



**Terms and Conditions**

See Frontier's contract of carriage, which can be accessed at [www.flyfrontier.com](http://www.flyfrontier.com) ([www.es.flyfrontier.com](http://www.es.flyfrontier.com) in Spanish).

**Compensation Policies**

**Delay**

In the event of a delay in the departure hour indicated in the ticket for reasons attributable to Frontier, the passenger will be indemnified and/or compensated by Frontier according to the following criteria:

a) When the delay is of more than one hour and less than four hours, it will be compensated pursuant to the compensation policies of Frontier.

Compensation policies include at least travel vouchers for flights on a later date and/or meals and beverages as established by Frontier, and pursuant to the competitiveness principle.

If the delay is more than two hours but less than four, the travel vouchers included in the compensation policies will range from USD\$25 to \$150, depending on the length of the delay.

b) If the delay is more than four hours, travel vouchers included in the compensation policies will equal USD\$200, and meals and beverages as established by Frontier. The passenger will further be granted access to the options and, as the case may be to the indemnification established by this policy for flight cancellation, which responsibility is attributable to Frontier.

In all the cases, Frontier will give waiting passengers, where available at the airport, access to phone calls and e-mail delivery.

Frontier will present and register every six months to the Ministry and the Prosecutor's Office the compensation policies, which shall be public.

Passengers will have a response to their compensation requests within 10 calendar days.

**Cancellation**

If a flight is canceled which responsibility is attributable to Frontier, Frontier must, by election of the passenger, either:

a) Refund the price of the ticket or the proportion corresponding to the part of the travel not carried out.

b) Offer him/her by all means available to it a substitute transportation on the first available Frontier flight and provide, where available at the airport, access to phone calls and e-mail delivery, meals according to the waiting time until boarding on another flight, and lodging in a hotel at the airport or in the city when the passenger is obliged to stay overnight, if the passenger is not in his/her home city.

c) Transport the passenger on a Frontier flight at a later date suitable to the same to the destination of the flight that was canceled.

In all of the above cases, Frontier will pay the affected passenger in addition an indemnification of USD\$200, regardless of ticket price.

**Denied Boarding Compensation**

When tickets have been issued that exceed the available capacity of the aircraft leading to the denial of boarding (except when an aircraft of lesser

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capacity is substituted due to operational or safety reasons), Frontier, by choice of the passenger, will:

- a) Refund the price of the ticket or the proportion corresponding to the part of the travel not carried out.
- b) Offer him/her by all means available to it a substitute transportation on the first available Frontier flight and provide, where available at the airport, access to phone call and e-mail delivery, meals according to the waiting time until boarding on another flight, and lodging in a hotel at the airport or in the city when the passenger is obliged to stay overnight, if the passenger is not in his/her home city.
- c) Transport the passenger on a Frontier flight at a later date, but within 72 hours, suitable to the same to the destination of the denied flight.

In the above cases of items a) and b), if the new arrival time is more than 59 minutes after the original arrival time, and c), the concessionaire or license holder must pay the affected passenger in addition an indemnification which shall be between twenty-five and four hundred percent of the ticket price or of the part of the trip not carried out.

In case boarding is denied due to the issuance of tickets exceeding the available capacity of the aircraft, Frontier will first ask for volunteers to renounce to board in exchange of benefits to be directly agreed with the passenger, which may not be less than the options established in the prior Article. Boarding priority in replacement of the volunteers the present article refers to will be given to persons with any disability, elderly persons, unaccompanied minors, pregnant women.

If a force majeure event occurs, Frontier may cancel, divert, or delay any flight without liability except to provide a refund for the unused portion of the passenger's ticket. Frontier will offer passenger on such flight transportation to the destination on the first available Frontier flight and provide, where available at the airport, access to phone calls and e-mail delivery, and meals according to the waiting time until boarding on another flight. If due to a force majeure event the aircraft must land at a place different from the destination, Frontier will transport the passenger by the fastest available Frontier flight to the destination.

- 1. Passengers with any disability have the right to be transported by Frontier, subject to reasonable safety precautions. Frontier has established mechanisms to guarantee the transportation of disabled pursuant to the operational safety measures. Disabled passengers who require to transport instruments inherent to their condition may do so according to applicable law. No additional conditions, other than reasonable safety precautions, or charges will be applied to allow boarding of disabled.
- 2. A passenger of age, 15 years or older, may, without paying any rate, carry a less than two years old infant of his/her care without right to a seat and to free baggage transportation of essential infant and child care items. Therefore, Frontier will issue free of charge a ticket and corresponding boarding pass for the infant. Passenger may transport without any additional charge any essential infant and child care items, including strollers.
- 3. The passenger has the right to be treated respectfully and to be provided with a high level of information allowing him/her to know his/her options and to take alternatives in case of requiring them. Therefore, Frontier will inform in a prompt and expedited manner the passenger in case of changes in the flight schedule or any other circumstance that may affect the service. Frontier shall do so through

phone calls, e-mails, text messages or any other electronic means at least twenty-four hours prior to the scheduled departure.

4. Likewise, if the changes arise within the twenty-four hours prior to the scheduled departure, Frontier will inform the passenger as soon as Frontier is sure that said changes cannot be avoided, without this exempting Frontier from its liability to the passenger.
5. If due to a force majeure event the aircraft must land at a place different to the destination, Frontier will transport the passenger by the fastest available Frontier flight to the destination.
6. The passenger may request the refund of his/her ticket in case he/she decides not to travel, provided this is notified to Frontier within twenty four hours after the ticket is purchased, except for tickets purchased for travel within seven days of purchase. Once such 24 hours have elapsed, Frontier will determine the cancellation conditions.
7. For national and international flights, the passenger may carry in the cabin one personal item. The dimensions of may be up to 8 inches by 18 inches and 14 inches provided it does not reduce the safety and comfort of the passengers due to its nature and dimensions.
8. The passenger has the right to know the terms of the Contract of Carriage of Frontier and his or her rights. For all tickets purchased on Frontier's website, Frontier will inform the passenger at the moment he/she purchases the ticket about the terms and conditions of the service, the compensation policies and the rights of the passengers.
9. Passengers with any disability will have the right to transport wheelchairs, walkers, prosthesis, crutches, walking sticks or any other instrument without charge, provided the person who travels uses it personally and the same is directly related to his/her disability. On international flights said limits shall be those fixed in accordance with the Treaties.
10. Transportation of pets in aircrafts of public air transportation services for passengers shall be effected by Frontier by observing any time humanitarian treatment of the pets; Frontier accepts pets only in the cabin of the aircraft, not as checked baggage. Humanitarian treatment means the set of measures trying to reduce the stress, suffering, pain and traumas during the mobilization of the animals. Frontier may charge a fee.
11. Indemnification for the destruction or damage of hand or checked baggage shall be as set forth in the Montreal Convention.