

Terms and conditions for payments with SafetyPay

The following terms and conditions (from now on Terms & Conditions) have by objective to regulate and establish the procedures applicable to the product known as “payment with SafetyPay” (from now on the Product), which is available for those people who acquire air transportation services of passengers (“Clients”) that is provided by Concesionaria Vuela Compañía de Aviación, S.A.P.I. de C.V. (“Volaris”), through the web page www.volaris.com, described as follows:

The Clients of Volaris who wish to pay air transportation services of passengers and any ancillaries making use of the Product, will have through SafetyPay portal two options: (1) Online Banking (ebanking) of the Client; or they may assist to any of the branch offices available for payment to conclude payment.

In case that the Client chooses the option to pay in banks or convenience stores the following such payment shall be subjected to the following terms:

- 1) The option for payment with an affiliate partner will only be available if there’s at least **48 hours before a flight**.
- 2) This form of payment has and additional cost per person included on the reservation.
- 3) If you’re reservation was made Monday through Friday your options for payment are the following:
 - a. Banamex
 - b. Bancomer
 - c. Banco Azteca
 - d. Banorte
 - e. IXE
 - f. Inbursa
 - g. HSBC
 - h. Santander
 - i. Scotiabank
 - j. Convenience Stores (7Eleven, Extra, Farmacias del Ahorro y Farmacias Benavides)
- 4) If you’re reservation was made Saturday and Sunday, you will only have the following option for payment:
 - a. Convenience Stores (7Eleven, Extra, Farmacias del Ahorro y Farmacias Benavides).
- 5) Once you generate you’re reservation, you only **have 24 hours** to complete the payment (no partial payments accepted)



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- 6) Once your reservation is paid, SafetyPay will Volaris and once Volaris applies the payment you will receive an e-mail with your confirmation and itinerary.

Important: For further complains keep your receipt.

- 7) The day of your flight don't forget to bring the reservation code and your payment receipt, also you will require a personal ID.

Instructions by Bank

- Bancomer
 - Tell the cashier that you will make a deposit to SAFTPAY MEXICO S DE RL DE CV
 - Mention the number of agreement 1147722 and the reference
 - Method of payment accepted: Cash Only
- Banamex
 - Tell the cashier that you will make a deposit SAFTPAY MEXICO S DE RL DE CV
 - The service payment code is: SAFETYPAY
 - Method of payment accepted: Cash Only
- Banco Azteca
 - Tell the cashier that you will make a deposit SAFTPAY MEXICO S DE RL DE CV
 - The service payment code is: SAFETYPAY
 - Method of payment accepted: Cash Only
- Banorte
 - Tell the cashier that you will make a deposit SAFTPAY MEXICO S DE RL DE CV
 - Mention the number of agreement 131896 and the reference
 - Method of payment accepted: Cash Only
- IXE
 - Tell the cashier that you will make a deposit SAFTPAY MEXICO S DE RL DE CV
 - Mention the number of agreement 131896 and the reference
 - Method of payment accepted: Cash Only
- Inbursa
 - Tell the cashier that you will make a deposit SAFTPAY MEXICO S DE RL DE CV
 - Mention the number of agreement 88800000 5520 and the reference
 - Method of payment accepted: Cash Only
- HSBC
 - Tell the cashier that you will make a deposit SAFTPAY MEXICO S DE RL DE CV
 - Mention the number of agreement 741 and the reference
 - Method of payment accepted: Cash Only



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- Santander
 - Tell the cashier that you will make a deposit SAFTPAY MEXICO S DE RL DE CV
 - Mention the number of agreement 5029 and the reference
 - Method of payment accepted: Cash Only
- Scotiabank
 - Tell the cashier that you will make a deposit SAFTPAY MEXICO S DE RL DE CV
 - Mention the number of agreement 3838 and the reference
 - Method of payment accepted: Cash Only
- Convenience Stores
 - Go to any store: 7 eleven, farmacias del ahorro, farmacias benavides, extra
 - Tell the cashier that you are going to pay: Paynet service
 - You will be charged with a fee
 - Method of payment accepted: Cash Only
 - Maximum cash accepted is \$15,000 pesos

For any additional assistance please contact us at: customer.resolution@volaris.com