







Terms and Conditions of Scheduled Domestic Air Passenger Services

These terms and conditions (hereinafter the Terms and Conditions) govern the air transportation services provided by Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V. ("Volaris" or the "Airline") within Mexico.

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 manage their flights.
- 3) Website. Through www.volaris.com our customers can purchase tickets, manage their booking and check in.
- 4) Volaris App. Through the Volaris App for Android, IOS and Windows mobile devices, our customers can purchase tickets, manage their booking and check in.

Additional Services

For services available at additional cost that our customers have the option to purchase, please go to www.volaris.com.

Notifying customers about delays, cancellations and known deviations

We shall provide our Customers with available information on delays, cancellations and known deviations through any available means, including through the information that you provided during your purchase, as soon as we are aware of such situation. We made inform you by: telephone, e-mail, at the 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 that you provide all the required data to allow us to contact you in case of a contingency.

Check-in

The customer must complete the check-in process electronically through our website www.volaris.com, the Volaris App, or at our counters at the different airports. For information on check-in times visit www.volaris.com.

Customers must arrive 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 identification documents, which must comply with the applicable immigration requirements valid 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.

For customers with a previously printed boarding pass or who checked in online through the Volaris App, as provided in www.volaris.com.

In addition to the boarding pass, a customer must print, in advance, the applicable bag tag for the 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) 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 such purpose, obtain it through the Volaris APP or may purchase an additional personal attention service.

Boarding

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

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 considers that this could be a risk or danger, or that the transportation of such person, baggage and/or belongings is prohibited by applicable law. 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.

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 the use of such instrument is personal and directly related to their disability.

Emotional support dogs (ESD) or psychiatric service dog (PSD):

Passengers have the right to travel with an emotional support dog (ESD) or a psychiatric service dog (PSD) in the passenger cabin without any extra charge, subject to documentation requirements and limitations set out in applicable law and these requirements:

- Brachycephalic dogs are not allowed to travel on board the aircraft.
- The age of the ESD and PSD must be over four (4) months.
- Such dogs may be denied transportation if the animal is found to be too heavy, too large or poses a direct threat to the health or safety of others.
- If you wish to travel with an ESD or PSD, you must provide a forty-eight (48) hour advance notice and the following documents:
 - 1) **Veterinarian Health Certificate** issued by a licensed veterinarian. This certificate must be (1) on a headed paper which contains the license number of the veterinarian; (2) the date of expedition must be less than five (5) days from the flight date; (3) must contain the passengers' name, last name and address; (4) has to state that the animals have been inspected before the trip and are clinically healthy.

- 2) **Vaccination Card** issued by a licensed veterinarian. The card must contain the following information: (1) the rabies vaccination must have been given no more than one year from the date of the flight and with no less than thirty (30) days prior to the flight; (2) valid anti-parasitic medication has been administered no more than six (6) months in advance of flight date
- 3) **Headed letter filled by a licensed mental health professional** which states: (1) the license number of the mental health professional (2) that the passenger has a mental or emotional disability (3) that the passenger needs the ESD or PSD; (4) the date and type of the mental health professional license and the state in which it was issued; (5) the date of the letter must be less than a year since the date of the flight.

Support dogs must behave properly in public and follow directions from its owner. In order to ensure the animal behaves accordingly, we require the passenger to proceed to our check-in counters, for domestic flights at least three hours before the departure time, and for international flights at least four hours before their departure. Support dogs must be properly harnessed or leashed and remain under the direct control of the passenger. The passenger must confirm that he or she has no reason to believe that the support dog poses a threat to the health and safety of other passengers and assumes full responsibility for the safety, well-being, and conduct of its dog, including the interaction of the animal with crew and other passengers or passenger's property that may come in contact with the animal while on board the aircraft.

Support dogs must be seated at the customer's feet without protruding into the aisle, without occupying the foot space of adjacent passengers and may not occupy a seat. Passengers may use an approved in-cabin kennel for smaller animals provided the kennel fits under the front seat. Emergency row seating for passengers traveling with support dogs is prohibited.

Passengers with medical oxygen requirements

Passengers requiring 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 women

Pregnant women can travel without any restriction during the first eight months (36th week) of pregnancy in any route. As of the ninth month of pregnancy or seven days before delivery, they may travel by carrying a medical certificate or an executed release of responsibility in favor of Volaris.

It is not Volaris' responsibility to ensure pregnant women have consulted with their physicians.

Passengers of Size

Customers who require two seats due to their size, may purchase an additional seat. Such seats may not be located in emergency exits, first rows or with service tables in the armrest. Similarly, Volaris may provide certified belt extensions for these customers.

Sick passengers

Customers whose health condition prevents them from traveling, shall only be allowed to fly if they provide a medical certificate from a physician issued no more than 5 days prior to their flight departure date 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 health certificate, sign any waivers or forms or comply with any special requirements, except in cases where the passenger:

- Is traveling on a stretcher or incubator
- Requires medical oxygen during the flight
- Has 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 provide a health a medical certificate of fitness to fly

- 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 additional charge.

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 Mexican Ministry of Communications and Transportation

Passengers with visual, hearing and/or vocal impairments

Passengers who are deaf or with visual or hearing loss may travel with a task-trained dog. Such dogs may be denied transportation if the animal is found to be too heavy, too large or poses a direct threat to the health or safety of others.

If you wish to travel with a service dog, you may also be required to provide the following document for transit and entry into the destination country, along with compliance with the applicable safety and hygiene regulations:

- Veterinarian Health Certificate** issued by a licensed veterinarian. This certificate must be (1) on a headed paper which contains the license number of the veterinarian; (2) the date of expedition must be less than five (5) days from the flight date; (3) must contain the passengers' name, last name and address; (4) has to state that the animals have been inspected before the trip and are clinically healthy.
- Vaccination Card** issued by a licensed veterinarian. The card must contain the following information: (1) the rabies vaccination must have been given no more than one year from the date of the flight and with no less than thirty (30) days prior to the flight; (2) valid anti-parasitic medication has been administered no more than six (6) months in advance of flight date.

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.

Transport of prisoners

Volaris may allow transport prisoners to be transported a provided they are escorted by representatives of a local or federal authority. No more than one prisoner per flight may be admitted and no prisoner shall be admitted if there is an inadmissible or deported passenger on the same flight. Prisoners may not be transported on interline and/or codeshare flights.

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

The baggage policy is different depending on the option you choose for your flight. With Volaris you can choose between the following options for your flight:

Vuela Basic

By paying this reservation, you decide to flight without checked baggage and without carry-on luggage, you are entitled to transport at no additional charge only one personal item (must fit below the sit in front of you), no larger than 35 cm x 45 cm x 20 cm.

Vuela Classic

By paying this reservation, you are entitled to transport, the following:

- One personal item (must fit below the sit in front of you), no larger than 35 cm x 45 cm x 20 cm.
- Up to one piece of carry-on luggage no larger than 55 cm x 40 cm x 25 cm and weight no more than 10 kg.

Vuela Plus

By paying this reservation, you are entitled to transport, at no additional charge the following:

- Up 2 pieces of carry-on luggage no larger than 55 cm x 40 cm x 25 cm and combined weight no more than 10 kg.
- One checked bag of maximum 25 kg and a total of 158 linear centimeters.
- Also, and only with this alternative (Plus reservation) you have the following additional services: one personal item (must fit below the sit in front of you) no larger than 35 cm x 45 cm x 20 cm;

V.Club membership

If you have already purchased v.club membership and it is valid, you can purchase any of the abovementioned options for a v.club price.

Additional baggage

To purchase additional baggage at any of our rates, go to www.volaris.com or contact our Call Center. Check prices in the Additional Service Rates section at www.volaris.com, or contact our Call Center.

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, registered with the applicable authorities, may apply. For more on these provisions, go to the Legal Information section of Volaris website at 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 the customer of any changes in their itinerary, through the contact information you 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 may 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 and meals in accordance with 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. Transportation on 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 the 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 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 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 applicable Air Transport Agreement, and to the policies, terms and conditions published at www.volaris.com, which the passenger is required to read and be aware of.

Billing

Any billing of purchases made at www.volaris.com containing flights originating in Mexico, the United States of America, 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.

Clarifications

For more information or possible questions please send us an e-mail to yourexperience@volaris.com or contact our Call Center.

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Personal Information and Privacy Policy

Any personal information provided by the customer to the selling airline shall be shared with Volaris Costa Rica, Volaris or our codeshare partners, as the case may be, for check-in, control and registration purposes of the passenger in question. Your personal information shall be treated according to our applicable policies and our privacy notice available on our website www.volaris.com.

To learn about your privacy (ARCO) rights go to our Privacy Notice available at “the privacy” section in www.volaris.com.

Website Terms and Conditions

For the Terms and Conditions of our website go to www.volaris.com