.

4. Volaris App. Through the Volaris App for Android, IOS and Windows mobile devices, our customers can purchase tickets, manage their flights and check in.

### Additional Services

For services available at additional cost that may be purchased by our customers, please go to [www.volaris.com](http://www.volaris.com).

### Notifying customers about delays, cancellations and known deviations

We shall provide our Customers with information on delays, cancellations and known deviations, by any means available and through any means provided by you, as soon as any contingency is known: by telephone, e-mail, at airports, boarding gates, passenger attention modules and through airport screens (where available), through our crew members, airport service personnel and our website.

When requesting information through our telephone booking system, we shall do everything possible to provide our customers with timely and accurate flight information as soon as possible and in no case later than 30 minutes after a flight schedule change is known.

Suggestion: When making a reservation, it is important to provide all the required data so that in case of a contingency you may be contacted.

### **Check-in**

The customer must complete the documentation process electronically through our website [www.volaris.com](http://www.volaris.com), the Volaris App, or at our counters at the different airports. Check documentation times at [www.volaris.com](http://www.volaris.com).

Our customers shall be required to be at the airport of the flight of origin well in advance and as specified when the ticket was purchased, carrying with him/her any necessary ID documents which, in turn, must comply with the immigration requirements effective in the country of destination on the date of the flight, and with any other requirements from the country or countries where the intermediate segments take place.

Check-in shall be made as follows:

Customers with boarding pass and baggage allowance.

For customers with a previously printed boarding pass or who checked in online through the Volaris App, as provided in [www.volaris.com](http://www.volaris.com).

In addition to the boarding pass, a customer must print, in advance, the necessary label for his/her baggage allowance and/or have purchased additional optional services. Customers who do not comply with the weight and size specifications contained in our baggage policy regarding free baggage allowance ([www.volaris.com](http://www.volaris.com)) shall be sent to the Customer Service Area where they'll be able to purchase additional services if they wish to carry more baggage than the allowance included in their ticket.

### **Customers without boarding pass.**

Customers without a printed boarding pass shall be required to print it at the modules available for that purpose or may purchase an additional personal attention service.

### **Boarding**

Passengers must be at the last boarding gate sufficiently in advance and as recommended during check-in, and must follow the boarding instructions of the airline personnel.

#### I) Restrictions on boarding

Volaris shall be entitled to deny transportation to people and/or their baggage when, in accordance with the applicable regulations and security measures, Volaris reasonably decides that this could imply a risk or danger, or that the transportation of such person, baggage and/or belongings is prohibited by the applicable legal provisions or restrictions. To this end, Volaris shall be entitled to search any persons and their baggage and/or belongings to be carried on board the aircraft as provided by the applicable legal provisions.

#### II) People entitled to special services:

Passengers with disabilities are entitled to be transported in accordance with the corresponding safety measures and to transport with them wheelchairs, walkers, prostheses or any other instrument, provided their use of such instrument is personal and directly related to their disability.

Passengers requiring the Airline to provide a medical oxygen tank must notify the Airline at least 72 (seventy-two) hours in advance of their scheduled departure. Passengers who require the use of a ventilator, respirator, continuous positive pressure machine or portable oxygen concentrator of their own, must notify the Airline at least 48 (forty eight) hours in advance of their scheduled departure.

### **Pregnant passengers**

Pregnant passengers can travel without any restriction on any of the routes operated by either of our two airlines, however, after the 28th week or if they are within seven days of giving birth, they shall be required to provide a medical certificate that complies with the acceptance conditions and restrictions described in the policies, terms and conditions published by Volaris at [www.volaris.com](http://www.volaris.com).

### **Overweight passengers**

Customers who require two seats due to overweight shall be entitled to have two seats assigned to them, not located in emergency exits, first rows or with service tables in the armrest. Similarly, Customer Service shall provide certified belt extensions for that purpose.

### **Sick passengers**

Customers whose health condition prevents them from traveling, shall only be allowed in the flight if they submit a medical certificate and provided their condition does not present any risk to the safety of the flight, other customers or the crew.

Passengers with disabilities and/or reduced mobility can travel without having to submit medical certificates, signing any waivers or forms or complying with any special requirements, except in cases where the passenger:

- a) is traveling on a stretcher or incubator
- b) needs medical oxygen during the flight
- c) presents any of the medical conditions considered as contraindications to air travel according to the World Health Organization (WHO). In these cases, the passenger shall be required to submit a medical certificate of fitness to fly
- d) when the intellectual or psychosocial capacity of the passenger prevents him/her from acting and following instructions without assistance.

Passengers with disabilities and/or reduced mobility are entitled to travel with a guide dog or a service animal in the passenger cabin, without extra charge, by presenting the corresponding certificate to evidence compliance.

Passengers with disabilities and/or with reduced mobility shall be located, according to availability, in the seats closest to the boarding gate according to the Airline's safety measures.

Wheelchairs shall be checked in as baggage, at no additional cost to the passenger. If the passenger with disability and/or reduced mobility wants to check-in an additional wheelchair, he/she may do so as part of his/her baggage allowance or by paying the corresponding charge for excess baggage.

Check-in of wheelchairs with wet battery shall be subject to the applicable Official Mexican Standard (Norma Oficial Mexicana) regulating the air transport of hazardous items issued by the Ministry of Communications and Transportation.

### **Passengers with visual, hearing and/or vocal impairments**

Passengers who are deaf or with visual or hearing loss must comply with the following: -Traveling alone and receiving the necessary attention from Customer Service. - Traveling with a guide dog, provided the necessary documents certifying it as a service animal are submitted. The passenger's word shall not suffice. Service animal documents shall also be required for transit and entry into the destination country, along with compliance with the applicable safety and hygiene regulations.

### **Passengers with medical oxygen requirements**

Passengers requiring the use of medical oxygen shall be entitled to carry a portable oxygen concentrator with them, subject to the conditions and specifications contained in the policies, terms and conditions published at [www.volaris.com](http://www.volaris.com).

### **Transport of prisoners**

Volaris shall transport prisoners provided they are escorted by representatives of a State or Federal entity. No more than one prisoner per flight shall be admitted and no prisoner shall be admitted if there is an inadmissible or deported passenger on the same flight.

### **Passengers with firearms**

Under no circumstances firearms may be checked in in flights with interline connections since, according to the established check-in procedures, firearms may only be checked in by passengers on flights with immediate destination.

### **Baggage**

Baggage policy is different according to your flight rate and route. Your rate includes the following:

A.1 Regular Rate By paying this rate, you can transport, at no additional charge, the following:  
One checked in bag of maximum 25 Kg and a total of 158 linear centimeters

Up to 2 pieces of hand baggage no bigger than 57 x 40 x 33 cm and combined weight no heavier than 10 kg.

A.2 Clean Rate By paying this preferential rate you travel without checked in baggage but are entitled to transport, at no additional charge:

Up to 2 pieces of hand baggage no bigger than 57 x 40 x 33 cm and combined weight no heavier than 10 kg.

A.3 v.club Rate By paying this preferential rate you travel without checked in baggage but are entitled to transport, at no additional charge:

Up to 2 pieces of hand baggage no bigger than 57 x 40 x 33 cm and combined weight no heavier than 10 kg.

Remember that to qualify for this rate, you must be a v.club member.

To purchase additional baggage, go to [www.volaris.com](http://www.volaris.com) or contact our Call Center. Check prices in the Additional Service Rates section at [www.volaris.com](http://www.volaris.com), or contact our Call Center.

Note: In all cases, you shall be entitled to transport an infant stroller at no additional charge based on the aircraft's available capacity, provided the infant under two years of age is accompanied by an adult. Remember that the infant under two years of age is not entitled to a seat or to baggage allowance.

### **Baggage Liability**

Check the Passenger Air Transport Agreement for information about compensation in case of loss or damage of your baggage, which shall be subject to the laws and regulations applicable on flights within Mexico.

### **Flight Delays**

Regarding flights originating within Mexico, the Civil Aviation Law (Ley de Aviación Civil) and the Volaris compensation policy shall apply. For more on these provisions, go to the Legal Information section of Volaris website at [www.volaris.com](http://www.volaris.com).

### **Overbooking or Flight Cancellation**

In case of overbooking or flight cancellation (for reasons attributable to the airline), the provisions of the applicable law in the country of the flight of origin operating the segment in question shall apply in accordance with the following:

Volaris shall inform you of any changes in your schedule, through the means of contact your provided, as soon as Volaris becomes aware of the contingency.

In the case of flight overbooking, Volaris shall call for volunteers wishing to give up their seats in exchange for benefits agreed directly with the passenger. Passengers with a disability, the elderly, unaccompanied minors and pregnant women shall be given boarding priority in substitution of volunteers.

In cases of flight cancellation, and at passenger's option, the following shall apply:

- I. Reimbursement of the ticket price or the part corresponding to the flight segment not flown.
- II. Providing, by all means possible, substitute transportation on the first available flight and providing, as a minimum and at no charge, telephone or cable communication services (making phone calls and sending e-mails) to the point of destination, meals in relation to the waiting time before boarding a new flight; accommodation at a hotel of the airport or city where an overnight stay becomes necessary and, in the latter case, ground transportation to and from the airport.
- III. Transport at a later date convenient to the passenger to the destination for which boarding was denied.

In the cases of Sections I and III above, the Airline shall also pay the affected Passenger a compensation that shall be no less than 25% (twenty-five percent) of the ticket price or the flight segment not flown.

### **Changes and Cancellations**

Changes to flight dates where the country of origin of the original booking remains the same are allowed up to 4 hours before the departure time of the flight you intend to change, by paying the corresponding change fee and any fare difference, if any.

Change your flight through our Call Center, website, the Volaris App or at our counters at the different airports where we operate. Visit [www.volaris.com](http://www.volaris.com) or contact our Call Center for costs and policies.

Name changes are allowed (for a fee) up to 4 hours before the departure time of the flight you intend to change by paying the corresponding charge. Visit [www.volaris.com](http://www.volaris.com) or contact our Call Center for costs and policies.

Tickets are not refundable if you fail to board your flight or when changes are made past cut-off times (see above), nor shall any operating airlines be liable for the lost value.

You are entitled to cancel your flight and be eligible for a refund by notifying Volaris within 24 hours after the ticket was purchased and provided you have not checked in for your flight, either by electronic means or at the airport; otherwise no refund shall apply. If your flight is scheduled to depart within a 24 hour period after your purchase, you may cancel your flight by notifying Volaris at least 3 hours before your scheduled departure and provided you have not checked in. All refunds for cancellations apply to the total cost of your ticket and to all the flights booked, that is, if you purchased a round flight your cancellation and refund shall apply to both flight segments (round trip), so that cancellations for only one segment or flight may not be accepted.

### **Service Policy**

Any services purchased, such as passenger scheduled air transport, among others, are subject to the Air Transport Agreement applicable to the airline operating each of the flights that were purchased, and to the

policies, terms and conditions published at [www.volaris.com](http://www.volaris.com), which the passenger is required to read and be aware of.

### **Billing**

Any billing of purchases made at [www.volaris.com](http://www.volaris.com) containing flights originating in Mexico, the United States of America/Puerto Rico, Central America and Interlineal flights shall be made by the selling airline pursuant to the terms and conditions applicable to Electronic Billing published by Volaris at [www.volaris.com](http://www.volaris.com).

### **Remarks**

For more information or possible doubts and clarifications please send us an e-mail to [tuexperiencia@volaris.com](mailto:tuexperiencia@volaris.com) or contact our Call Center.

### **Personal Information and Privacy Policy**

Personal information provided by you when purchasing your ticket shall be treated according to our applicable policies and our privacy notice available on our website [www.volaris.com](http://www.volaris.com)

We are committed to protecting your privacy. When we collect your personal data through our website, we use it only to provide you with the passenger air transport service, follow up on your booking, provide you with any additional products or services, conduct surveys of the contracted service, and to send you e-mails or telephone information about our promotions and any additional services provided by us or our business partners. To know how to exercise your ARCO rights go to our comprehensive Privacy Notice available at [www.volaris.com](http://www.volaris.com).

If you have any questions, please contact us by sending an e-mail to [datos.personales@volaris.com](mailto:datos.personales@volaris.com).

### **Website Terms and Conditions**

For the Terms and Conditions of our website go to [www.volaris.com](http://www.volaris.com)