



Terms and conditions “Baggage guarantee”

These terms and conditions ("Terms and Conditions"), regulate and establish the procedures applicable to the product hereinafter called "Baggage Guarantee" offered by Vuela Aviación S.A. ("Volaris") as follows:

Functioning:

Customers who use the air transportation services provided by Volaris and their baggage do not arrive in the same flight, will receive an electronic credit subject to the terms and conditions describe herein (hereinafter, the "Electronic Credit"):

- 1) The Baggage guarantee is applicable only and exclusively when customer's checked baggage don't arrives in the same flight.
- 2) Checked baggage means when Volaris issued a valid receipt to the customer and it is recorded in check-in system.
- 3) Baggage guarantee is valid on all routes operated by Volaris (domestic and international)
- 4) When redeeming the Electronic Credit for the purchase of a new flight, if the fare is greater than the amount in the Electronic Credit, the customer must pay the difference.
- 5) Is applicable to one incidence per customer, if customer checked two bags or more, only will receive one guarantee.

The Electronic Credit is subject to the following terms and conditions:

- a) Each Electronic Credit is equivalent to the amount of \$80 USD (eighty dollars), applicable on one-way or round trip flights, on published fares on all routes operated by Volaris.
- b) The Electronic Credit will be activated 72 (seventy-two) hours after the arrival of the flight.
- c) The Electronic Credit will be sent to the email registered while purchasing the ticket and On Time Guarantee.
- d) To use the Electronic Credit, reservations must be made through the call center or through the web site, www.volaris.com, in the section called "My Volaris", by entering the username and password provided by Volaris as stated.
- e) This Electronic Credit does not apply to for purchases made at the airport counters.
- f) The customer shall be solely responsible for the movements made with the username and password provided by Volaris.
- g) The user name and password is not transferable.
- h) The Electronic Credit will not apply with other promotions.
- i) The Electronic Credit applies only for the payment of the fare on the applicable flight.
- j) The Electronic Credit does not apply on taxes, duties, or any other charges such as the Value Added Tax (Impuesto al Valor Agregado), Airport Usage Fee (Tarifa de Uso de Aeropuerto), Security Fee, or



any other applicable from time to time.

- k) The Electronic Credit is valid for thirty (30) days from the day it was emailed by Volaris to the customer as stated herein. After this period, the Electronic Credit will be invalid. It is the sole responsibility of the customer to ensure use within this time period. It is not possible to extend the expiration date or replace it, if it has not been used during the period of validity.
- l) The Electronic Credit does not apply to payments of other services offered by Volaris; it only applies for pay to passenger air transportation services.
- m) The Electronic Credit does not apply to payments for Volaris Shuttles, meaning the ground transportation service operated by providers designated by Volaris.
- n) The passenger air transportation services provided by Volaris to passengers are subject to the policies, terms and conditions published on the Volaris website at www.volaris.com

Restrictions

- I. Baggage Guarantee does not apply in case of late check in or baggage with security restrictions.
- II. The Electronic Credit may only be used once. After using the Electronic Credit, the booked flights are not refundable, cancellable, or able to be changed.
- III. The customers may only use one Electronic Credit for each purchase.
- IV. The Electronic Credit may not be transferred, traded, exchanged, claimed by third parties, or redeemed for cashed.
- V. All Electronic Credits which are altered or falsified, or attempted to be traded for cash will be automatically invalidated, without the right to reclaim any outstanding credit.
- VI. Volaris reserves the right to modify all or part of the terms and conditions of this Baggage guarantee, with the condition that new policies will be published in advance of their effective dates.