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Tarmac Delay 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.

That 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 and includes the following:

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 conditions, 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.
- 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.



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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
- That passenger has 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 at each airport to comply with waiting time requirements, and aircraft services and supplies.

Sincerely

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