



## Customer Service Plan

Vuela Aviación S.A, d/b/a Volaris, seeks to reach our Customers' satisfaction and offer them a unique flight experience. This is the reason why this Customer Service Plan was developed, in order to share our commitment and responsibility with you.

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

### 1. Offer the lowest available fare

Volaris offers you the lowest fares published through:

- Airport Sales Modules
- Our Call Center numbers
- Our website [www.volaris.com](http://www.volaris.com)

**Note:** Some online promotions are not available through any other channels mentioned before.

#### Tip

Anticipated purchases may improve your chances of getting the lowest fare, especially during peak season or holidays.

### 2. Notifying Customers about delays, cancellations, and known deviations

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

- By phone
- E-mail
- At the airports, including those in the USA, at the boarding gate and on airport-controlled signs (where is allowed by the airport)
- Through our Crew members and Customer Service Agents
- By our website [www.volaris.com](http://www.volaris.com)
- Through our Call Center when requiring information

We will do our best to provide timely and accurate information to our customers as soon as possible, no more than 30 minutes after we are notified about a flight itinerary modification.

#### Tip

It is important to provide us the requested information when doing your reservation, because if it's needed we



will reach you.

If a flight is:

- Delayed
- Canceled or
- You lose a Volaris connection, due to a flight cancellation or delay

Volaris will reallocate affected costumers as soon as possible.

### 3. On-time Baggage Delivery

In Volaris, we work to deliver your baggage on time and in case of a delay, it will be delivered within 24 hours after your arrival.

In case of damaged or missed articles on your baggage, you should claim for them immediately after getting your luggage at the arrival gate and notice about the irregularity when the baggage is delivered. Our Customer Service Agents are available to support you. Check out our Passenger Air Transportation Services Agreement to know the items you should not carry in your checked baggage.

For international flights, Volaris responsibility will be limited in accordance with the Montreal Convention dispositions.

In case that:

- **Your baggage is not in the baggage claim area:** We ask you to look for one of our Customer Service Agents and fill out a Passenger Irregularity Report (PIR), so we can start the research right away

**Note:** you need to fill out the PIR form, mentioned above, before leaving the baggage claim area. Missing bag reports for connecting flights must be filled out at the Customer's final destination, only if the flight segments were booked through the same reservation.

- **We cannot find your baggage:** You may 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. This form is available at our website in the [Legal section](#).

**Note:** You must deliver this form within 30 (thirty) days after the baggage loss.

- **We were not able to find your baggage** and you presented the Baggage Claim Form on time, we will pay the compensation according to the applicable Laws.

To further information you can write to [equipajes.cc@volaris.com](mailto:equipajes.cc@volaris.com)

### 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 has your correct name and destination
- Keep your baggage claim receipts
- Verify the baggage claim tag given at the moment of check-in at the counter matches with the tag of your luggage
- Fill your lost luggage claim before leaving the baggage claim area of the airport
- When boarding the flight, take with you your ID's, keys, cash, valuable articles, medication, perishable food items, credit cards, jewelry, gadgets such as laptops, cameras, cell phones, iPods, and personal or business documents

## 4. Hold and cancel reservations with no penalty fee

Volaris offers you the option to cancel your reservation without penalty, in flights from and to the United States if:

- The time for cancelling does not exceed 24 (twenty four) hours from the purchase
- The reservation is made seven days or more prior to the flight's scheduled departure time
- The cancellation of the customer's reservation is made by telephone in accordance with customer's request

## 5. Tickets prompt refund

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:

- Within 7 days for credit and debit card purchases
- Within 20 days for other method of payment once the refund is approved
- Refunds will be given in the same payment form

The terms mentioned above start after the request has been filled and deliver together with the needed documents.

**Note:** Depending on the bank your credit card is from, it may take a few days before the refund appears in your account. In accordance with the invoice process, the reimbursement should appear on your following or subsequent balance or bill.

In case of cancellations, we offer our costumers a refund for the ticket fare as well as the fees charged to a passenger for optional services that the passenger was unable to use due to an oversale situation or flight cancellation. Fare will be refunded to its original payment method as first option.

**Tip**

To enter your claim form you can go:

- Directly at the airport
- By calling our Call Center
- Or by email to [yourexperience@volaris.com](mailto:yourexperience@volaris.com)

## 6. Adequate treatment for Customers with disabilities and other special needs, even during tarmac delays

In Volaris, we make a huge effort to give our customers with disabilities or unaccompanied minors the service and care they need to enjoy their flight.

**Note:** It is important to notify us of any special needs when booking your flight, so we can give you the attention needed in the following cases:

- a) Medical oxygen for use on board the aircraft, if this service is needed during the flight;
- b) Carriage of an incubator, if this service can be used during the flight;
- c) Respirator use and plug in on board, if this service is needed on the flight;
- d) Accommodation for passengers that must travel on a stretcher, if this service is available on the flight;
- e) Transportation for an electric wheelchair on a flight scheduled to be made with an aircraft with fewer than 60 seats;
- f) Provision by the carrier of hazardous materials packaging for a battery for a wheelchair or other assistive device;
- g) Transportation in a wheelchair that does not have an accessible lavatory.

The DOT has determined that passengers that identify themselves at the gate as being a person with a disability or that needs additional boarding time must have priority. They should show up in the boarding gate and advise about the pre-board need in order to have enough time and space, and to stow their accessibility equipment and sit down safely. Some of the services we provide are:

- Wheelchairs at airports before boarding and after landing
- Assistance for:
  - Unaccompanied minors\* and seniors\*
  - People with physical, visual, hearing, and cognitive disabilitiesThroughout 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 (CSAs) at each airport to ensure compliance with the services mentioned above  
\*Service provided for an established fee

**Note:** For more information about the suggested services, you should visit our website [www.volaris.com](http://www.volaris.com) in the "Special Services" section.

## 7. Attend our customer's essential needs during tarmac delays

Volaris has a plan in place for tarmac delays that applies to all international flights with United States as origin or destiny. This plan applies to flights with departures, arrivals or diverted from their original destination.

Volaris' Tarmac Delay Contingency Plan sticks to the Customer Service requirements that the U.S. Department of Transportation (DOT) has established through **14 CFR part 259** and can be viewed in the following link:  
<https://www.ecfr.gov/cgi-bin/textid.x?SID=01b76497f6fd1ac4235e83c83d78ae32&mc=true&node=pt14.4.259&rgn=div5>

## 8. Fair and consistency customer attention in case of denied boarding due to an overbooked flight

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

In case of overbooked flights, Volaris will proceed with the following:

- We ask people to volunteer to change their seats and take the next flight for compensation (which will be determined by the applicable laws).
- If there are no volunteers, according to boarding priority criteria, Volaris reserves the right to deny boarding in accordance to the boarding criteria (the last customer that checked-in would be removed from the flight).
- Volaris will respond according to the applicable laws.

Compensations will depend on the time that Volaris takes to fix the corresponding arrangements to transport clients to their destination:

- From 0 to 1 hour: no compensation is given
- 4 hours: 200% of the fare, with a limit of \$675 MXN
- More than 4 hours: 400% of the fare, with a limit of \$1350 MXN

**Tip**

Follow these guidelines to enhance your travel experience:

- Get to the airport at least:

Flight type	Suggested time before flight departure			
	With boarding pass		Without boarding pass	
	Without luggage	With luggage	Without luggage	With luggage
Domestic	30 min*	1 hour 30 min	60 min	2 hours
International	45 min*	2 hours	1 hour 30 min	3 hours

\*Be at the boarding gate

- Reservations may be canceled without advice 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

Once you confirm your booking, we will provide your travel information and the terms and conditions that apply to your trip and fare. These can be found in our Contract Carriage which is in [Legal section](#) on our website [www.volaris.com](http://www.volaris.com)

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

- Airports
- Sales modules
- Our Call Center
- Or online at [www.volaris.com](http://www.volaris.com)

In case of an itinerary change, we will contact you either by phone or e-mail before your flight date. If we can't contact you by any mean described above, you will be advised of the changes at the airport counter.

**9. Cancellation policies, seat configuration, and aircraft restrooms**

In Volaris, you can make itinerary changes up to 4 hours prior your flight departure. These can be made through Call Center or in Manage Your Booking and choosing [Change your flight](#) on our website.

Flight cancellations are available without any charge, as long as they are requested within 24 hours after the flight has been booked and as long as the reservation was done a week from the departure date.

The changes and cancellation policies are available in [www.volaris.com](http://www.volaris.com) in [FAQs](#) section.

Seats configuration is shown during the booking process, when adding extra services and in Web check-in processes online. Aircraft's general configuration is shown below. (VOI, VOL, VOC, VOY and VOZ equipments have a different one).

-  Restrooms
-  Emergency exits

Airbus 319



## 11. We pledge to answer our Customer's complaints

In Volaris all our customer are very important, their opinions, suggestions or complaints related to our service are welcome.

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

- Our crew on board will give you a *Your Volaris Experience form*, which you can fill out and give back to the crew members or to our Customer Service Agents
- Fill out the [Tell us your Experience](#) form online
- Call our Call Center
- By email to [yourexperience@volaris.com](mailto:yourexperience@volaris.com)
- You can also write to the following postal address Sabana Business Center piso 10, Blvd. Rohrmoser,

Mata Redonda.San José, Costa Rica C.P. 10108.

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

## 12. Identify services to mitigate Customer inconveniences resulting from cancellation 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.
- For customers who do not live near the airport, overnight stay is granted if there are no alternative 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 travel:

- Pack medications in your medium cabin bag

Each ambassador, responsible for activities identified in the service plan, must make reviews in order to comply with the presented activities and to keep its information confidential in the event that it may be required in the next two years.

**Commented [JPMC1]:** Querimos confirmación de si las quejas planteadas por los clientes pueden ser dirigidas a las oficinas corporativas en San José o si, por alguna razón logística o de conveniencia, deben ser remitidas a la dirección de México.





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