



Terms and Conditions of Scheduled Domestic Air Passenger Services

This document establishes the terms and conditions (hereinafter the Terms and Conditions), to regulate and establish the procedures and policies applicable to the operations of flight within the United Mexican States operated by Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V. ("Volaris" or the "Airline").

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

855-425-2002 - TTY

- 2) **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.
- 3) **Website.** Through www.volaris.com our customers may purchase flight tickets, manage their flights and do their check in.
- 4) **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:

1. 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:

For additional cost services that can be optionally purchased by customers, please visit 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 by any available means, including through the contact information that customer provided, as soon as we become aware of the contingency: by telephone, email, at airports, at the boarding gate, passenger service modules and on airport screens (where permitted by the airport), by our crew, airport service advisors and our website.

Through our telephone reservation system, we will make every effort to provide our customers with timely and accurate flight information as soon as possible and in no case, more than 30 (thirty) minutes upon learning of a change in the flight schedule.

Suggestion: When making a reservation, it is important to provide all the required information to allow us to contact you in case of a contingency.

Check-in:

The customer must complete the check-in process electronically through our website www.volaris.com, Volaris App, or at our counters in every airport.

Customers must arrive at the airport of the flight of origin with the time of anticipation specified at the time of the purchase, in addition to carrying the necessary documentation to identify themselves, which must comply with the immigration requirements in force in the country of their destination at the time of their flights, as well as the country or countries where the intermediate segments take place. Check documentation times at www.volaris.com.

In the event that the departure airport is located in Mexico and the Airport Use Fee has not been fully paid, the passenger will not be able to print or access their boarding pass. It is the passenger's responsibility to ensure full and correct payment of the Airport Use Fee no later than four (4) hours prior to the scheduled departure time. Payment may be made via volaris.com in the "My Trips" section by entering the reservation code and last name, or through the official Volaris mobile application.

Check-in shall be made in one of the following options:

Customers with boarding pass.

For customers who, prior to their arrival at the airport and within the times and forms specified at www.volaris.com, printed their boarding pass online or obtained it electronically on the Volaris App.

In addition to their boarding pass, customers must print out their applicable bag tag for the allowed baggage and/or had purchased optional additional services. If customers do not comply with the weight and dimensions specifications contained in the baggage policy for the carriage of baggage free of charge (www.volaris.com), they will be sent to the customer area for the optional purchase of additional services in the event that the customer wish to carry more baggage than the included free of charge on their ticket.

Customers without boarding pass

Customers who do not have a printed boarding pass must print it out at the boarding modules, obtain it via Volaris App or purchased the Additional Personalized Service.

Boarding:

Passengers must be in the last departure gate with the indicated anticipation at the time of their check-in and follow the indications of the airline staff in order board the flight.

Restrictions on boarding:

Volaris will have the right to deny transportation to persons and/or their baggage when, in accordance with the applicable legislation and security measures, it is justifiably determined that this could imply a risk or danger, or that the transportation of such persons, baggage and/or belongings is prohibited by applicable legal provisions or restrictions. To this end, Volaris may search the persons, their baggage and/or belongings that will be carried on board of the aircraft under the terms provided by the applicable legal provisions.

People entitled to special services:

Passengers with disabilities have the right to be transported in accordance with the relevant operational security measures and to transport wheelchairs, walkers, prostheses, or any other instrument that a customers use, such instrument in a personal manner and had direct relation their disability.

Passengers requiring a medical oxygen tank provided by the Airline must notify the Airline at least 72 (seventy-two) hours prior to the scheduled departure time of the flight. Passengers requiring the use of their own ventilator, respirator, continuous positive airway pressure machine or portable oxygen concentrator must notify the Airline at least 48 (forty-eight) hours prior to the scheduled departure time of the flight.

Emotional support dogs (ESD) or psychiatric service dog (PSD):

Passengers are entitled to travel with an emotional support dog or psychiatric service dog in the cabin at no additional charge, subject to the documentation requirements and limitations directed in applicable laws, as well as these terms and conditions:

- Brachycephalic dogs are not allowed to travel.
- The age of the ESD and PSD must be over 4 (four) months.
- Transportation may be denied if it is determined that the dog is too heavy, too large, or presents a direct threat to the health and safety of others.
- If you wish to travel with an ESD or PSD, you must provide a 48 (forty-eight) hour advance notice and the following documents:
 - 1) **Veterinarian Health Certificate** issued by a licensed or registered veterinarian: This certificate must be: (1) on letterhead containing the veterinarian's license or registration number; (2) the date of issue must be not less than 5 days before departure; (3) it must contain the name, surname and address of the passenger; (4) it must state that the animal has been examined before the flight and that it is clinically healthy.
 - 2) **Vaccination Card** issued by a licensed veterinarian: This card must contain the following information: (1) the rabies vaccine must have been administered no more than one (1) year prior to the date of the flight. Additionally, the vaccine must not have been administered less than thirty (30) days prior to the date of flight. (2) the deworming medication must have been administered no more than six (6) months prior to the date of flight.
 - 3) **Letter on letterhead** issued by a licensed or credentialed mental health professional: This letter must state: (1) the mental health professional's license or credential number; (2) that the passenger has a mental or emotional disability; and (1) license number of the mental health professional; (2) that the passenger has a mental or emotional disability; (3) that the passenger needs an emotional support dog or psychiatric service; (4) the date and type of the license and the place where it was issued; (5) the date of the letter must be not be more than one 1 (one) year before the date of flight.

Support dogs must behave properly in public and follow their owner's instructions. To ensure the behavior of the dog, we require the passenger to come to one of our counters, for domestic flights at least 3 (three) hours before the departure time of their flight, and for international flights at least 4 (four) hours before the departure time of their flight. Support dogs must be on a leash and remain under the passenger's control. The passenger must affirm that he or she has no reason to believe that the support dog poses a threat to the health and safety of others and assumes full responsibility for the safety, welfare and conduct of his or her dog, including the animal's interaction with crew, other passengers and other passengers' property with which the animal may come into contact while on board the aircraft.

Support dogs must be seated at the customer's feet without protruding into the aisle, without occupying the foot space of other passengers and may not occupy a seat. Passengers may use an approved carrier in the cabin for smaller animals, provided the carrier fits under the seat in front of the passenger. Emergency exit seating is prohibited for passengers with support dog(s).

Customers with visual, hearing and/or vocal impairments

Passengers with visual, hearing and/or vocal impairments may travel with a trained dog. These dogs may be denied for transportation if it is determined that the animal is too heavy, too large or poses a direct threat to the health or safety of others.

If you wish to travel with a service dog, you may also be required to provide the following documents for transit and entry into the destination country, along with compliance with other applicable health and safety regulations:

1. **Health Certificate** issued by a licensed or registered veterinarian: This certificate must be: (1) on letterhead containing the veterinarian's license or registration number; (2) the date of issue must be no less than 5 days prior to departure; (3) it must contain the name, surname and address of the passenger; (4) it must state that the animal has been examined before the flight and that it is clinically healthy.
2. **Vaccination card** issued by a licensed veterinarian: This card must contain the following information: (1) the rabies vaccine must have been administered no more than one (1) year prior to the date of the flight. Additionally, the vaccine cannot have

been administered less than thirty (30) days prior to the date of flight. (2) the deworming medication must have been administered no more than six (6) months prior to the date of flight.

Pregnant women

Pregnant women who are Volaris customers may travel without any restrictions on any of the routes operated; however, if they are over the eighth month of their pregnancy (36 weeks) or are within seven days of giving birth, they must present a medical certificate or a signed release of liability document in favor of Volaris.

It is not the responsibility of Volaris to ensure that pregnant women have consulted their doctor.

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 state of health does not allow them to travel, will be admitted doing so if they provide a medical certificate issued no more than 5 days before departure stating that their condition does not present any risk to flight.

Passengers with disabilities and/or reduced mobility may travel without the need to present medical proof or to sign letters of responsibility, other special forms, or requirements, except in cases where the passenger:

- Travel on a stretcher or incubator.
- Need medical oxygen during the trip.
- Have any of the medical conditions considered as contraindications to flying, according to the World Health Organization (WHO). In these cases, the passenger must present a medical certificate of fitness to fly.
- When the person's intellectual or psychosocial capacity does not allow them to manage and follow instructions without assistance.

Passengers with disabilities and/or reduced mobility are entitled to travel with a guide dog or service animal in the passenger cabin, at no extra charge, on presentation of the corresponding certificate. Customers must comply with the requirements for travelling with service animals available at www.volaris.com.

Persons with disabilities and/or reduced mobility must be placed, according to availability, in the seats closest to the boarding gates in accordance with the Airline's security measures.

Wheelchairs will be checked in as baggage, at no additional cost to the passenger. If a person with a disability and/or reduced mobility wishes to check an additional wheelchair, they may do so as part of their allowed free baggage or by paying the corresponding additional baggage fees.

The check-in of wheelchairs with wet battery shall be subject to the Mexican Official Standard regulating the transport of dangerous goods by air issued by the Ministry of Communications and Transport.

Passengers with visual, hearing and/or vocal impairments

Customers who are deaf, mute, or visually or hearing impaired may travel with a guide dog, if they present the documents certifying them as a service animal, as the customer's word will not enough. They must also present the dog's documentation for transit and entry to the destination and comply with the applicable health and safety regulations.

Passengers with medical oxygen requirements

Customers who so require may carry a portable oxygen concentrator under the conditions and specifications contained in the policies, terms and conditions published on www.volaris.com.

Transport of prisoners

Volaris will admit prisoners for transportation only when they are escorted by representatives of a federal or local authority. No more than one prisoner may travel per flight and will not be admitted if there is an inadmissible or deported customer on the same flight.

Passengers with firearms

On flights with Interline operations, the documentation and carrying of firearms will not be permitted under any circumstances since, according to the established documentation, customers may only document a firearm on flights to an immediate destination.

Baggage and Benefits by Fare Type

The baggage policy and benefits are different according to the type of fare purchased, in Volaris you have the option of contracting any of the following fares to travel:

Note: The benefits listed for each fare correspond to those granted in direct purchases with Volaris, through its official sales channels (website, app, call center, airport); For purchases or reservations made through travel agencies or through channels other than official Volaris channels, some benefits may not be included

From November 20th 2025:

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 3 days before the scheduled departure of the flight (applies to domestic flights) In the event that the departure airport is located in Mexico and the Airport Use Fee has not been fully paid, the passenger will not be able to print or access their boarding pass. It is the passenger's responsibility to ensure full and correct payment of the Airport Use Fee no later than four (4) hours prior to the scheduled departure time. Payment may be made via volaris.com in the "My Trips" section by entering the reservation code and last name, or through the official Volaris mobile application.
- b) V.CLUB BENEFITS.- The client will have the option to obtain a free V.club membership and receive 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 5 days before the scheduled departure of the flight (applies for domestic flights). In the event that the departure airport is located in Mexico and the Airport Use Fee has not been fully paid, the passenger will not be able to print or access their boarding pass. It is the passenger's responsibility to ensure full and correct payment of the Airport Use Fee no later than four (4) hours prior to the scheduled departure time. Payment may be made via volaris.com in the "My Trips" section by entering the reservation code and last name, or through the official Volaris mobile application..
- 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.

3 Plus

This fare 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, 1 carry on whose measures do not exceed 22 x 16 x 10 in (length x width x height) and that together do not exceed 44 lb. and 1 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 7 days before the scheduled departure of the flight (applies to domestic flights); In the event that the departure airport is located in Mexico and the Airport Use Fee has not been fully paid, the passenger will not be able to print or access their boarding pass. It is the passenger's responsibility to ensure full and correct payment of the Airport Use Fee no later than four (4) hours prior to the scheduled departure time. Payment may be made via volaris.com in the "My Trips" section by entering the reservation code and last name, or through the official Volaris mobile application.
- 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. Does not apply to reservations paid in full with a voucher, in HOLD status, or with a balance due.
- 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 My Trips section on www.volaris.com and Volaris App.
- 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:

- In any of the alternatives indicated for travel, you will have the right to transport a stroller for the infant at no additional charge, as long as the infant is under two years old and is accompanied by an adult. Remember that the infant under two years of age is not entitled to a seat or baggage allowance

Additional baggage

To purchase carry on for zero fare, enter www.volaris.com, dial the Call Center or at the counters of the airports where we operate.

Check prices in the "Additional Services Rates" section at www.volaris.com.

Baggage Liability

Consult the contract of carriage of passengers by air for information about compensation in case of loss or damage to your baggage, which will be subject to the legislation and regulations applicable to flights within Mexico.

Flight Delays:

Regarding to flights originating in Mexico, flights will be in accordance with the Civil Aviation Law and Volaris' compensation policies registered with the competent authority. You can consult them in the Legal Information section at www.volaris.com.

Overbooking or Flight Cancellation:

In the event of overbooking or cancellation of flights (due to causes attributable to the airline), the provisions of the applicable legislation in the country of the flight of origin operating the segment in question will apply, in accordance with the following:

Volaris will inform you of any changes to your itinerary by the means of contact that you provided as soon as it becomes aware of the contingency.

In the event of overbooked flights, Volaris may request volunteers to waive boarding in exchange for benefits agreed directly with the passenger. Persons with disabilities, senior citizens, unaccompanied minors, and pregnant women will have priority to board in substitution of the volunteers referred to in this article.

In cases of flight cancellations, at the passenger's choice, the following shall apply:

- I. Refund the price of the ticket or the proportion corresponding to the part of the segment not made.
- II. Offer with all the means at its disposal, substitute transport on the first available flight and provide at least free of charge the services of telephone or cable communication (access to telephone calls and sending emails) to the point of destination, food in accordance with the waiting time until boarding on another flight; hotel accommodation at the airport or in the city where it is required to stay overnight and, in the latter case, ground transportation to and from the airport.
- III. Transport at a later date convenient to the same passenger to the destination in respect of which boarding was denied.

In the cases of sections I and III above, the airline shall also cover an indemnity to the affected passenger, which shall not be less than 25% (twenty-five percent) of the ticket price or of the unused portion of the flight.

Changes and Cancellations:

Changes to flight dates that do not change the country of origin of the original reservation are permitted up to 4 hours before the departure time of the flight you wish to change, paying the corresponding change fee, as well as payment for the fare difference at the time of the change.

Make your flight change through our Call Center or through our website, Volaris app or through our counters at the different airports where we operate. Check costs and policies at www.volaris.com or call our Call Center.

Name changes are allowed with cost up to 4 hours before the departure time of the flight you intend to change, paying the corresponding fee. Check costs and policies at www.volaris.com or call the Call Center.

You have the right to cancel your flight and request the refund of your ticket, as long as you inform Volaris within 24 hours after the purchase and if you have not made the documentation of your flight, either electronically or at the airport; otherwise, the refund will not proceed. If your flight is scheduled within 24 hours after your purchase, you must inform Volaris at least 3 hours before your flight and you must not have made any documentation on your flight. All refunds due to a cancellation apply for the total cost of your ticket and for all flights of your reservation, i.e., if you acquired a round trip flight, your cancellation and refund will apply for both segments (round trip), therefore cancellations cannot be made for only one segment or flight of your reservation.

However, tickets are not transferable or refundable, if the passenger cancels his/her reservation within 24 hours of purchase, he may request a refund of the amount paid for the Airport Use Fee and/or rights, provided it has been previously paid, either in cash, bank transfer, or electronic credit, at his choice. In the event that the passenger does not cancel his reservation within the period indicated in this paragraph or does not board his flight

for reasons not attributable to Volaris or the airline operating, he/she may request, within thirty days following the date of the flight not boarded, the refund of the amount paid for the Airport Use Fee and/or fees, provided it has been previously paid, will be refunded via an electronic credit.

Service Policy:

The services that are acquired, such as scheduled air transport of passengers, among others, are subject to the air transport service contract applicable to the airline that operates each of the contracted flights, as well as the policies, terms and conditions published on the website www.volaris.com, which the customer is bonded to consult and be familiar with in order to provide the contracted services.

Billing:

Invoicing for purchases made through the website www.volaris.com, that contain flights originating in Mexico, United States of America/Puerto Rico, Central America and Interline will be issued by the selling airline, invoicing in a regular manner in accordance with the current E-Invoicing terms and conditions published at www.volaris.com

Clarifications:

In case of any doubt or clarification, the customer should send an e-mail to tuexperiencia@volaris.com or call any of our Call Center lines for telephone assistance.

Personal Information and Privacy Policy:

The treatment of information that you provide to us when you purchase your ticket will be carried out under the applicable policies and our privacy notice published in the "Privacy" section on the website www.volaris.com. To learn how to exercise your privacy rights (ARCO) please consult the complete Privacy Notice in the "Privacy" section 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