

The Right of withdrawal and Right to cancel for Colombia

Terms and Conditions

The right of withdrawal

For flights with origin in Colombia

The customer may withdraw from the trip at least 24 hours before the flight, if he or she has not completed the check-in process, notifying through our Call Center, at the airport counters, or by raising a ticket at the following link: <https://tuexperiencia.volaris.com/hc/es>

In these cases, Volaris is entitled to retain an amount of money corresponding to 10% of the value received as a fee, excluding rates, taxes, and administrative fees. The retention made to the customer will be made in favor of Volaris. The provisions of this section shall not apply in the case of promotional fees.

In the event of withdrawal, Volaris will order the corresponding reimbursement to the financial institution, if applicable, within a term that does not exceed 5 (five) business days following the customer's request.

Volaris will refund the amount in a maximum term of 30 (thirty) calendar days from the reception of the request of withdrawal notified by the customer. The reimbursement will be made in the original form of payment or through wire transfer.

If the customer contracted through a travel agency and withdraws from the trip by notifying the agency, the travel agency will proceed to refund the money of the customer once Volaris provides the corresponding amount, without prejudice to the term of 30 (thirty) days established in the previous paragraph for the refund of the money to the Client to become effective.

Right to Cancel

For flights with origin in Colombia

The customer that has made the purchase of his or her ticket through any means other than at the sales counter of Volaris located at the airport is entitled to exercise the right of retraction in a maximum term of 8 (eight) business days after having contracted the service if he or she has not completed the check-in process.

The customer may exercise his or her right of retraction by notifying Volaris through our Call Center, at the airport counters, or by raising a ticket at the following link: <https://tuexperiencia.volaris.com/hc/es>

Volaris will refund the amount in a maximum term of 15 (fifteen) calendar days from the reception of the request of retraction notified by the customer, without proceeding to make discounts or withholdings for any concept. The refund will be made in the original form of payment or through wire transfer.

For both cases, you must provide the information/documentation that is required, such as:

Reservation Code, alphanumeric combination corresponding to your reservation (known as PNR), full and correct name (as it appears in your PNR) and email that you registered at the time of making your reservation. Additionally, a copy of official identification, bank account or any other document necessary to make the reimbursement may be required.