



## Terms and Conditions of Scheduled Air Passenger Service

This document contains the terms and conditions (hereinafter, the Terms and Conditions) regulating and establishing the procedures and policies applicable to the operation of the following flights: (i) between Central American countries (Costa Rica, El Salvador, Guatemala, Nicaragua, etc.), (ii) between Central American countries and Mexico, and (iii) between Central American countries and the United States of America operated by Vuela Aviación, S.A. ("Volaris Costa Rica), including interline operations.

### Sales Channels

There are several sales channels through which our customers can purchase air transport services and other additional services. Flights can be purchased 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
	504-2263-0231
	57-60-1744-3272
	511-644-9040
TTY	855-425-2002

2. Airports. Our customers can purchase flights at the sales offices or counters available for that purpose at any of the airports where Volaris operates.
- 3.
4. Website. Through [www.volaris.com](http://www.volaris.com) our customers can purchase tickets, manage their flights and check in.
- 5.
6. Volaris App. Through the Volaris App for Android, IOS and Windows mobile devices, our customers can purchase tickets, manage their flights and check in.

### Additional Services

Additional services may be purchased by our customers at our website [www.volaris.com](http://www.volaris.com).

### Notifying customers about 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](http://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 information on check-in times visit [www.volaris.com](http://www.volaris.com).

**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](http://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**

Customer check-in shall be made as follows:

**1. 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](http://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](http://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.

**2. 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 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.

## **Boarding**

Passengers must be at the last boarding gate sufficiently in advance and as recommended during 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 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. 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 passengers**

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**

Customers who require two seats due to their size, may purchase an additional seat. Such seats may not be located in emergency exits, first rows or with service tables in the armrest. Similarly, Volaris may provide certified belt extensions for these customers.

## **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 with disabilities**

Passengers with disabilities and/or reduced mobility can travel without having to provide a medical certificate, signing of any waivers or forms or complying with any special requirements, except in cases where the passenger:

- a) Is traveling on a stretcher or incubator
- b) Requires oxygen during the flight
- c) Presents 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 submit a medical certificate of fitness to fly.
- d) When the intellectual or psychosocial capacity of the passenger prevents him/her from acting and following instructions without assistance.



Passengers with disabilities and/or reduced mobility are entitled to travel with a guide dog or a service animal in the passenger cabin, without extra charge, by presenting the corresponding certificate to evidence compliance. Customers must comply with the requirements to travel with service animals available at [www.volaris.com](http://www.volaris.com).

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 regulation regarding the air transport of hazardous items.

### 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](http://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 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 the passenger in question.

If, for any reason, a passenger is declared inadmissible in the country of destination, Volaris, by implementing the applicable laws and regulations, shall return such passenger to the country where the flight originated.

## Transport of prisoners

Volaris may allow prisoners to be transported provided they are escorted by representatives of a local or federal authority with the necessary technical capacity and expertise. No more than one prisoner per flight shall be admitted and no prisoners shall be admitted if there is an inadmissible or deported passenger on the same flight. Prisoners shall not be transported on interline and/or codeshare flights.

## Passengers with firearms

Under no circumstances firearms may be checked-in in flights with interline 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 baggage and benefits policy is different according to the type of fare purchased.

**From November 20<sup>th</sup> 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);
- 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).
- 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);
- 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.** - You 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.
- d) **UNLIMITED FLIGHT CHANGES.**- You 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](http://www.volaris.com) and.
- e) **Volaris TV** (Subject to availability): 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 case of round flights, the fare selected by the client for the departure flight will be the same as that applicable for the return flight. However, the customer will always have the possibility to choose the fare that is most convenient for him, selecting the single flight option for each segment.
- b) At any of the fares listed above, you will be entitled to carry a stroller (stroller) for an infant at no additional charge, as long as the infant is under two years of age and accompanied by an adult. Please note that an infant under the age of two is not entitled to occupy a seat or baggage allowance.
- c) By official order of the authorities of the United States (Transportation Security Administration (TSA)), we inform that, on flights to and from that country, it is only allowed to access security filters with up to two carry ons, so we ask you to take the necessary precautions and thereby avoid any inconvenience.





B) For interline flights

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

## **Additional Baggage**

To purchase additional baggage at any of our rates, go to [www.volaris.com](http://www.volaris.com) or contact our Call Center. Check prices in the Additional Service Rates section at [www.volaris.com](http://www.volaris.com), or contact our Call Center.

## **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**

In case of flight delays, the provisions of the Montreal Convention, or the applicable law in 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 the flight of origin operating the segment in question 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, meals in relation to 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. Transport at 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 or the flight segment not flown.



## For Interline Flights

If the selling airline issues tickets that exceed the available capacity of the aircraft or the flight is canceled due to causes attributable to such airline and resulting in boarding being denied to the passenger, the selling airline, depending on the applicable legislation of the point of origin, shall take the necessary actions so that, as far as possible, the consequences of such denial to the affected Customer are mitigated.

Any costs incurred because of denying boarding to a passenger shall be borne in full by the Airline operating the segment where the overbooking and/or cancellation took place.

## Changes and Cancellations

**Tickets are not refundable.** If you fail to board your flight or if you fail to request a change within the time frame set out below, your flight, as well as its value, will be lost without responsibility to any of the operating airlines.

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](http://www.volaris.com) or contact our Call Center for costs and policies.

**For Central America**, changes to flight dates where the country of origin of the original booking remains the same, are allowed up to 4 hours before the departure time of the flight intended to be changed, by paying the corresponding change fee and any fare difference, if any.

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.

Our customers may change their flights through our Call Center, website, the Volaris App or at our counters at the different airports where Volaris operates. For costs and policies go to [www.volaris.com](http://www.volaris.com)

For flights with **origin/destination in the United States and Central America** changes and cancellations are allowed in the following cases:

- i. If the ticket was bought 7 (seven) days or more in advance of the flight scheduled date; and
- ii. If cancellation was made within 24 hours after the ticket was purchased.
- iii. In the case of flight changes, the corresponding fare difference must be paid.
- iv. 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 flights with origin/destination in **Colombia**, if 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.

## The right of withdrawal:

### For flights with origin in Colombia and Peru

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

counters, or by raising a ticket at the following link:

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 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, 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.

## **Terms and conditions for the provision of services**

Any services purchased, such as passenger scheduled air transport, among others, are subject to the Air Transport Agreement applicable to the airline operating each of the flights that were purchased, and to the policies, terms and conditions published at [www.volaris.com](http://www.volaris.com), which the passenger is required to read and be aware of.

## **Invoicing**

Any invoicing of purchases made at [www.volaris.com](http://www.volaris.com) shall be made pursuant to the terms and conditions applicable to Electronic Billing published by Volaris at [www.volaris.com](http://www.volaris.com).

## **Clarifications**

For more information or possible doubts and clarifications please send us an e-mail to [tuexperiencia@volaris.com](mailto: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 its 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](http://www.volaris.com)

To know how to exercise your privacy rights go to our comprehensive Privacy Notice available at [www.volaris.com](http://www.volaris.com)

## **Website terms and conditions**

For the terms and conditions of our website go to [www.volaris.com](http://www.volaris.com)