



## United States Customer Service Commitment

Viva Aerobus strives to maintain the highest standards in customer service, and we are committed to providing safe and dependable service to all our passengers. In accordance with the U. S. Department of Transportation requirements the following Customer Service Commitment applies to our flights to and from the United States.

### 1. Offer the lowest available fare

Viva Aerobus offers the lowest fares depending on the flight, date, and fare you request through our official website ([vivaaerobus.com](http://vivaaerobus.com)), our contact centers, and ticket offices. Certain fares such as internet promotions, may not be available to our reservations agents and are only available at [vivaaerobus.com](http://vivaaerobus.com).

### 2. Notification of known delays, cancellations and diversions

Although we work hard to get you to your destination on time, as scheduled, there may be times when weather, air traffic control, operational, or other service considerations lead to flight delays, cancellations, or diversions. If this happens, we'll make every reasonable effort to ensure we provide the most accurate, up-to-date flight information that we have within 30 minutes of becoming aware of such change.

We may use one or more ways to provide this information; this may be in the boarding gate area of a flight, in flight status updates on [vivaaerobus.com](http://vivaaerobus.com), upon request via our contact centers, or by SMS or email alerts for customers who provide contact information directly to Viva Aerobus.

### 3. Deliver baggage on time

When you arrive at your destination, we will take all necessary measures to ensure timely delivery of your checked baggage. However, if your checked bags are delayed or misplaced, we will make every reasonable effort to deliver your bags within 24 hours. If you have expenses because of delayed baggage and are eligible to receive a refund, we will reimburse you for reasonable and

necessary out-of-pocket expenses. If your bag is lost, then our compensation will be in accordance with the Montreal Convention, where applicable.

#### **4. Allow reservations to be cancelled for a certain period**

Viva Aerobus does not allow reservations to be held without payment. When you make a reservation on a flight to/from the U. S. one week or more prior to your flight departure through any of the sales channels, we will allow you to cancel the ticketed reservation without penalty and receive a 100% refund of the ticket price to the original form of payment if you cancel the reservation within 24 hours of purchase.

#### **5. Provide prompt ticket refunds**

We will issue refunds for eligible tickets within 7 business days of receiving the completed refund request for purchases made with credit cards and within 20 business days of receiving the completed refund request for purchases made by cash, check or other forms of payment after deducting any applicable service charges imposed by third parties. Due to billing cycles, a credit card statement may not reflect a refund immediately.

#### **6. Properly accommodate customers with disabilities and other special needs provide prompt ticket refunds**

We are committed to meeting the travel needs and requirements of each of our customers, who require additional assistance, including those with disabilities and unaccompanied minors.

We make sure that customers are not discriminated against based on disability. In the event of a lengthy tarmac delay at a U. S. airport, our crew will make every effort to properly take care of customers with disabilities or special needs, according to Part 382 of the regulations regarding nondiscrimination based on disability in air travel of the Department of Transportation of the United States.

#### **7. Meet customers' essential needs during lengthy tarmac delays**

We are committed to operating our flights in accordance with the flight schedule. However, sometimes lengthy tarmac delays may happen due to weather conditions, air traffic control, safety and operations. If your flight experiences an extended tarmac delay due to any of the above-mentioned reasons after you have boarded or after the plane has landed on a U. S. airport, we will make every reasonable effort to ensure that your essential needs are met by providing snacks and drinking water, restroom facilities, and adequate medical assistance., Please check our Tarmac Delay Contingency Plan for more details.

#### **8. Treat passengers on overbooked flights fairly and consistently**

If a flight is overbooked, we will seek volunteers willing to give up their confirmed seats in exchange for compensation and travel on a later flight. It is our goal to find enough volunteers so that no customers are denied boarding involuntarily, but, if there are not enough volunteers, other passengers who check in after all seats have been assigned may be denied boarding involuntarily according to our boarding priority rules. If you have been denied boarding then you will be entitled to compensation and transportation on an alternate flight, provided you have complied with our check-in time and other applicable rules. If you do not check in on-time or do not meet certain other conditions, then you may be denied boarding without compensation.

#### **9. Disclosing cancellations policies, frequent flyer rules and aircraft configuration**

Our website contains clear information about our policies, aircraft and other service aspects which customers may want to know and, when you ask, through our Contact Center and our representatives at airports. To be specific, the following information will be made available: Aircraft seating configuration, frequent flyer policies and applicable rules and, fare rules that apply to your ticket and travel, including cancellation policies.

#### **10. Notify customers of changes to their travel itinerary**



In the event a schedule change on your travel itinerary, we will send you an email to notify you of the change if you provide us your contact information. If you purchased your ticket through a travel agency, including an online travel agency, we will notify the agency of the itinerary change.

### **11. Respond to customer feedback and complaints**

If you have a complaint or you just want to give us feedback regarding our services or our product, we would like to hear from you. Our Customer Experience team handles all your feedback and ensures the information is circulated to the appropriate departments within the airline. You may email us to [customerservice@vivaaerobus.com](mailto:customerservice@vivaaerobus.com) or you may send written correspondence to us at:

Viva Aerobus

Customer Experience

Aeropuerto Internacional de Monterrey, Terminal C  
Carretera a Miguel Alemán km 24, Apodaca Centro,  
Apodaca, NL, México 66600

We will acknowledge written complaints within 30 days of receiving them, and we will send a substantive written response within 60 days of receiving your written complaint. Complaints made via social networks will not receive a formal response. Notification of this limitation will be posted on any social networks used by Viva Aerobus. Customers may submit a complaint or comment about our service to the U. S. Department of Transportation at <http://airconsumer.dot.gov> or write at their mailing address given below:

Aviation Consumer Protection Division, C-75

U.S. Department of Transportation

1200 New Jersey Ave., S.E.

Washington, D.C. 20590

### **12. Provide services to mitigate inconveniences resulting from cancellations or misconnections**

In order to reduce any discomfort or inconvenience you may experience during cancellations or misconnections, we will:

- Do our best reasonable effort to contact you in advance regarding a flight cancellation using the contact information you registered on your reservation;
- Work to confirm you on the next flight we operate that has available seats when rebooking is necessary; and
- Make available information about your rebooking through our website, and through our airport and contact center agents.