Terms and Conditions “Combo More Flexibility Groups” (United States, Central and South America)

These Terms and Conditions apply to purchases made in the United States, Central and South America. The "Combo More Flexibility Groups" is an additional Service offered by Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V. Vuela Aviación, S.A. and Vuela El Salvador, S.A. de C.V. (hereinafter referred as "VOLARIS" for the purpose of this document), which is subject to the Definitions, Terms and Conditions described as follows:

Definitions:

For interpretation and application purposes of the provisions of this document, "VOLARIS" provides the meanings to the following terms, notwithstanding if they singular or plural, masculine or feminine; and which shall be understood as defined terms**:**

Benefit: It shall be understood as the benefit provided by "VOLARIS" when contracting the "Group Reduction - Member Adjustment Charge" service, which will only be applicable for "Group Reservations”, which provides the opportunity to make 1 (one) change of date and/or time in “Low Season”, on the originally contracted route, without paying the “Change Fee” and “Rate Leveling”, as long as they have acquired “The Combo” in accordance with these Terms and Conditions.

Call Center Groups: - "VOLARIS" Call Center, is where the "Contracting Party" can request information, purchase and/or change the contracted air transport service through the following telephone number according each country: Mexico +52 (55) 1102 8000 , United States +11 855 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, Peru +5116449040 and T TY- +1 (855) 425-2002 and/or published on the website https://cms.volaris.com/es/informacionutil/contacto/#callcenter

Change Fee: Refers to the cost that the “Contracting Client” must cover per Passenger registered within the corresponding “Group Reservation”, in the event that they wish to make a change in time, date, route and/or name to the reservation originally quoted and /or hired.

Contracting Party: It is the individual or legal entity who requests a quote, purchases and/or enters into a contract of a “Group Reservation”.

Quote: Means the request carried out by any individual or legal entity within the website "https://groups.volaris.com/" or through the "Call Center Groups" in order to know the cost, means and payment plans to purchase/contract a "Group Reservation" according to the number of passengers, routes and itineraries selected regarding the air transportation services operated by "VOLARIS" for national and international passengers.

Rate Leveling/Difference: This refers to the fare difference that exists between the fare of the originally contracted reservation and the fare of the new flight selected by the “Contracting Client”, which must be covered by each and every one of the Passengers registered within a “Reservation” of Groups”.

Passenger: Person who will be traveling through a national or international air transportation service provided by "VOLARIS".

Group Reservation: Refers to the purchase/contracting of a reservation for air transportation services operated by "VOLARIS" for national and international passengers, consisting of a minimum of 10 (ten) registered passengers and up to the capacity of the airplane.

Website Groups: "VOLARIS" website is where the "Contracting Party" purchases/contracts a Group Reservation through the URL https://groups.volaris.com/

High season: This refers to the time of year in which tourism and, therefore, the use of air transportation services is most abundant; For better reference, within this document this season is indicated in the section denominated “High Season and Low Season Dates”, which is identified in RED:

Low season: This is understood as the time of year in which tourism is less abundant and, therefore, the use of the air transportation service is lower. Within this document, said season is indicated in the section denominated “High Season and Low Season Dates.”, which is identified in GREEN.

One way Flight: It refers to the flight purchased/contracted within a "Group Reservation" for one destination. In other words, this flight consists of one segment, which only includes the transfer from a point of origin to a point of destination , which can be direct or with connections, within the routes operated by "VOLARIS".

Round flight: Refers to the flight purchased/contracted within a "Group Reservation" that unlike the "One Way Flight", this flight consists of two segments, the first segment also known as "departure flight" includes the transfer from a point of origin to a point of destination and the second segment, also known as "return flight", includes the return transfer to the point of origin, which can also be direct or with connections, within the routes operated by "VOLARIS".

Terms and Conditions:

1. “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).
   “The Combo” is quoted in “One way”, in case the “Contracting Client” needs it for a “round trip”, they must be contracted and paid for each segment.
   This combo” can only be added at the beginning of the purchase process and/or payment of a group booking, through the call center dailing number (8) and/or at “https://groups.volaris.com/” (does not apply for other sales channels).

2. “The Combo” can only be acquired/contracted during the beginning of the purchase process of a “Group Reservation”, that is the “Contracting Client” must acquire and/or contract “The Combo” at the time of confirming the corresponding “Group Reservation”. Once the total or partial payment of the “Group Reservation” has been made, “The Combo” can no longer be hired.

3. In order to contract “The Combo” and for the application of the “Benefit” to be valid, the total price per corresponding “Passenger” must be purchased and paid for each and every one of the “Group Reservations”, announced and valid up to the date of the purchase in the document “Additional Services Rates”, section “Additional group services” published on the following website https://www.volaris.com/ or the URL https://cms.volaris.com/globalassets/pdfs/eng/ancillariesandfees.es.pdf . Prices are subject to change without prior notice and in accordance with the exchange rate applicable by country in said document.
   https://cms.volaris.com/globalassets/pdfs/esp/ancillariesandfees.es.pdf

4. 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.

5. The cost of “The Combo” applies per person and only covers 1 (one) flight segment of a contracted reservation. In the event that the “Group Reservation” includes a “Round-trip Flight” and the “Contracting Client” requires that the “Benefit” of “The Combo” be applied to both the outbound flight and the return flight, in this case 2 (two) Combos per person must be purchased for each of the segments registered within the “Group Reservation”, in accordance with the price announced and in force at the time of making the reservation as described in section 3.

6. The “Contracting Client” at the time of contracting “The Combo” must select the segment of the contracted flight in the “Group Reservation”, in which they want the “Benefit” of “The Combo” to be applied.

7. Once “The Combo” has been purchased and paid for in accordance with these terms and conditions, each of the passengers of the “Group Reservation” in question will have the benefit of making 1 (one) change of date and/or time on the route originally contracted, without paying the “Change Fee” and “Fare Leveling/Differenc e”, **as long as the new flight date is for travel during “Low Season”** (which is indicated in GREEN within the tables set forth in the “High Season and Low Season Dates” section).

8. The “Benefit” of “The **Combo” does not apply to changes or modifications of routes other than the one originally contracted in the “Group Reservation”, nor does it apply to making name changes of passengers or to travel in high season (which** is marked in RED within the tables reproduced in the “High

Season and Low Season Dates" section) **nor any other different benefit, since the "Benefit" is only applicable to one (1) date and/or time change on the route originally contracted to travel during low season.** If it is necessary to make one (1) change of date and/or time to the reservation originally contracted to travel during high season, in all cases without exception, the corresponding "Leveling Charge/Rate Difference" will be applied and must be covered by each passenger registered in the "Group Reservation", in effect on the day the change request is made. In the event that a second change of date and/or time to the reservation is required, whether to travel during high and/or low season, the corres ponding "Leveling Charge/Rate Difference" will be applied and must be covered by each passenger registered in the "Group Reservation", as well as the "Change Fee" in force on the day the change request is made.
The "High Season" dates can be consulted in tables for the year 2026. The dates shown in the mentioned tables refer to travel dates and do not correspond to purchase dates.

9. Once "The Combo" is contracted and paid for, it cannot be canceled or refunded, unless the voluntary cancellation of the "Group Reservation" and "The Combo" is requested in the time and manner stipulated in the "Terms and Conditions." Cancel Your Reservation", which are published on the following website https://cms.volaris.com/es/informacion-del-sitio/informacion-legal/ . In view of the above, in the event that the "Contracting Client", for any reason: 1) Does not request the use of the "Benefit" or does not use the "Benefit" of "The Combo" contracted; or 2) Does not pay in full for the "Group Reservation"; or 3) Does not use the "Group Reservation"; 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 to, nor will any refund be applied in his/her favor for the total or partial cost of "The Combo" purchased.

10. The acquisition of "The Combo" does not include as part of its "Benefit" the generation of returns or refunds in favor of the "Contracting Client", regarding the cost or payment of: (i) the contracted flight reservation; (ii) date changes made to the original flight reservation; (ii) the "Rate Leveling/Difference" that may exist between the originally contracted air reservation and the date changes made to it or (iv) any other additional service acquired by the "Contracting Client".

11. For international routes advertised in foreign currency with the exception of those advertised in United States Dollars (USD), and whose payment will be made in Mexican pesos (MXN), the price must consider the corresponding conversion to Mexican pesos (MXN) in accordance with the exchange rate in force on the day of payment.

Mechanics:

1. The "Benefit" of "The Combo" will be available for application, as soon as it has been paid in full in accordance with these terms and conditions, only the "Contracting Client" may request the application of the "Benefit".

2. In order to apply the "Benefit" the "Contracting Client" must contact the "Call Center Groups" and must enter number eight (8) of said menu. Finally, an operator from the "Call Center Groups" will ask a series of security questions for the sole purpose of allowing the "Contracting Client" to access the corresponding "Group Reservation".

3. From the moment in which the "Contracting Client" has answered each and every one of the security questions asked by the operator of the "Call Center Groups", the "Contracting Client" must select the date and/or time in which he/she wishes to make the change to the reservation originally contracted under the protection of "The Combo" and only if they are available and offered by "VOLARIS", therefore, it should be emphasized that said modification will apply to the "Passengers" who are registered within the "Group Reservation" and that have been selected for the "Benefit" to apply to them, as well as the modification applying to the segment in which the "Service" has been contracted.

   It should be noted that, in the event that the "Contracting Client" does not answer any one of the security questions asked by the operator of the "Group Call Center", the "Contracting Client" will not be able to access the "Group Reservation" to which he/she wishes to apply the "Benefit", so, in this case, if he/she cannot make use of said "Benefit", "VOLARIS" will be exempt from all types of responsibility, therefore, the claim for reimbursement of the total and/or partial payment of "The Combo" and/or the "Group Reservation" will not be applicable

4. Once the “Contracting Client” has requested the change of date and/or time be applied to the reservation originally contracted under the protection of the “Benefit” and in accordance with the present T&C, “VOLARIS” will proceed to verify the availability of space and if it is available on the requested date and/or time, it will make said change at the time of the call, so notification of the requested change will be sent to the email provided by the “Contracting Client” in the acquisition/contracting of the “ Group Reservations” from an official “VOLARIS” email account.
   At the moment in which the change of date and/or time has been duly applied to the original reservation under the protection of the “Benefit” of “The Combo”, and as soon as said change has been notified by “VOLARIS” to the “Contracting Client”, said “Benefit” will be considered used/redeemed, therefore, it cannot be modified, canceled and/or refunded.

5. The change of date and/or time under the protection of the “Benefit” of “The Combo” may be requested and carried out from the time of contracting “The Combo” and up to a maximum of 48 hours before the departure of the flight, after that time it will not be possible for it to be applied.

   After the aforementioned period, the “Benefit” of “The Combo” will lose all validity and therefore, the “Contracting Client” will no longer be able to request its application, without being entitled to any type of compensation, indemnity or refund for this reason and without any responsibility for “VOLARIS”.

6. The “Contract Party” must comply with the entire indicated process, as well as with every one of the requirements established in this document to use and redeem the “Benefit” of “The Combo”. In the event that the “Contracting Party” does not comply with the above, “VOLARIS” will be not responsible in any way, among other things, because the “Benefit” is not requested within the validity period indicated on this document, or the redemption was not executed because the “contract party” does not follow the fully and correct terms to redeem the “Benefit”.

Customer Service:

In case of any doubt or clarification about the "Service" and/or the "Group Reservation", the "Contracting Party" must contact "Call Center Groups" or, consult the information published on the website https://cms.volaris.com/es/informacion-util/viajes-en-grupo/.

Billing:

The billing request for purchases may be made as is established on the website https://cms.volaris.com/es/informacionutil/antes-de-tu-vuelo/imprime-tu-factura/ and will be issued by billing regularly in accordance with the current terms and conditions of Electronic Invoicing published at www.volaris.com

High Season and Low Season Dates:

2026 – 2027 Calendar:

2026-2027 Calendar

MEXICO

Start	Ends	Season
01-01-26	11-01-26	High
12-01-26	31-01-26	Low
01-02-26	03-02-26	High
04-02-26	12-03-26	Low
13-03-26	16-03-26	High
17-03-26	26-03-26	Low
27-03-26	13-04-26	High
14-04-26	30-04-26	Low
01-05-26	05-05-26	High
06-05-26	14-07-26	Low
15-07-26	17-08-26	High
18-08-26	10-09-26	Low

11-09-26	16-09-26	High
17-09-26	29-10-26	Low
30-10-26	02-11-26	High
03-11-26	17-12-26	Low
18-12-26	10-01-27	High
11-01-27	28-01-27	Low
29-01-27	01-02-27	High
02-02-27	11-03-27	Low
12-03-27	15-03-27	High
16-03-27	18-03-27	Low
19-03-27	04-04-27	High
05-04-27	29-04-27	Low
30-04-27	02-05-27	High
03-05-27	31-05-27	Low

2026-2027 Calendar

USA

Start	Ends	Season
01-01-26	08-01-26	High
09-01-26	26-03-26	Low
27-03-26	13-04-26	High
14-04-26	04-06-26	Low
05-06-26	17-08-26	High
18-08-26	10-09-26	Low
11-09-26	16-09-26	High
17-09-26	24-11-26	Low
25-11-26	30-11-26	High
01-12-26	16-12-26	Low
17-12-26	10-01-27	High
11-01-27	11-03-27	Low
12-03-27	04-04-27	High
05-04-27	31-05-27	Low

2026-2027 Calendar

GUATEMALA, EL SALVADOR, COSTA RICA

Start	Ends	Season
01-01-26	20-01-26	High
21-01-26	23-03-26	Low
24-03-26	05-04-26	High
06-04-26	04-06-26	Low
05-06-26	17-08-26	High
18-08-26	29-10-26	Low
30-10-26	05-11-26	High
06-11-26	24-11-26	Low
25-11-26	30-11-26	High
01-12-26	10-12-26	Low
11-12-26	19-01-27	High
20-01-27	18-03-27	Low
19-03-27	04-04-27	High
05-04-27	31-03-27	Low

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2026-2027 Calendar

COLOMBIA

Start	Ends	Season
01-01-26	20-01-26	High
21-01-26	23-03-26	Low
24-03-26	05-04-26	High
06-04-26	04-06-26	Low
05-06-26	17-08-26	High
18-08-26	01-10-26	Low
02-10-26	12-10-26	High
13-10-26	10-12-26	Low
11-12-26	19-01-27	High
20-01-27	18-03-27	Low
19-03-27	04-04-27	High
05-04-27	31-05-27	Low