

Terms and Conditions of Scheduled International 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**”) to and from Central America (Costa Rica, El Salvador, Guatemala, Nicaragua, etc.) and the United States of America operated by Volaris, its interline and codeshare operations.

If you purchased a flight operated on codeshare, you must consult the terms and conditions of service of our codeshare partners, available on their website. The air transportation provided under a codeshare agreement with such airlines may be identified with a flight number which includes our airline designator code “Y4”.

Sales Channels

There are several sales channels through which the client can purchase air transportation services and other additional services.

Flights can be purchased directly 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
	504-2202-7900
	57-60-1744-3272
	511-644-9040
TTY	855-425-2002

- Airports.** Flight tickets may be purchased by our customers at the sales offices or counters available for that purpose at any of the airports where Volaris manage their flights.
- Website.** Through www.volaris.com, our customers may purchase flight tickets, manage their flights and do their check in.
- Volaris App.** Through the Volaris App for Android, IOS and Windows mobile devices, our customers may purchase flight tickets, manage their flights and check in.

Likewise, flights may also be purchased through indirect sales channels:

- Travel agencies:** are those authorized to buy, reserve and sell Volaris airline tickets, physically or electronically, so the customer may purchase their ticket through the sales channels of said travel agencies. If you have purchased a Volaris flight or additional services through a travel agency, you must take into account the applicable fare conditions.

Additional Services

Additional services may be purchased by our customers at our Website www.volaris.com

Notification of 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.

Volaris 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.

Important: When making a reservation, it is important that you provide all the required data to allow us to contact you in a timely manner with information about your flight so that, in case of a contingency, you may be contacted.

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.

Customers must arrive at the airport of their Origin Flight with the time in advance specified when the ticket was purchased, carrying with him/her any necessary identification documents which must comply with the applicable immigration requirements 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.

For flights originating from, destined to, or connecting in Mexico, if the Customer has chosen to pay the Airport Use Fee (TUA) after making the reservation, they will have up to 4 hours prior to the scheduled departure time of their flight to complete the payment of the TUA, either through volaris.com in the “My Trips” section or via the official Volaris app. Otherwise, the Passenger will not be able to check-in, print, or access their boarding pass.

It is the Passenger’s responsibility to ensure that no pending payments related to their reservation remain, including the Airport Use Fee (TUA). The Passenger understands that failure to settle such payments will result in the inability to check-in or board the flight

For information on check-in times visit www.volaris.com.

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, the 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) and that did not buy additional services for baggage allowance, 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 available modules for such purpose, obtain it through Volaris App or may purchase the additional personal attention service.

NOTE: For flights from San Jose, Costa Rica, all customers terms-and-conditions-domestic-air-passenger-services terms-and-conditions-domestic-air-passenger-services must pay the Costa Rica Exit Tax before completing check-in. For traveling minors born in Costa Rica, customers shall be directed to the Immigration Module.

If you are traveling on a codeshare flight, please review our partners’ terms and conditions on check- in.

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 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. For international flights, the provisions of international treaties will apply.

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 passengers have consulted with their physicians.

Passengers of Size – Extra Seat

Customers of size (for example, tall or obese customers) may purchase an additional seat to occupy two seats when needed. Such seats may not be located at emergency exits, in the first row, or have service tables in the armrest. Likewise, the crew shall facilitate the use of certified seatbelt extensions for this purpose.

- The extra seat can be purchased by paying the full fare; to do so, reservations must be made by calling our Call Center
- Seats must be assigned at the time of purchase. Seat assignment requires passenger to pay the corresponding cost
- For boarding, passengers must show both boarding passes

Sick passengers

Customers whose health condition prevents them from traveling, shall only be allowed to fly if they provide a health certificate from a physician issued no more than 5 days prior to the flight departure date and their condition does not represent a risk to the safety of the flight, other customers or the crew.

Passengers with disabilities and/or reduced mobility can travel without having to provide a 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 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 certificate of fitness to fly.
- When the intellectual or psychosocial capacity of the passenger prevents him/her from behaving and follow instructions without assistance.

Passengers with disabilities and/or with reduced mobility shall be located, depending on availability, in the seats closest to the boarding door 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 requiring a service dog:

A Passenger has the right to travel with up to two (2) service dogs in the passenger cabin without any extra charge, subject to documentation requirements, limitations and other established regulations set out in applicable law and the following terms and conditions including but not limited to:

1. Brachycephalic dogs are not allowed to travel on board the aircraft.
2. The age of the animal must be more than four (4) months
3. The service dogs must be trained for a specific task or work for the benefit of the passenger with a disability (including physical, sensory, psychiatric, intellectual or other mental disability)
4. Such dogs may be denied transportation if the animal is found to be too heavy, too large. poses a direct threat to the health or safety of others, if the animal causes significant disruption in the aircraft or at the airport or if the passenger does not provide documentation required in point (5) below.
5. If you wish to travel with service dog(s), you must provide the following documents:
 - a. **DOT Service Animal Air Transportation Form** for each dog.
 - b. **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.
6. DOT Service Animal Air Transportation Form shall be provided to Volaris prior to departure.

Service dogs must behave properly in public and follow directions from its owner and 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 service dog poses a threat to the health and safety of other 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.

Service 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 service dogs is prohibited.

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.

Inadmissible and deported passengers

Inadmissible passengers are those traveling with Volaris and who, for some reason, are denied access to the country of destination by the immigration authorities. Deported passengers are those who, after remaining in a country different to their country of nationality, are sent to their country of nationality due to irregularities in their status or immigration permits. In this case, the immigration authorities must prepare the migration related documents and escort such inadmissible or deported passengers.

Volaris shall review the migration related documents of such passengers. If such documents do not comply with the applicable legal requirements, Volaris shall be entitled to deny access to such passenger.

If, for any reason, a passenger is declared inadmissible in the country of destination, Volaris shall return such passenger to his/her country of origin.

Transport of prisoners

Volaris may allow 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 or codeshare connections since, according to the established check-in procedures, firearms may only be checked in by passengers on flights with immediate destination.



Baggage and Benefits by Fare Type

The benefits, baggage policy and specifications stated for each fare will be according to the selected sales channel.

From November 20th 2025:

For flights on routes to and from the United States, Central and South America, you have the option of hiring one of the following fares to travel:

1.- Zero

It is a preferential fare in which you decide to travel without baggage, which includes the transport of 1 personal item (must fit under the seat in front of you), whose measurements do not exceed 14in long x 18in wide x 8in.

Additionally:

a) WEB CHECK-IN.- Web check-in can be done 24 hours before the scheduled departure of the flight (applies to international flights). To make use of this benefit, the full amount of the reservation must be paid, including taxes, fees, charges, and any additional services.

b) V.CLUB BENEFITS.- The client will have the option of obtaining a free V.club membership and receiving with the first registration a 20% discount on the base fare of any flight, for future purchases, as long as the client logs in to the website

2.- Basic

It is a preferential fare that includes: 1 personal item (must fit under the seat in front of you) whose measurements do not exceed 14in long x 18in wide x 8in and 1 checked baggage of 33 lb whose measurements do not exceed 62 total in (length + width + height)

Additionally:

a) WEB CHECK-IN.- Web check-in can be done 24 hours before the scheduled departure of the flight (applies to international flights). To make use of this benefit, the full amount of the reservation must be paid, including taxes, fees, charges, and any additional services.

b) FORWARD YOUR FLIGHT AT THE AIRPORT.- The client may advance the flight originally purchased only for another flight on the same day and on the same route, whose departure time is earlier than the original flight. The customer who makes use of the advance flight must be the same as the one that appears in the original reservation. In case of reservations with multiple passengers, when redeeming the benefit, it will be applied to all passengers in the reservation. The change must be requested at least one hour and thirty minutes before the departure of the desired flight. This benefit will be redeemable only at the airport counters on the day the original flight is scheduled and will be subject to the desired flight having unoccupied or free seats that may be occupied by the passenger requesting this benefit. Once the benefit has been applied, the flight originally purchased will no longer be valid.

3.- Plus

This fare includes: a personal item, whose measure does not exceed 14in long x 18in wide x 8in (which fits under the seat in front of you), a carry-on suitcase whose measurements do not exceed 22 x 16 x 10 in (length x width x height) and which together do not exceed 44 lb, and a checked baggage up to 55 lb whose measurements do not exceed 62 total in (length + width + height);

Additionally:

- a) **WEB CHECK-IN.-** Web check-in can be done 24 hours before the scheduled departure of the flight (applies to international flights). To make use of this benefit, the full amount of the reservation must be paid, including taxes, fees, charges, and any additional services.
- b) **FORWARD YOUR FLIGHT AT THE AIRPORT.-** The client may advance the flight originally purchased only for another flight on the same day and on the same route, whose departure time is earlier than the original flight. The customer who makes use of the advance flight must be the same as that appearing in the original reservation. In case of reservations with multiple passengers, when redeeming the benefit, it will be applied to all passengers in the reservation. The change must be requested at least one hour and thirty minutes before the departure of the desired flight. This benefit is redeemable only at the airport counters on the day the original flight is scheduled and is subject to the desired flight having unoccupied or free seats that can be occupied by the passenger requesting this benefit, once the benefit has been applied the flight originally purchased will no longer be valid.
- c) **FULL REFUND.-** The customer can cancel up to 24 hours before the departure of the first flight scheduled in your reservation, you will receive the refund for the total cost of the flight in the original form of payment, this benefit will apply provided that the client has not checked-in, nor boarded any of the flights covered in the reservation. Does not apply to reservations paid in full with a voucher, in HOLD status, or with a balance due.
- d) **UNLIMITED FLIGHT CHANGES.-** The customer can make unlimited changes of date and time of flight only by paying the fare difference, in order to make the flight change the following requirements must be met: (1) the change must be requested up to 4 hours before the departure of the flight scheduled in the reservation; (2) not having previously checked in; (3) have paid the entire reservation. It does not apply to change the flight to another route and / or to change the name. This benefit can be made valid in the section of My Trips in www.volaris.com and.
- e) **Volaris TV (Subject to availability):** The customer will have the option of enjoy movies, shows, and games on your phone during the flight. Show your boarding pass to get a code, connect your device to the 'VolarisTV' wifi network and access all the content.

Notes:

- a) In the case of round-trip flights, the type of fare (zero, basic or plus) selected by the client for the outbound flight will be the same type of fare (zero, basic or plus) that will apply for the return flight. However, the customer will always have the possibility of choosing the rate that is most convenient for them by selecting the single flight option for each leg.
- b) In all types of rates (zero, basic or plus) mentioned above, the client will have the right to transport a stroller for an infant without additional charge, as long as the infant is under two years of age and is accompanied by an adult. Please note that an infant under two years of age is not entitled to a seat or baggage allowance.
- c) By official provision of the United States authorities (Transportation Security Administration (TSA), we inform you that, on flights to and from that country, access to security filters is only permitted with a maximum of two pieces of carry on, so we ask you to take the necessary precautions to avoid any inconvenience.
- d) The fare conditions described above correspond to those granted in direct purchases with Volaris, through its official direct sales channels (website, app, call center, airport); For purchases or reservations made through travel agencies, the following will not be included:

- v.club benefits, Spin Premia Points, full refund.

If a client of the travel agency purchases an itinerary that includes flights from other airlines that do not belong to Volaris, the Travel Agency will be responsible for informing the Client regarding the Terms and conditions applicable to the rate and reservation. from each airline.

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.

B) For interline flights

The applicable baggage policy shall be based on the rate and route chosen as provided in paragraph A) above.

C) For interline flights

For codeshare flights, the baggage policies that apply throughout the itinerary will be the ones of the marketing carrier.

D) Baggage Liability

The airline operating the segment where any baggage is damaged or lost shall assume sole liability for any such damage or loss.

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 applicable laws and regulations and to the international treaties.

Flight Delays

Regarding flights originating with in Mexico, the Civil Aviation Law (Ley de Aviación Civil) and the Volaris compensation policy may apply. For more on these provisions, go to the "Legal Information" section of Volaris website at www.volaris.com.

In case of delays in flights originating outside Mexico, the provisions of the Montreal Convention or the laws of the country of the flight of origin operating the segment in question shall apply.

Overbooking or Flight Cancellation

Flights originating in Mexico and Central America

In case of overbooking or flight cancellation (for reasons attributable to the airline), the provisions of the applicable law in the country of origin shall apply in accordance with the following:

Volaris shall inform its Customers of any changes in their itinerary, through the contact information provided by the Customer, as soon as Volaris becomes aware of the contingency.

In the case of flight overbooking, the operating airline 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 shall 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 of the flight segment not flown.

For flights originating in the United States of America

For flights originating in the United States of America, passengers shall be provided with alternative transportation and/or compensation, according to the provisions of the regulations issued by the U.S. Department of Transportation (DOT).

For Interline and Codeshare Flights

If the selling airline has issued tickets that exceed the available capacity of the aircraft or the flight is canceled for reasons attributable to said airline, resulting in the denial of boarding to the passenger, it must, depending on the applicable legislation of the point of origin, adopt the necessary measures so that, as far as possible, the effects of said denial of boarding to the affected Customer are mitigated.

Any costs incurred as a result of the denied boarding shall be borne in full by the operating airline of the segment where the overbooking and/or cancellation took place.

Compensation Policies

1. Procedure to Obtain Compensation or Indemnification

- 1.1. In cases of delays attributable solely to the airline that are less than four (4) hours for the granting of compensation, the provisions set forth in sections 2 and 3 of these policies shall apply, as appropriate to the case.
- 1.2. Regarding the granting of indemnifications in cases legally applicable for delays attributable solely to the airline exceeding four (4) hours, as well as for flight cancellations attributable solely to the airline, the forms to request indemnification shall be made available to passengers through electronic means and/or via the Airport Manager / Lead Advisor or the person in charge of the passenger service area at the airport. The passenger shall be provided with the email address or web link to which the duly completed form and any documentation required by the airline must be sent in order to obtain the corresponding indemnification. All indemnifications shall be granted to the passenger within ten (10) days following the date on which the passenger submits the duly completed form.

2. Discounts to Be Granted to Passengers and Terms and Conditions for Their Issuance:

- 2.1 In cases of delays attributable to the airline exceeding one (1) hour and less than four (4) hours, the passenger shall be granted a discount for a subsequent flight to any destination in the form of an electronic credit (hereinafter referred to as an "electronic voucher"), which may be applied as a discount on the ticket fare according to the following amounts and conditions:

a) For delays exceeding one (1) hour and less than two (2) hours, the affected passenger shall be granted an electronic voucher valued at MXN \$50.00 as compensation.

b) For delays exceeding two (2) hours and less than four (4) hours, the affected passenger shall be granted an electronic voucher valued at MXN \$250.00, provided that 7.5% of the ticket price is less than this amount. If 7.5% of the ticket price exceeds MXN \$250.00, the affected passenger shall be granted an electronic voucher equivalent to 7.5% of the purchased airfare.

- 2.2 In the event of delays exceeding four (4) hours attributable solely to the airline, as well as in cases of flight cancellations exclusively attributable to the airline, the passenger may, at their discretion, choose one of the following options:

a) Refund of the ticket price or the proportion corresponding to the unused portion of the trip.

b) Provision, by all available means, of substitute transportation on the next available flight, along with, at minimum and at no cost, access to telephone calls and emails; meals corresponding to the waiting time until boarding another flight; hotel accommodation at the airport or city when an overnight stay is required; and, in such case, ground transportation to and from the airport.

c) Transportation on a later date that is convenient for the passenger, to the destination for which the flight was canceled.

In the cases described in items a) and c) above, the airline shall also pay the affected passenger compensation amounting to no less than twenty-five percent (25%) of the ticket price or the unused portion of the trip. For flights originating in Central and South America, compensation shall be applied in accordance with the applicable local regulations.

- 2.3. The electronic voucher referred to in this chapter shall have the following characteristics:

- It is non-transferable and issued in the name of the passenger affected by the delay or flight cancellation.
- From the date the passenger receives the electronic voucher, they will have ninety (90) calendar days to validate it (by phone from Mexico at 01(55) 1102-8000, from the United States at 1855 VOLARIS (8652747), from Guatemala at 502-2301-3939, Costa Rica at 506-4002-7642, El Salvador at 503-2504-5540, Nicaragua at 505-2251-2198, or via Volaris' website at www.volaris.com) and twelve (12) months to travel using it on any flight operated by the airline.
- It may only be used once and is non-cumulative. Therefore, if the full amount is not used when making a reservation, the remaining balance is forfeited. If the airfare exceeds the voucher amount, the passenger must pay the difference.

- The voucher amount cannot be combined with other promotions or electronic vouchers; only one electronic voucher may be used per reservation.
- It applies exclusively to airfare payment and cannot be used for taxes, Airport Use Fees, and/or additional services.
- It is not valid for travel during bridge holidays, public holidays, and/or high season periods as designated by Volaris, which are published at www.volaris.com.

3. Food and Beverages:

In the event of flight delays exceeding two (2) hours and less than four (4) hours attributable solely to the airline, as well as in the situation described in section 2.2, subsection b), affected passengers who so request shall be provided with food and beverages. For this purpose, the Airport Manager / Lead Advisor or the person in charge of the passenger service desk shall provide the affected passengers with a food and beverage voucher redeemable at airport establishments where the delayed flight originated, or food and beverages shall be provided directly to the affected passenger as follows:

3.1 Food and beverages, or the food and beverage voucher, shall be provided to all affected passengers in the departure gate lounge or at the passenger service desks in the national airports where the delay occurred, provided the cause is solely attributable to the airline.

3.2 In airports where the airline has commercial agreements with food establishments, the airline shall issue a food voucher for each affected passenger in the amount of MXN \$100.00. This voucher may be redeemed from the time it is issued and for up to twenty-four (24) hours thereafter, at the establishments indicated by the airline, located in the airport where the affected flight originated.

3.3 In airports where the airline does not have commercial agreements with food establishments, or where such establishments are unavailable, the airline shall directly provide each affected passenger with one (1) non-alcoholic beverage and one (1) snack.

4. Accommodation:

Only in the situation described in subsection b) of section 2.2 above, the airline shall provide, as applicable, hotel accommodation and ground transportation to and from the corresponding airport, through establishments designated by the airline, including hotels and transportation providers offering services at regular and/or low-cost and/or economy class rates. No hotel or transportation services referred to in this section shall be provided under VIP, business class, luxury, or any similar category.

The passenger shall request the applicable accommodation and transportation from the Airport Manager / Lead Advisor or the person in charge of the passenger service area at the airport and must complete the forms required by the airline for such provision.

5. Additional Policies:

Not applicable.

6. Other Provisions

6.1. If, due to force majeure or unforeseen circumstances, the aircraft must land at a location other than the intended destination, the concessionaire or permit holder shall transport the passenger to the destination using the fastest available means of transportation.

6.2. The customer has the right to cancel their flight and request a refund in accordance with the Cancel Your Reservation Terms and Conditions published in the legal information section of the Volaris website, if check-in has not been completed, either electronically or at the airport. Otherwise, the refund will not be applicable.

6.3. In cases where tickets are issued more than the available aircraft capacity, resulting in denied boarding, the provisions of section 2.2 of these policies shall apply.

These policies shall be made available to passengers on the website www.volaris.com, as well as at the airline's passenger service areas located in airports.

Voluntary Changes

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.

Flight changes may be made through our Call Center, our website, Volaris App, or at the counters of the various airports where Volaris operates. Applicable costs and policies can be consulted at www.volaris.com.

For flights originating in Mexico, **Central America** and South America, changes to flight dates where the point 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.

For flights with origin/destination from and to the **United States**, changes are allowed in the following cases:

1. If the ticket was bought 7 (seven) days or more in advance of the flight scheduled date.
2. In the case of flight changes, the corresponding fare difference must be paid.

If you purchased your flight with our codeshare partners, please review such airline's terms and conditions with respect to changes and cancellations. If the selling airline issues tickets that exceed the available capacity of the aircraft or the flight is cancelled due to causes attributable to such airline and results in boarding being denied to the passenger, the selling airline, depending on the applicable legislation of the point

For flights with origin/destination in **Colombia**, in the event that the customer has a round trip or connecting flight and decides not to use the first (one-way) segment of their flight or the segment prior to the connection, he or she must notify Volaris if they will fly in the next segment.

The notification must be made before the departure of the flight corresponding to the first segment or an hour after at the latest, through our Call Center or at the airport counters.

In case of not complying with what is indicated in the previous paragraph, Volaris may dispose of the reservation made for the subsequent segment to the connection and/or the second segment (return) of the flight, as the case may be.

Voluntary Cancellations

Tickets are non-transferable and non-refundable. Therefore, in the event that the passenger fails to board their flight for reasons not attributable to Volaris or the operating airline, and/or fails to complete check-in properly and on time, and/or fails to make a change or cancellation within the time frame indicated in this document, the flight and the total amount paid for it shall be forfeited, without any liability on the part of Volaris or the operating airline.

For flights originating in Mexico: Even though tickets are non-transferable and non-refundable, if the passenger cancels their reservation within twenty-four (24) hours of purchase, they may request a refund of the amount paid for the Airport Use Fee and/or applicable charges, provided it has been previously paid either in cash, by bank transfer, or through electronic credit, at the passenger's discretion. If the passenger does not cancel the reservation within the period stated in this paragraph or fails to board the flight for reasons not attributable to Volaris or the operating airline, they may request, within thirty (30) calendar days following the date of the not boarded flight, a refund of the amount paid for the Airport Use Fee and/or applicable charges provided it has been previously paid, will be refunded via an electronic credit.

For flights originating in Mexico, **Central America** and South America, flight cancellations are permitted provided that the passenger notifies Volaris within the period established by the applicable regulations, and that check-in has not been completed. Otherwise, no refund will apply. For more information, please refer to the Terms and Conditions – Cancel Your Reservation, available on our website.

For flights with origin/destination from and to the **United States**, cancellations are allowed in the following cases:

1. If the ticket was bought 7 (seven) days or more in advance of the flight scheduled date.
2. If cancellation is requested within 24 hours after the ticket was purchased.
3. In the case of flight changes, the corresponding fare difference must be paid.

The right of withdrawal:



For flights with origin in Colombia and Peru

The customer may withdraw from the trip at least 24 hours process before the flight, if he or she has not completed the check-in, notifying through our Call Center, at the check-in 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 refund 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 refund 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 El Salvador, Colombia, and Guatemala

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, provided that 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.

Terms and conditions for the provision of services

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.

Invoicing

Any invoicing of purchases made at www.volaris.com shall be made pursuant to the terms and conditions applicable to "Electronic Billing" published by Volaris at www.volaris.com. If you purchased your flight operated on codeshare, the airline with whom you purchased your ticket will be responsible for issuing the corresponding invoice. Please visit our partners website for more information.

Clarifications

For more information or possible questions regarding flights operated by Volaris Costa Rica and Volaris please send us an e-mail to tuexperiencia@volaris.com or contact our Call Center.

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 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