

# FRONTIER

## A I R L I N E S

### Terms and Conditions

See the Contract of Carriage, it 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 case of delay in the departure time indicated on the ticket for reasons attributed to Frontier, the passenger will be compensated and / or compensated by Frontier according to the following criteria:

a) When the delay is more than one hour and less than four hours, it will be compensated in accordance with Frontier's compensation policies.

Compensation policies include at least travel coupons for flights at a later date or food and beverages as established by Frontier depending on the length of the delay, and in accordance with the principle of competitiveness.

If the delay is more than two hours, but less than four, the travel coupons included in the compensation policies will range between USD \$ 25 and \$ 150 (the exchange rate of the dollars will be the equivalent of the exchange rate in pesos Mexican on the day of the incident) , depending on the length of the delay and the cost of the ticket, said minimum compensation of 7.5% discount on the cost of the purchased ticket.

b) If the delay is more than four hours, the travel coupons included in the compensation policies will be equivalent to USD \$ 200 in travel coupons (the exchange rate of the dollars will be equivalent to the exchange rate in Mexican pesos the day of the incident) , and food and beverages established by Frontier, corresponding to a compensation of not less than 25% of the flight price. The passenger will have additional access to the options and in accordance with the compensation established by this policy for the cancellation of the flight, whose responsibility is attributed to Frontier.

In all cases, Frontier will give passengers waiting at the airport access to phone calls and email delivery.

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

#### Cancellation

If the flight is canceled whose responsibility is attributed to Frontier, Frontier must, by the choice of the passenger, either:

a) Refund the ticket price or the proportion corresponding to the part of the trip not performed.

b) Offer by all means available a substitute transportation on the first available Frontier flight and provide, when available to the airport, access to phone calls and delivery by email, meals according to the waiting time until boarding on another flight, and hotel accommodation at the airport if the passenger is not in their city of origin, in the latter case, ground transportation to and from the airport.

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

In all the above cases, Frontier will pay the affected passenger in addition an indemnity of USD \$ 200 in travel coupons (the exchange rate of the dollars will be the equivalent to the exchange rate in Mexican pesos of the day of the incident) , regardless of the price. of the ticket.

The foregoing is in accordance with applicable law, which includes but is not limited to the Montreal Convention.

Passengers will have a response to their request for payment of compensation within ten calendar days of the claim.

In case of delay or cancellations attributed to Frontier, Frontier will provide:

1. Flight coupons to passengers by email, within several hours of the delay or cancellation, or in person to passengers while at the airport and

Meals and coupons for in-person accommodation to passengers at the airport. In the case of delays, the amount of the receipt will be based on the duration of said delay. For additional assistance, passengers can contact by phone at 801401900 Frontier or through Frontier website, [www.flyfrontier.com](http://www.flyfrontier.com) ( [www.es.flyfrontier.com](http://www.es.flyfrontier.com) in Spanish) on "Contact Us".

**Passengers will receive snacks, such as breakfast, lunch or dinner in person depending on the length of the delay, in the restaurants of the corresponding airport. The food or drink will be equivalent to the exchange rate in Mexican pesos of the day of the incident, of USD \$ 10 for breakfast or lunch and USD \$ 15 for dinner.**

**Passengers will stay as long as there is a flight cancellation attributed to Frontier that causes a night of passenger stay in a hotel at the airport or in the city where the airport is located, if the passenger is not in their home city, subject to the availability of the hotel room.**

**In the event of a flight delay attributed to Frontier causing a night of passenger stay, Frontier will provide hotel accommodation at the airport or in the city where the airport is located if the passenger is not in their home city, subject Hotel rooms are available for passengers with special needs, such as families with young children or people with disabilities. E n the latter case, ground transportation to and from the airport.**

**In all the above cases, the exchange rate of the dollars will be equivalent to the exchange rate in Mexican pesos on the day of the incident.**

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### Passenger rights

1. Passengers with a disability have the right to be transported, being able to transport instruments inherent to their condition, at no additional charge, as long as the person traveling uses it personally and is directly associated with the disability they present. On international flights, these limits will be those set in accordance with the Treaties.
2. The adult passenger may take an infant under two years of age into their care without the right to a seat and without the right to a baggage allowance, at no additional cost for the issuance of the child's ticket; You can transport without charge an addition to a stroller for the infant.
3. The passenger has the right to dignified treatment and to have a high level of information, in the event of changes in their itinerary or any other circumstance that could affect the contracted service, they will be informed through phone calls, emails, text messages or any other electronic means, at least twenty-four hours before the scheduled departure.
4. In the event that changes occur within twenty-four hours prior to the scheduled departure, the dealer or permit holder must inform the passenger as soon as he is certain that such changes are unavoidable, without exempting the dealer or permit holder from his responsibility, in front of the passenger.
5. In the event that the passenger has purchased round-trip or connecting tickets, they may have them for each particular segment. The passenger must inform the licensee or permit, in within twenty - four hours from the scheduled time of the unused slice, which make use of subsequent segments, through the means the licensee or permit for it available.
6. If, due to unforeseen circumstances or force majeure, the aircraft must make a landing in a place other than the destination, the concessionaire or permit holder must transfer the passenger by the fastest means of transportation available to the destination.
7. The passenger may request the return of their ticket, as long as it communicates it to the permittee or concessionaire within twenty-four hours from the time of purchase of the ticket. After this period, the concessionaire or permit holder will determine the conditions of the cancellation.
8. For national and international flights, the passenger will be able to transport, as a minimum and without charge, twenty-five kilograms of baggage when the flights are carried out on aircraft with capacity for twenty passengers or more, and fifteen kilograms when the aircraft is of a smaller capacity, as long as it complies with the indications of the dealer or licensee regarding the number of pieces and volume restrictions. Excess luggage will have an additional cost. Likewise, the passenger may carry up to two pieces of hand luggage in the cabin. The dimensions of each one will be up to 55 centimeters long by 40 centimeters wide by 25 centimeters high, and the weight of both should not exceed ten kilograms, as long as their nature or dimensions do not diminish safety and comfort of the passengers.  
**For international air transport services, luggage transport will be subject to the provisions of the Treaties.**
9. The concessionaire or permit holder will provide the passenger with a luggage stub for each piece, suitcase or bag of luggage that is delivered for transport. The heel must consist of two parts, one for the passenger and one that adheres to luggage.
  10. The concessionaire or permit holder will be obliged to pay the indemnities within a maximum period of ten calendar days after his claim by the passenger, except for the food and lodging compensations that must be covered when the flight delay is updated.
  11. Any clause or provision that purports to exonerate the concessionaire or permit holder from his responsibility, avoid paying the aforementioned compensation or compensation or set a lower limit than that established in this Law shall be null and void and shall have no effect.
  12. The passenger has the right to know the terms of the contract, as well as the rights they enjoy. The permit holders and concessionaires must inform the passenger, at the time of the purchase of the ticket, about the terms and conditions of the contracted service, the compensation policies, as well as the rights of the passengers.
- 14 The transportation of domestic animals in public passenger air transport aircraft will be carried out by the concessionaire or permit holder, at all times observing humanitarian treatment.
- 15 The compensation for the destruction or breakdown of hand luggage will be up to eighty Units of Measure and Update. For the loss or damage of the checked baggage, the compensation will be equivalent to the sum of one hundred and fifty Units of Measurement and Update.

**Registration Permit PROFECO number 000044 -2017 .**

**Compensation policies applicable only to the Mexican National territory.**