

Compensation policy

Licensee: Vuela El Salvador S.A. de C.V. (hereinunder "Volaris")		Term:	From the date of registration
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1. Procedure to obtain compensation and indemnity:

1.1. In case of delays attributable and chargeable only to the airline and less than four (4) hours for the grant of the compensation, it shall be applicable the stated in the points 2 and 3 of the present policies, as applicable in the specific case of the passenger.

1.2. Regarding the indemnity grant in cases which result legally applicable to the delays attributable and chargeable only to the airline and which are more than four hours, as well as Cancellations off light attributable and chargeable to the airline only, the passengers have available via electronic media and/or via behavior of the Airport Head/ Lead Advisor or the person in charge of the area for passenger attention at the airport, the formats to request indemnity, which shall be given at the electronic mail address or internet link to which the passenger should send the format properly filled and completed in addition to the documentation which in each case the airline may require for the purpose of obtaining the corresponding indemnity. All indemnity shall be given to passengers within 10 days following the date that the passenger sends the format properly filled and completed.

2. Discounts given to passengers and the terms and conditions of the grant:

2.1. In case of delays attributable to the airline which are more than one hour but less than four hours, the passenger will be given a discount for a later flight and to any destination via an electronic credit (as hereinafter Electronic Voucher), which can be applied as discount to the ticket fare in accordance with the following amounts and assumptions:

- I. For delays more than 1 hour and less than 2 hours, the passenger will be given an Electronic Voucher for the amount of \$ 50.00 MXN as compensation.
- II. For delays more than 2 hours and less than 4 hours, the passenger will be given an Electronic Voucher for the amount of \$250.00 MXN if the equivalent of the 7.5% of the ticket price is below the said quantity. If the 7.5% of the ticket price is more than \$250.00 MSN, the affected passenger will be granted an Electronic Voucher in the amount corresponding to the 7.5% of the ticket value for the air transportation purchased.

2.2. In case of delays more than 4 hours for reasons attributable only to the airline, as well as a flight cancellation attributable exclusively, to the airline, the passenger, at its election can receive one of the following options.

- a) Refund the ticket price or passage ticket or the corresponding portion for the part of the flight not realized.
- b) Offer, with all of the manners at its reach, a substitute transportation on the flight available flight and provide, as a minimum and without charge, access to telephone calls and sending electronic mails, food in compliance with the waiting time measured until boarding another flight, accommodation at an airport hotel or of the city when overnight stay is required, and in the last case, ground transportation from and to the airport.
- c) Transport at a later date convenient to the same passenger to the destination for which the flight was cancelled.

In case of sections a) and c) above, the airline must cover also indemnity to the affected passenger which shall not be less than twenty-five percent of the ticket price or of the part of flight not realized.

2.3. The Electronic Voucher, referred to in the present chapter shall have the following characteristics:

- It is non-transferable and in the name of the passenger affected by the flight delay or cancellation.
- From the moment the passenger received the Electronic Voucher, he/she will have 30 days to make it valid (via telephone from México 01(55) 1102-8000, from USA 1855 VOLARIS (8652747), from Guatemala 502-2301-3939, from Costa Rica 506-4002-7642, from El Salvador 503-2504-5540, from Nicaragua 505-2251-2198 or Volaris web page www.volaris.com) and can travel within 12 months, contracting whatever flight at the routes operated by the airline.
- It can only be used once, and the amounts are not accumable. For this reason, at the time you make a reservation the total amount is not used, the remaining will be lost. If the tariff is above the amount of the Electronic Voucher, the passenger must pay the difference at its own expense.
- The amount of the Electronic Voucher is not accumable with other promotions of other Electronic Vouchers, therefore only one Electronic Voucher can be used for each reservation.

- Applicable only for the payment of the tariff, therefore it is not applicable for the payment of taxes, airport use charge and/or additional services.
- Not applicable to travel at long weekends, festive days and/or high season assigned by Volaris, which are published on www.volaris.com
- The Electronic Voucher is not redeemable for cash, goods, products or services different from the described at the present policies.
- Once redeemed, the amount of the Electronic Voucher in compliance with the present policies, the devolution or reintegration cannot be requested.

To request the grant of the Electronic Voucher, the passenger should have at its disposition via electronic means and/or through the Airport Para solicitar el otorgamiento del Voucher Electrónico, el pasajero tendrá a su disposición por medios electrónicos y/o a través del Jefe de Aeropuerto / Asesor Lead o encargado del área de atención al pasajero en el aeropuerto, los formularios para solicitar su descuento, y le será proporcionada la dirección de correo electrónico o liga de internet, mediante la cual el pasajero deberá enviar el formulario y la documentación que deberá adjuntar al mismo, debidamente llenado y completado con la documentación solicitada en el formulario a efecto de obtener el Voucher Electrónico correspondiente.

El pasajero recibirá dentro del plazo de 10 días naturales siguientes al envío por parte del pasajero del formulario completamente llenado con la información y documentación solicitada, el Voucher Electrónico correspondiente. El Voucher Electrónico será otorgado cuando legalmente sea procedente.

2.4. En los casos de demoras de vuelos por causas atribuibles exclusivamente a la aerolínea, así como en el supuesto de cancelación de vuelo contemplado en el inciso b) del numeral 2.2. anterior, la aerolínea tendrá disponible para los pasajeros que así lo soliciten, una red wi-fi para la realización de llamadas y envío de correos electrónicos conforme a la disponibilidad existente en la infraestructura del aeropuerto. En caso de que el pasajero no cuente con medios de comunicación propios, el Jefe de Aeropuerto/Asesor Lead y/o personal encargado del área de atención al pasajero, previa solicitud del pasajero, otorgaran a este último las facilidades necesarias para la realización de llamadas y envío de correos electrónicos.

3. Food and beverages:

When about flight delays of more than 2 hours but less than 4 hours for reasons attributable exclusively to the airline, as well as in the cases contemplated in subsection b) of section 2.2. above, affected passengers will be given when requested a voucher for food and beverages redeemable at an establishment at the airport where the delayed flight originated, or will be given directly to the affected passengers in compliance with the following:

- The food and beverages, or the voucher for food and beverages, shall be granted to all those passengers affected in the boarding gate at the airport or at the passenger attention modules at different national airports from which the delayed flight originated for reasons attributable and chargeable only to the airline.
- In the case of airports in which the airline has commercial agreements with establishments which provide food within the airport, the airline will give a voucher for food to the affected passenger in the value of \$100.00 MXN, which can be redeemed from the moment of the delivery to the passenger and until within 24 following hours, in different establishments that the airline indicates, located at the airport from which the affected flight originated.
- In case of airports in which the airline does not have commercial agreements with establishments or they are not available, the airline will provide directly the food and beverages (which consists of one non-alcoholic drink) and a snack for the affected passenger.

4. Accommodation:

Only in the cases contemplated in subsection b) of section 2.2. above, the airline shall give, in case applicable, the accommodation in a hotel and ground transportation from and to the corresponding airport, via establishments which the airline determines through hotels and transportators which commercialize services with regular prices and/or low cost and/or economic class. Son hotel or transportation service provided in the present point will be given under V.I.P., business class, luxury or any other similar class.

The passenger shall request Airport Head/ Lead Advisor or the person in charge of the passenger attention area at the airport, the corresponding accommodation and transportation and should fill the formats or forms which the airline indicates for its grant.

5. Additional policy:

Not Applicable

Other Civil Aviation Law requirements:



1. If due to force majeure, the aircraft should make a landing to a place different from the destination, the licensee should transport the passenger in the manner fastest available to arrive at the place of destination.

2. You have the right to cancel your flight and request a return of the same in accordance with the applicable policies, always when you inform Volaris within 24 hours following the purchase and when you did not check-in for the flight (via electronic means or at the airport), in contrary the refund will not proceed.

3. When there have been more tickets than available capacity in the aircraft and as a consequence, there is boarding denial, the terms established in 2.2. of these policies shall be applicable.

The present policies are available to the passengers on the webpage www.volaris.com, as well as at the area of passenger attention of the airline located at the airport.