

## Customer service plan for flights to and from the United States

Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V. (hereinafter "Volaris"), seeks the satisfaction of its customers and to achieve an enjoyable flight experience for them, therefore, it adopts this "Customer Service Plan" which is applicable only on international flights to and from the United States of America (hereinafter "United States"). Volaris is committed to the following:

### 1. Offer the lowest available fare.

At Volaris we inform our customers of the lowest fare offered when they request information through our official sales channels, which are the followings:

- Volaris official website ([www.volaris.com](http://www.volaris.com)) (hereinafter, "Website");
- Volaris official mobile application
- Volaris ticket sales modules at airports; and
- Official Volaris Call Center at the following numbers (hereinafter, "Call Center"):
  - Mexico +52 (55) 1102 8000
  - United States +1 855 VOLARIS (8652747)
  - Guatemala +502 2301 3939
  - Costa Rica +506 4000 0229
  - El Salvador +503 2504 5540
  - Colombia +57 60 1744 3272
  - Honduras +504 2263 0231
  - Peru +5116449040
  - TTY- +1 (855) 425-2002

Some sales promotions for ticket purchases through the Website are not available for purchases through other official channels.

We suggest that you purchase your reservation in advance to obtain the lowest available fare at the time of purchase, especially during peak seasons of vacations or holidays.

### 2. Notifying customers of known delays, cancellations and diversions

We will provide our customers with prompt information on known delays, cancellations and diversions, as applicable, through the following means of communication:

- Telephone number registered by the Customer in the reservation, including via WhatsApp.
- E-mail address registered by the Customer in the reservation.
- At airports through our crew members and customer service agents, including at the boarding gate area and on airport-controlled flight status displays that allow us to do so.
- Volaris Website;
- Official Volaris mobile app; or
- Volaris Call Center

We will provide timely and accurate information on the status of our flights promptly and within 30 minutes after Volaris becomes aware of a flight status change (*i.e.* a cancellation, diversion or delay of 30 minutes or more in the planned operation of a flight that occurs within seven calendar days of the scheduled date of the planned operation). To ensure customer's can receive this information, it is important that at the time of making a reservation the customer provides all the complete and correct contact information required to be notified.

### 3. Delivering baggage on time

At Volaris we work to deliver your baggage on time, but in case of baggage delay or mishandling we undertake to make every reasonable effort to deliver it to you within 15 hours after the arrival of your flight at the destination airport. In case of failure to deliver the baggage within the time limit indicated in this paragraph, customers will be compensated and/or reimbursed for the delay in accordance with the obligations, exceptions and limits of international regulations and treaties applicable to international flights. This includes reimbursement of any fee charged to transport the bag that is significantly delayed.

In cases of baggage damage or loss, the customer must inform Volaris by filing a claim immediately in the arrivals hall or the sterile area of the destination airport, by filling out the baggage irregularity report form provided by Volaris directly with the airport customer service staff. In the event of baggage delay only, the customer must inform Volaris by immediately filing a claim in the arrivals hall or in the sterile area of the destination airport, filling out the baggage irregularity report form provided by Volaris directly with the airport customer service staff or at the self-service kiosk.

Important:

- If your baggage is not in the baggage claim area, we ask you to fill out the baggage report form to initiate a search for your baggage immediately. The baggage report form must be completed and presented before leaving the baggage claim area at the customer's final destination airport. On connecting flights, the report will be filed at the customer's final destination airport.
- If the Volaris admits the loss of the checked baggage, or if the checked baggage has not arrived at the expiration of twenty-one days after the date on which it ought to have arrived, within a maximum of 30 days you must submit the Formal Baggage Claim Form found on our website under the section "Baggage incidentals" at: [https://cms.volaris.com/globalassets/pdfs/eng/formularioparareclamodeequipaje\\_en.pdf](https://cms.volaris.com/globalassets/pdfs/eng/formularioparareclamodeequipaje_en.pdf)
- In cases of delayed baggage, after the 15 hours have elapsed and Volaris is unable to locate your baggage, you have a maximum of 30 days to submit the Formal Baggage Claim Form found on our website in the "Baggage Incidents" section at: [https://cms.volaris.com/globalassets/pdfs/eng/formularioparareclamodeequipaje\\_en.pdf](https://cms.volaris.com/globalassets/pdfs/eng/formularioparareclamodeequipaje_en.pdf). A refund of any fee paid to check your baggage will be processed automatically.

For any questions, follow-up, clarification, complaint or comment regarding baggage, you can raise a folio through the following link: <https://mybag.aero/baggage/#/pax/volaris/en-gb/main-menu>

Tip: Volaris offers the following recommendations to facilitate the search for your luggage in case of delay:

- Be sure to place a baggage identification tag on all items you transport.
- Ensure that all baggage identification tags contain your complete and correct information, including name, address, telephone number and e-mail address.
- Verify that your baggage password has your correct name and destination.
- Keep your baggage claim ticket.
- When you pick up your baggage, check that the tag matches the password you were given at the counter when you checked in.
- Submit the claim report before leaving the baggage claim area of the airport.
- When boarding the flight, carry identification, keys, cash, valuables, medications, perishable food, bank cards, jewelry, electronic products such as computers, cameras, cell phones and personal or business documents.

#### **4. Allow reservations to be cancelled within 24 hours of purchase.**

For flights to and from the United States, the customer has the right to request the cancellation of his/her reservation, without penalty, within 24 (twenty-four) hours from the date and time of purchase. In this case the customer may receive a full refund of the reservation.

This section is applicable, as long as:

- The purchase has been made on the official sales channels of Volaris and not via a third party; and
- The reservation was made at least 7 days or more before the flight departure date; and

All requests for cancellations of reservations must be made by the Customer through the Call Center. Although the customer is entitled to receive a refund in the original form of payment, the customer may choose to accept the refund in electronic credit, if offered by Volaris.

#### **5. Provide prompt refunds.**

Purchases of Volaris services and products, including the cost of tickets, associated charges and

additional services, are non-refundable. However, in accordance with the United States Department of Transportation (hereinafter "DOT") regulation or for customer service, in appropriate and applicable cases, Volaris will provide prompt refunds in the original form of payment; or, where accepted by the customer, in electronic credit for future purchases with Volaris or in alternative forms or cash equivalent as offered by Volaris.

*Refund in the original form of payment* means that the corresponding amount will be refunded using the payment method that the customer used to make the original payment for their reservation, such as credit card, debit card or Volaris electronic credit.

The corresponding refund will be made:

- For credit cards purchases, within 7 (seven) business days from the date on which the refund was requested or determined to be required.
- For debit cards, bank transfers and other types of payments, within 20 (twenty) calendar days from the date on which the refund was requested or determined to be required.
- For electronic credit, it will be the term indicated in the terms and conditions at the time of the offer.

Important:

- The refunds will be made to the accounts and bank cards registered by the customer in Volaris' systems and to the cardholder registered in the purchase.
- In cases of purchases through travel agencies or third-party companies, the customer must request refunds from these companies.
- In cases where Volaris does not have all the sufficient and/or correct information to make the refund or in cases of rejection by the customer's bank, the customer must provide the necessary information and documents requested to process the payment, and the terms established in this section will begin to run upon receipt of the additional information.
- Depending on the card issuing bank, it may take several days for the amount credited to your account to appear. Depending on your personal billing cycle, you may see the refund on your next statement or two months later.

In case of any doubt or problem regarding a refund, the customer can go directly to the airport, call the Call Center, or submit a folio in the Volaris Help Center "Tu Experiencia", which can be found on the Website, section "Contact Us".

## **6. Disclose that customers have the right to a refund.**

Volaris will inform its customers that they are entitled to a refund, if that is the case, when alternative transportation, electronic credits or other compensation is offered in lieu of refunds, in accordance with DOT regulation. It will also disclose any material restrictions, conditions or limitations on electronic credits or other compensation offered, regardless of whether customers are entitled to a refund, as required by DOT regulations.

## **7. Providing, upon request, electronic credits for serious communicable diseases**

Upon customer request, Volaris will provide an electronic credit transferable and valid for 5 (five) years from the date of issue in cases where the customer is unable to travel due to a serious communicable disease, provided that the customer meets the requirements of the DOT regulation.

## **8. Properly accommodating individuals with disabilities**

Volaris will properly accommodate and assist customers with disabilities, as required by DOT regulations and Volaris policies and procedures. Volaris will also provide refunds to (i) passengers with disabilities; and (ii) individuals on the same reservation as the passenger with a disability who do not want to continue travel without the individual with a disability, as required by DOT regulations.

## **9. Properly assist customers during lengthy tarmac delays**

Volaris will assist and adequately meet and address the essential needs of customers as required by DOT regulations during lengthy tarmac delays, and as provided for in Volaris' "Tarmac Delay Contingency Plan", which can be found on the "Legal Information" section of the Website.

## **10. Properly handle customers in cases of denied boarding due to oversales of flights originating in the United States**

Volaris will handle customers fairly and consistently in cases of oversales in accordance with its policies and procedures, as well as in accordance with DOT regulations, seeking to reduce the inconvenience that may be caused. Volaris will always first ask for volunteers who are willing to give up their reservation in exchange for compensation that will be informed by Volaris at the time. If there are not enough volunteers, some customers may be involuntarily denied boarding in accordance with Volaris' boarding priority policies and procedures, and will be compensated.

Priority boarding rules will not grant, give or cause any undue or unreasonable preference or advantage to any particular individual, or subject any individual to any unfair or unreasonable prejudice or disadvantage in any respect. Priority boarding factors may include, but are not limited to, the following.

- (1) A passenger's disability or status as an unaccompanied minor.
- (2) A customer's check-in time; or
- (3) The fare paid by the customer;

Customers traveling from the United States to a foreign point who are involuntarily denied boarding on an overbooked flight originating at a U.S. airport are entitled to:

- (1) No compensation if Volaris offers an alternative transportation that is planned to arrive at the customer's destination or first stopover no later than 1 (one) hour after the planned arrival time of the customer's original flight;
- (2) Compensation of 200% of the fare for the affected route (one-way fare); or \$1,075 USD, whichever is lower, if Volaris offers alternate transportation that is planned to arrive at the customer's destination airport or first stopover more than 1 (one) hour but less than 4 (four) hours after the planned arrival time of the customer's original flight; and
- (3) Compensation of 400% of the fare for the affected route (one-way fare); or \$2,150.00 USD, whichever is lower, if Volaris offers alternate transportation that is planned to arrive at the customer's destination airport or first stopover more than 4 (four) hours after the scheduled arrival time of the customer's original flight.

Acceptance of compensation may relieve Volaris from any further liability to the passenger caused by its failure to honor the confirmed reservation.

If the Customer is denied boarding involuntarily, he/she shall be entitled to the denied boarding compensation described in this section, unless

- (1) Customer has not fully complied with Volaris' ticketing, check-in and reconfirmation requirements, or Customer is not acceptable for transportation under Volaris' rules and practices; or
- (2) the Customer is denied boarding because the flight has been cancelled; or
- (3) the Customer is denied boarding because a smaller capacity aircraft has been substituted for safety or

operational reasons; or

(4) The Customer is offered accommodation in a section of the aircraft other than that specified on the Customer's ticket, at no extra charge (except that a passenger seated in a section for which a lower fare is charged is entitled to an appropriate refund); or

(5) Volaris is able to place the Customer on another flight or flights that are planned to take the Customer to the next stopover or final destination within 1 hour after the planned arrival time of the original flight.

For the compensation indicated in this section, *fare* means the price paid for air transportation, including all mandatory taxes and fees. It does not include additional fees for optional services. Only in cases where the customer does not use the optional services paid for on the alternative flight, the proportion of the services not used will also be reimbursed. If the optional services were offered to the customer on the alternative flight, no refund will be made.

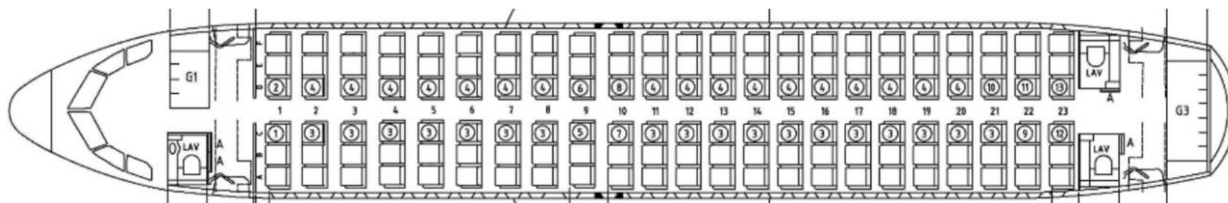
## 11. Volaris policies, aircraft seating configuration and lavatory availability

Volaris policies, including of cancellations, are published on the Website, section "Legal Information", also during the purchase process we will provide the policies, terms and conditions applicable according to the services the customer selects and in accordance with the Volaris Passenger International Air Transportation Services Agreement.

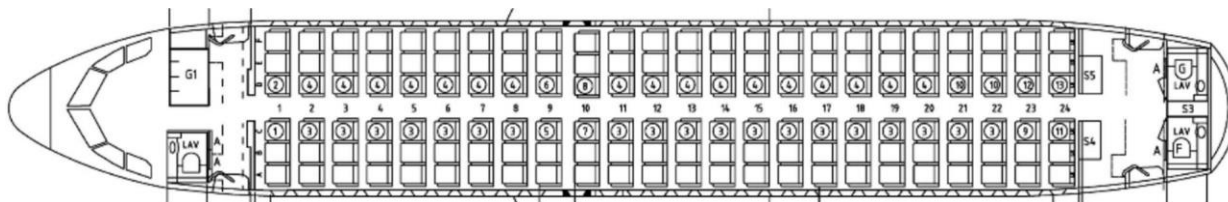
The seating configuration and lavatory availability on Volaris aircraft are as follows:

LAV – Lavatories

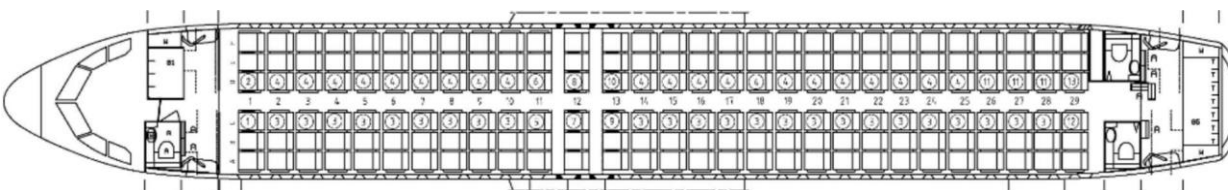
A319 – Passenger seats 138



A319 - Passenger seats 144

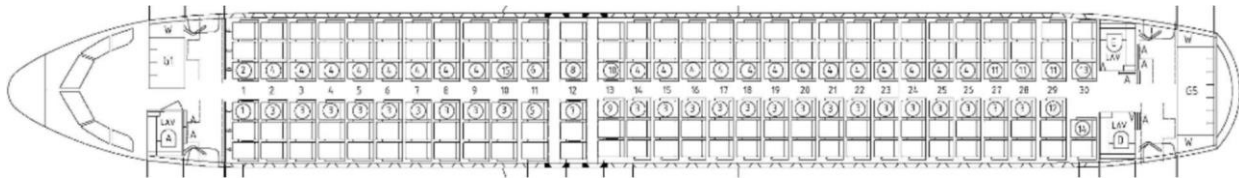


A320 - Passenger seats 174

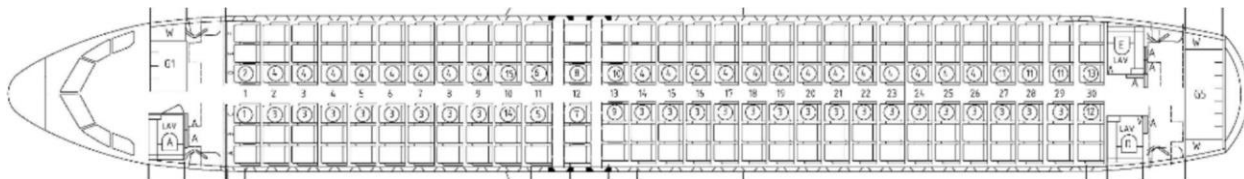




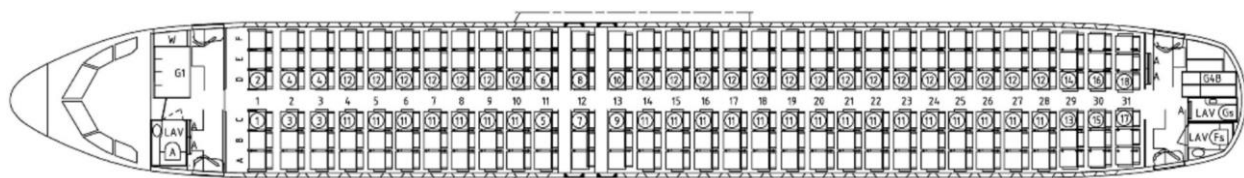
A320 - Passenger seats 179



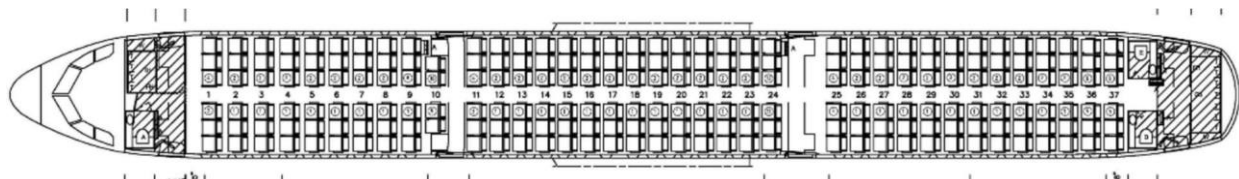
A320 - Passenger seats 180



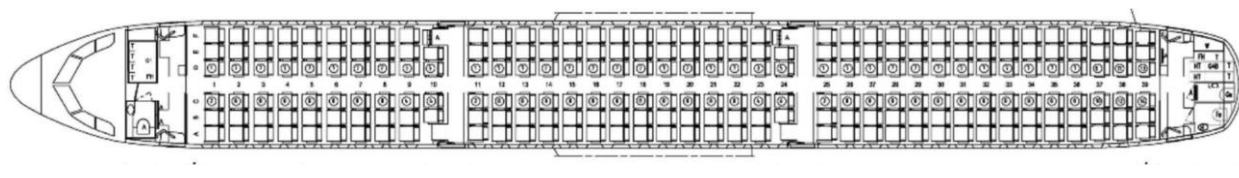
A320 - Passenger seats 186



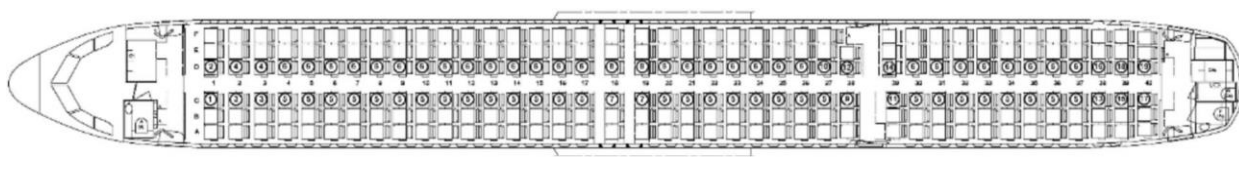
A321 - Passenger seats 220



A321 - Passenger seats 230



A321 - Passenger seats 239



## 12. Notify customers in a timely manner of changes to their travel itineraries.

When there is a change in the itinerary of our customers, Volaris will inform its customers in a timely manner through the following means of communication:

- Telephone number registered by the Customer in the reservation, including via WhatsApp; or
- E-mail address registered by the Customer in the reservation; or



- At airports through our crew members and customer service agents, including in the boarding gate area and on airport-controlled flight status displays that allow us to do so; or
- Website of Volaris; or
- Call Center of Volaris.

When making a reservation, Volaris recommends its customers provide complete and correct contact information so that in case of any travel itinerary change the customer can be contacted. In case customer cannot be reached by the means described above, the information will be provided at the airport counter.

### **13. Ensure adequate responses to customer problems.**

At Volaris, our customers are very important to us, so we welcome your comments, suggestions, clarifications, questions and complaints about our service.

If your Volaris experience does not meet your expectations, our Customer Relations team are on hand to resolve any issues as quickly as possible. Our Customer Relations department is dedicated to addressing unresolved customer comments and concerns. They will acknowledge in writing each complaint received within 30 days of receiving it and shall send a subsequent written response to each complainant within 60 days of receiving the complaint.

These complaints and concerns can be sent to Volaris at:

- Help Center - Tu Experiencia: <https://tuexperiencia.volaris.com/hc/en-us>

Generalized communication with Volaris can be made through Volaris' social media channels, published in the "Contact Us" section of the Website, as described below:

- Official Volaris Facebook
- Official Volaris Twitter / X
- Official Instagram Volaris
- WhatsApp official number
- Chatbot

These social media channels are not intended as avenues for consumer complaints, and Volaris will not respond to consumer complaints sent via these channels. All complaints should be sent to Volaris by filing a folio at the Help Center - Mi Experiencia as described above.

### **14. Identify Volaris services to mitigate customer inconveniences.**

In case of flight cancellations, flight connection failures, or flight delays, we will offer assistance and services to reduce the impact on our customers, such as:

- Changing reservations to available alternative flights. These flights may be direct or connecting flights to another airport;
- In some cases, for customers who do not live near the airport and if alternative flights are not available on the same day, a hotel night (including ground transportation to/from the hotel);
- Meal vouchers; and/or
- Telephone calls.

In certain circumstances, where a flight is cancelled, or there is a significant change in flight itinerary, Volaris will make automatic refunds of the airfare value remaining on the ticket, as required by DOT regulations. Volaris will promptly notify customers when they are eligible for a refund.

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