

Customer Service Plan

Concesionaria Vuela Compañía de Aviación, SAPI de CV, d/b/a Volaris, seeks to provide our Customers' satisfaction and offer them a unique flight experience, which is why we developed this Customer Service Plan to share our responsibility and commitment to you.

Our Customer Service Plan applies to international flights to and from the United States.

1. We offer the lowest fare available

Volaris offers you the lowest published fares through:

- Airports Sales Modules
- By phone, calling 1102-8000 within the Mexico City metropolitan area and 01-800-122-8000 toll-free from the rest of Mexico, and 1 (866) 988-3527 within the United States,
- Our website www.volaris.mx

Note: some online promotions can only be purchased online, and are not available through the other means mentioned above.

Tip

Advance purchases can improve your chances of getting the lowest fare, especially during peak travel or holiday seasons.

2. Notify Customers about delays, cancellations and known diversions

We will notify our Customers about delays, cancellations and known diversions:

- By phone
- Email
- At airports, including those in the USA, at boarding gate and on airport-controlled signs (where permitted by the airport)
- Through our Crew members
- On our website, and
- Through our telephone reservation system upon inquiry

We will do our best to provide Customers with timely and accurate flight information as soon as possible, and in no event more than 30 minutes after we become aware of a change in a flight's status

Tip

Please remember to provide all of the information requested when making your reservation, so we can contact you, if need be.

If a flight is:

- delayed
- cancelled or
- or you lose a Volaris connection, due to a flight cancellation or delay

We will automatically rebook you to the extent possible

3. Prompt Baggage Delivery

We at Volaris work to deliver your baggage on time and to return mishandled bags as quickly as possible. Our Customer Service Ambassadors are available to support you in case of a delay. Volaris offers \$25 per day (up to a limit of 3 days) to passengers whose baggage is lost to assist with immediate expenses

If your luggage:

- **Is not in the baggage claim area** We ask that you please look for one of our Ambassadors and fill out *Passenger Irregularity Report (PIR)*, so we can start looking for your bag right away.
Note: you need to fill out this form before leaving the baggage claim area. Missing bag reports for connecting flights can be filled out at the Customer's final destination, provided the flight segments were booked through the same reservation.
- **If we do not find your bag in five days** you can go to the airport to fill out a [Baggage Claim Form](#) or download one from our website, fill it out, sign it, scan it and email it to us. Go to our website to download the form.
Note: you must file this form within 30 days after the bag is lost.
- **If we do not find your bag in 45 days** you will be paid as established by the Applicable Laws if you filed your *Baggage Claim Form* on time.

Please write to equipajes.hdq@volaris.com.mx if you have any questions in this regard.



Tip

We strongly suggest you follow these recommendations to facilitate our search in case of a delay:

- Fill out and attach a bag tag to each piece of luggage, with your personal data (name, address, phone number, email address and mobile phone number)
- Make sure the baggage claim tag we give you when we check your luggage has your name and destination
- Keep your baggage claim receipts
- Check to make sure the baggage claim tag we gave you at check in counter matches the tag on your bag when picking up your luggage
- File your lost luggage claim before leaving the airport
- When boarding the flight take with you ID´s, keys, cash, valuables, medication, perishable food items, credit cards, jewelry, electronics such as laptops, cameras, cell phones, iPods and personal or business documents.

You must immediately report any missing items or damage to your luggage as soon as you pick up your bag and notice a problem in the baggage claim area. Volaris liability for lost, delayed or damaged baggage may be limited by the Warsaw Convention or the Montreal Protocol, as described in more detail in the [legal](#) issues section of this website.

4. We hold reservations without charge

Volaris offers you 24 hours after a reservation is made to decide if you wish to hold the reservation or change your travel plans, before paying for your ticket.

Note: This applies to all fares if you book your travel at least one week before your departure date.

5. We provide prompt ticket reimbursement services

Volaris tickets and associated fees are non-refundable.

However, if you are entitled to a refund due to a flight cancellation or other extenuating situation, we will reimburse you as follows:



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- Within seven days for credit and debit card purchases
- Within 20 days for other forms of payment once the refund is approved

Tip

File your claim:

- Directly at the airport
- By calling our Customer Service Center at 1102-8000 within the Mexico City metropolitan area or 01-800-122-8000 toll-free from the rest of Mexico, or 1 (866) 988-3527 in the U.S.
- Or by email to yourexperience@volaris.com.mx

6. Adequately serve Customers with disabilities and other special needs, even during tarmac delays

Volaris strives to provide our Customers with disabilities, special needs, and unaccompanied minors with the service and care they need to enjoy their travel.

Note: please advise us of your special needs when booking your flight, so we can care for you as we should.

Some of our services include:

- Wheelchairs at airports before boarding and after landing
- Assistance for:
 - Unaccompanied minors* and Senior Citizens with special needs*
 - People with physical, visual, hearing, and cognitive disabilities

Throughout the different stages of the travel experience, from the beginning to the end of your flight

- We consider your needs during departure delays
- We have Customer Service Ambassadors (CSA) at each airport to ensure compliance with the services mentioned above

*Service provided for an established fee

Note: Please go our section [Special Requirements](#) on our website for more information about our services.

7. Cover our Customers' essential needs during tarmac delays

Volaris has a plan in place for tarmac delays that applies to all international flights to and from the United States. This plan applies to flights departing from, arriving at or diverted from their intended destinations. The U.S. Department of Transportation (DOT) has established Customer Service requirements through **14 CFR part 259**, which are included in our plan below.

Our plan guarantees that we will provide lavatories in proper operating condition, and a physician, if needed. We will also meet DOT requirements for delays:

- no more than two hours after the aircraft leaves the gate or has landed, Volaris will provide food and drinking water.
- no more than four hours after the aircraft leaves the gate or has landed, we offer Customers the option to deplane, unless the pilot in command determines for safety or security related reasons that the aircraft cannot leave its position on the tarmac, or air traffic control advises that returning to the gate or another disembarkation point would significantly disrupt airport operations.

These plans are coordinated with the corresponding airport authorities to ensure their proper application.

Both our ground staff and crew will make announcements every 30 minutes needed to report:

- The cause of delay and the estimated time of departure
- The estimated boarding time
- Those passengers have the opportunity to deplane prior to 4 hours after leaving the gate or landing, if in fact such an opportunity is available.

Volaris has coordination plans in place with government authorities and agencies (including Customs and Border Patrol, and the Transportation Security Administration) at each airport to comply with waiting time requirements, and aircraft services and supplies.

8. Fairness and consistency in case of denied boarding on an overbooked flight

We have standards in place to minimize the inconveniences caused by overbooked flights.

Customers denied boarding due to an overbooked flight, will be compensated and treated fairly and consistently.

These are the steps we follow in case of overbooking:

- We ask for volunteers
- We reserve the right to deny boarding in the reverse order of check in

Tip

Follow these guidelines to enhance your travel experience:

- Get to the airport at least:

Type of Flight	Suggested time before departure			
	With boarding pass		Without a boarding pass	
	Without luggage	With luggage	Without luggage	With luggage
Domestic	30 min *	90 min *	60 min	120 min
International	45 min *	120 min	90 min	180 min

* Be at the boarding gate

- Reservations can be cancelled without notice if the Customer is not at the boarding gate:
 - 30 min prior to departure for domestic flights
 - 45 min prior to departure for international flights

9. Provide itinerary and travel policies

Once you confirm your purchase, we will provide you with travel information and the terms and conditions that apply to your trip and fare. You can also find our Contract of Carriage under our section [legal](#) on our website.

Because it is very important for Volaris to make sure our Customers enjoy a unique travel experience, we provide the information you need at different points of service, such as:

- Airports
- Sales modules
- Our Call Center at 1102-8000 within the Mexico City metropolitan area or 01-800-122-8000 toll-free from the rest of Mexico, or 1 (866) 988-3527 in the U.S.
- Or online at www.volaris.mx

We will make every effort possible to contact you by phone or email before your travel date, should there be a change to your itinerary. You will be advised of such changes at the check in counter if we are not able to locate you through one of the means described above.

10. We pledge to answer our Customer's complaints

All of our Customers are very important to Volaris and we welcome your comments, suggestions and complaints about our service.

There are several ways to contact Volaris if you have a complaint:

- Ask the crew to give you a *Your Volaris Experience* form you can fill out and give back to the crew members or to our airport agents
- Fill out the *Tell us your Experience* form online at:
<http://www.volaris.mx/ExperienciaVolaris.aspx>
- Call our Call Center at 1102-8000 within the Mexico City metropolitan area or 01-800-122-8000 toll-free from the rest of Mexico, or 1 (866) 988-3527 in the U.S., selecting "Customer Service" as option 5.
- Or by email to yourexperience@volaris.com.mx
- You can also write to the following postal address: Prolongación Paseo de la Reforma 490 Piso 1 Col. Santa Fe Peña Blanca C.P. 01210 México D.F.

We will acknowledge receipt of your complaint within 30 days after we receive it in writing, and send a substantive reply within 60 days

11. Identify services to mitigate Customer inconveniences resulting from cancellations or missed connections

Volaris offers amenities and services to minimize the impact caused by flight cancellations, missed connections or extended delays, such as:

- Change bookings to alternate flights as soon as possible. These could be non-stop or connecting flights to another city.
- We will provide complimentary lodging for Customers who do not live near the airport, if there are no alternate flights available on the same day.

Note: we will not provide the above services if the cancellation is due to:

- Severe weather conditions
- Air Traffic Control decisions
- Circumstances beyond the airline's control

We will try to contact you by using the information you provided upon booking your travel, in case of an anticipated cancellation.

Tips

We suggest you take the following important points into account during your travels

- Pack medications in your carry-on bag
- Carry extra food when traveling with children*
- Pack diapers and baby essentials when traveling with an infant*

* Subject to TSA rules