

## Terms and Conditions Flexibility Combo purchased before April 18<sup>th</sup>, 2022

The Flexibility Combo can only be added through the purchase process on our [volaris.com](https://volaris.com) page or the Volaris [app](#) at the time of booking. The Flexibility Combo applies to all passengers and all segments within it.

It allows you to make changes of date and time to the flight originally contracted in an unlimited way, to request the aforementioned changes you must do it through [WhatsApp](#), [Facebook](#), [Twitter](#), [Your experience](#) or the Call Center, you can make more than one change without paying penalty and without covering the fare difference as long as the change is in schedule or the new travel date is to be made in low season, if the change or the new date of the trip is to be made in high season it will apply the charge for changes, see high season dates in [table A for 2022](#) and [table b for 2023](#). The dates shown in the tables correspond to the travel dates and not the purchase dates. **It does not apply to change of route.**

For changes of route, name, or high season, you must contact the Call Center, and the corresponding fee will be charged. Any change can only be requested and applied up to 4 hours before the departure of the flight. It does not apply in other sales channels.

For international routes advertised in foreign currency, and whose payment will be made in Mexican pesos, the price must consider the corresponding conversion to Mexican pesos according to the exchange rate in effect on the day of payment.

Those passengers who do not purchase the Flexibility Combo will be subject to the current flexibility policy of Volaris published on the [site](#).

**Table A: 2022 calendar**

Starts	Ends	Temporada
January 1	January 10	No allowed
January 11	February 3	Allowed
February 4	February 7	No allowed
February 8	March 17	Allowed
March 18	March 21	No allowed
March 22	April 7	Allowed
April 8	April 25	No allowed
April 26	June 2	Allowed
June 3	August 22	No allowed
August 23	September 14	Allowed
September 15	September 18	No allowed
September 19	November 17	Allowed
November 18	November 21	No allowed
November 22	November 23	Allowed
November 24	November 27	No allowed
November 28	December 8	Allowed
December 9	December 31	No allowed



Table B: calendar 2023

Starts	Ends	Season
January 1	January 10	No allowed
January 11	February 2	Allowed
February 3	February 6	No allowed
February 7	February 16	Allowed
February 17	March 21	No allowed
March 22	March 30	Allowed
March 31	April 17	No allowed
April 18	April 27	Allowed
April 28	May 1	No allowed
May 2	June 1	Allowed
June 2	August 14	No allowed
August 15	September 14	Allowed
September 15	September 18	No allowed
September 19	November 16	Allowed
November 17	November 20	No allowed
November 21	November 22	Allowed
November 23	November 26	No allowed
November 27	December 7	Allowed
December 8	December 31	No allowed

## Terms and Conditions Combo Flexibility (purchased after April 18<sup>th</sup>, 2022)

The Flexibility Combo can only be added through the purchase process on our [volaris.com](https://volaris.com) page or the Volaris [app](#) at the time of booking. The Flexibility Combo applies to all passengers and all segments registered within the same contracted reservation. It does not apply to reservations larger than 9 passengers.

This Combo allows you to make changes in date and time to the flight originally contracted in an unlimited way without paying a change fee and covering, if applicable, the corresponding fare reference; The fare difference should only be covered if the new flight has a higher base fare compared to that of the originally booked flight.

This Combo does not generate the right to any type of refund by Volaris in favor of the passengers or the client with respect to the cost or payment of: i) the contracted air reservation; (ii) changes of date made to the original reservation; (iii) the difference in prices that may exist between the air reservation originally contracted and the changes of date and / or time made to it or iv) any other service purchased by the client.

To request the changes, you must do so on the [My trips](#) section at [volaris.com](https://volaris.com).

### **It does not apply to change of route and name.**

For changes of route and / or name se you must contact the Call Center:

Mexico +52 (55) 1102 8000, United States +1 855 VOLARIS (8652747), Guatemala +502 2301 3939, Costa Rica +506 4002 7462, El Salvador +503 2504 5540, Colombia +57 60 1744 3272, Honduras +504 2202 7900 and TTY- +1 (855) 425-2002. And the corresponding fee will be charged.

Any change of route, name, date and / or time can only be requested and applied up to 4 hours before the departure of the flight.

It does not apply in other sales channels.

For international routes advertised in foreign currency, and whose payment will be made in Mexican pesos, the price must consider the corresponding conversion to Mexican pesos according to the exchange rate in effect on the day of payment.

Once this service has been contracted, the client will not be able to request Volaris the cancellation or refund of it, the benefits of the Flexibility Combo take effect from the day of its contracting and its application is subject to the provisions of these rules.