



## v.club Terms and Conditions

The following Terms and Conditions (hereinafter, "Terms and Conditions") establish necessary guidelines for use of the Product known as "v.club" (hereinafter "Product") to be offered by Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V. ("Volaris") as follows:

### How v.club Works:

Individuals interested in signing up for the Product may purchase either an individual or group membership under the following terms:

1. Membership holders must be over the age of 18.
2. When a flight reservation with the membership fee (Individual or Group) is completed and paid, the customer is already considered "v.club member".
3. To purchase a membership, our system will request an email address and password, as well as the membership holder's personal information that must be signed as it looks on the official documents. The username will be the email customer enter when joining v.club and cannot be changed later.
4. Customers will receive an electronic confirmation via email of their v.club registration. Customers must take note of their password entered into our system. Forgotten passwords may be reset through our website.
5. Once the reservation with the including membership fee is completed, customers receive an email with the details of their booking (reservation and membership).
6. To get the membership benefits customers must go to the [www.volaris.com](http://www.volaris.com) website and log on as v.club members.
7. v.club special fares and spaces are not guaranteed and are subject to availability.
8. Membership is personal and non-transferable; therefore, it cannot be given to a third beneficiary.
9. Customers must verify their mailbox storage capacity and be responsible for allowing access to emails from: [notificaciones@tuviaje.volaris.com](mailto:notificaciones@tuviaje.volaris.com), [promociones@experiencias.volaris.mx](mailto:promociones@experiencias.volaris.mx) and [vclub@volaris.com](mailto:vclub@volaris.com).



### Individual Membership:

1. The client must pay the amount applicable to the individual membership, available in the section of **Additional Services Fees**
2. Single membership can be only used to book flights for the membership holder.
3. Customers with individual memberships may upgrade them to Group memberships by paying the additional charge available in the section of **Additional Services Fees** when booking their next reservation. Its validity will remain as the original purchased membership (Individual).

### Group Membership:

1. The client must pay the amount applicable to the group membership, available in the section of **Additional Services Fees**
2. In addition to the membership holder, a maximum of 6 (six) people can be added to the group membership. Additional travelers may be adults, minors, or infants.
3. Only a single username and password will be created for Group membership.
4. Without exceptions, the Group Membership holder must travel in any reservation made with the additional members in order to enjoy from all the **v.club** benefits.
5. The names of the other 6 travelers may be different for each reservation made by the group membership holder.

### Renewing Your Membership:

1. Customers may renew their membership upon paying the annual fee during their next flight reservation done once its validity has expired, as long as the customer selects a **v.club** fare and enters the same username and password from the previous membership.
2. The membership fee is subject to what is stated on the Volaris website and will depend on whether it is an individual reservation (only the member holder) or a group one (the member holder and maximum 6 additional travelers)

### Clarifications:

1. For any questions or clarifications, membership holders must send a copy of an official form of ID by email to [vclub@volaris.com](mailto:vclub@volaris.com) along with the clarification request.
2. Any incorrect information provided by the membership holder will hinder the clarification process.

#### Membership Cancellation

Customers may cancel their membership by emailing [vclub@volaris.com](mailto:vclub@volaris.com). There is no right of refund the paid or unearned fee.

After customers request cancellation of their membership, it cannot be reinstated and must request for a new one to get the **v.club** benefits.



## Membership Validity:

Membership (Individual or Group) lasts one year, i.e., 365 days after the purchase date. If there is an upgrade (from individual membership to group membership) its validity will remain as the original purchased Individual membership; regardless of the date when the individual membership changed to group membership.

For temporary, individual **v.club** memberships, the validity should be as specified in the terms and conditions applicable to this case. If the holders of these memberships want to change their membership status to a Group **v.club** membership, the latter will be valid until the day it was determined from the beginning of the Individual membership, there will be no extension of the validity duration when switching to a Group membership.

1. Once membership expires, it is deactivated, but may be renewed with the next reservation, as long as the customer selects a **v.club** fare. The membership fee is subject to what is stated on Volaris website and will depend on whether it is an individual reservation (only the member holder) or a group one (the member holder and maximum 6 additional travelers).
2. Once membership expires, member information will be stored in our website for future purchases either with regular fares or membership renewal fee in the next booking.
3. If the membership purchase was done with third party payment, it will be activated after the payment has been completed.

## Billing:

1. Once customers have completed their purchase, they can print an electronic receipt.
2. The receipt will list total purchases (including products and services).
3. Customers are responsible for entering the correct billing information into our system while purchasing. Corrections to receipts are not permitted.

### Stopped Credit Card Payments

If the credit card issuer or the bank cancels payment, the purchased membership will also be canceled, as well as any flight reservations that may have been made.

## Fraud Prevention:

1. All transactions on [www.volaris.com](http://www.volaris.com) are reviewed with an anti-fraud system. Should any irregularities be detected, Volaris may cancel any suspect transactions without prior notice by notifying the customer thereof.
2. Refunds for any duplicate charges will be processed and credited to the account used for the purchase.



### **Changes and cancellations:**

For any change of name, date, hour, route or flight cancellation purchased with **VClub** membership (Individual or Group) is subject to the changes policy in force and applicable to any reservation.

### **Conditions for Online Ticket Purchases:**

Public services for passenger air transportation provided by Volaris are subject to the carrier's policies, terms, and conditions, which are available online at [www.volaris.com](http://www.volaris.com).

### **Privacy Notice:**

At Volaris (owned by Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V. ("Volaris"), Antonio Dovalí Jaime, número 70, Torre B, Piso 13, Colonia Zedec Santa Fe, Delegación Álvaro Obregón, C.P. 01210, México, Distrito Federal), we are fully committed to protecting your privacy. We use your personal information solely to provide air transportation services as contracted, to contact you about your reservation, to conduct surveys regarding our services, and to send email messages about additional offers and services that we or our partners may provide. You may view the full Privacy Notice on our site.

If you have any questions, please contact us at [vclub@volaris.com](mailto:vclub@volaris.com).