



## CUSTOMER SERVICE PLAN FOR FLIGHTS TO AND FROM THE UNITED STATES

### LOWEST FARE AVAILABILITY

Customers inquiring about a fare or making a reservation at the ticket counter, or over the website will be notified if a lower fare is available through one of our other reservation systems.

### DELAYS, CANCELLATIONS, AND DIVERSIONS

For flights to or from the United States, Viva Aerobus will promptly provide information regarding any change in flight status to ticketed passengers, passengers holding reservations, and the public. Within 30 minutes of Viva Aerobus becoming aware of a flight cancellation, a delay longer than 30 minutes, or a flight diversion, information regarding flight status will be made available through Viva Aerobus's reservation center (for US-Customers: 1 888 9 FLY VIV (359 848), on Viva Aerobus's website, and in the boarding gate area for flights departing from U.S. airports. This information will also be available at any flight status display and other sources of flight information at U.S. airports, provided Viva Aerobus has control over these displays or can provide the information to the party who controls the display.

### DELIVERY OF BAGGAGE

In the event that checked baggage does not arrive with the passenger traveling to or from the U.S., Viva Aerobus will make every reasonable effort to return the baggage within 24 hours and compensate any reasonable expenses that result from delay in delivery, subject to the liability limitations provided under the Montreal Convention. In the event that baggage is lost or destroyed, Viva Aerobus will reimburse any baggage fees charged for the transportation of that baggage.

### HOLDING RESERVATION

Customers may hold a reservation on a flight to or from the U.S. at the quoted fare without payment, or cancel a reservation without penalty, for at least 24 hours if the reservation is made at least one week (168 hours) or more prior to the flight's departure.

### REFUNDS

Where a ticket refund for a flight to or from the U.S. is due, Viva Aerobus will provide prompt refunds for credit card purchases and provide refunds within 20 days of receiving a refund request for cash and check purchases. Any ancillary fees charged for optional services that a passenger is unable to use due to an over sale situation or flight cancellation will also be refunded.

### PASSENGERS WITH DISABILITIES

Viva Aerobus will make reasonable efforts to promptly accommodate all passengers with disabilities, including during lengthy tarmac delays at U.S. airports, in accordance with Part 382 of the US Department of Transportation regulations and applicable provisions of Viva Aerobus's conditions of carriage.

### TARMAC DELAYS

Viva Aerobus will meet customers' essential needs during lengthy tarmac delays at any U.S. airport in accordance with its **Tarmac Delay Contingency Plan**.

### OVERSALES

In the event that a flight from the U.S. is oversold, Viva Aerobus will first ask for volunteers to willingly give up a reservation in exchange for a payment of Viva Aerobus's choosing. If fewer than the needed number of passengers volunteer, Viva Aerobus will treat any passenger involuntarily denied boarding with fairness and consistency according to Part 250 of the US Department of Transportation regulations, and the boarding priority policies and procedures contained in Viva Aerobus's conditions of carriage.

### DISCLOSURE OF INFORMATION

Cancellation policies, frequent flyer rules, airline seating configurations, and lavatory locations on aircraft can all be found on Viva Aerobus's website and will be provided by Viva Aerobus's Service Centre staff upon request.

### CHANGES TO TRAVEL ITINERARY

If a change is made to a customer's travel itinerary, Viva Aerobus will promptly notify the customer of such change by whichever means are available to Viva Aerobus or specified by the customer.

### RESPONSE TO CUSTOMER COMPLAINTS

Customers may file complaints with Viva Aerobus by emailing the Customer Service Department at [customerservice@vivaerobus.com](mailto:customerservice@vivaerobus.com) or writing to the Customer Service Department Viva Aerobus: Aeropuerto de Monterrey, Terminal C. Carretera Miguel Alemán Km. 24, Apodaca, Nuevo León, México, CP 66600. Viva Aerobus will acknowledge receipt of written complaints within 30 days and provide a substantive response to the customer's concerns within 60 days. Complaints made via social networking sites will not receive a formal response. Notification of this limitation will be posted on any social networking site used by Viva Aerobus.

Consumers may contact the ACPD office with complaints and comments about airline services in connection with flights to and from the United States. The ACPD's contact information is:

<http://airconsumer.dot.gov>  
Aviation Consumer Protection Division, C-75  
U.S. Department of Transportation  
1200 Jersey Ave., S.E.  
Washington, D.C. 20590

### SERVICES RELATING TO FLIGHT CANCELLATIONS

If a passenger's flight is cancelled due to Viva Aerobus's failure to operate its flight according to schedule, Viva Aerobus will accommodate the passenger on the next available flight to the passenger's destination. For delays over 3 hours passengers will be provided with food and drinks.

Date of last update: June 8th 2015