



Last update: Jan 13th 2023

1.- DESCRIPTION OF THE PRODUCT:

- The Cuponera Viva Pass and Cuponera Viva Pass+ are products that allow the customer to pay in advance for a certain number of flight segments on our airline at a guaranteed price; without having to make the routing and date assignment at the time of purchase.
- There are two types of Cuponera:
 - CUPONERA VIVA PASS → Allows the purchase of three (3) segments for international flights or five (5) segments for domestic flights saving up to 50%* on the value of each ticket or airfare.
 - CUPONERA VIVA PASS+ → Allows the purchase of five (5) segments for international flights or eight (8) segments for domestic flights saving up to 60%* on the value of each ticket or airfare.

**The discount percentage is calculated by taking into consideration the price of a ticket purchased at short notice (high fare classes) versus the price of a redeemable segment from the Cuponera.*

- Segments can be redeemed up to three (3) days in advance of the departure date of the chosen flight, without paying any fare difference or any additional charge for the service.

2. GENERAL CONDITIONS OF THE PRODUCT:

- One (1) Flight Segment is valid to be redeemed for one trip (single segment "one way") for the passenger holding the Cuponera.
Domestic flights: In the case of flights with stopovers, the entire outward journey from the point of origin to the point of destination shall be considered, provided that it is a single contract of carriage. (Example: Flight Bogotá – Santa Marta → is operated Bogotá – Medellín – Santa Marta).
International flights: The Cuponera can only be redeemed for direct flights or flights without a stopover.

Cuponera Viva Pass & Cuponera Viva Pass+

- The Cuponera Viva Pass and the Cuponera Viva Pass+ are personal and non-transferable. They cannot be assigned or transferred in any way to a third party. The Cuponera Holder is the only person who can use the segments.
- The Cuponera Viva Pass and the Cuponera Viva Pass+ only include the airfare, fees and taxes. Additional services are not included.
- Each Cuponera segment allows the traveler to bring onboard one personal item of 40x35x25 cm, the specifications of which are described in the terms and conditions of the contract of carriage available for consultation at the following link:
- <https://www.vivaair.com/#/co/en/legal-information-terms-and-conditions>
- The total cost of the Viva Pass and Viva Pass+ Cuponera are shown at the time of purchase and are non-refundable.
- The validity of the Cuponera starts from the moment of purchase. The validity for the use of the segments is one (1) year, counted from the date of purchase of the Cuponera. The date of travel on a flight segment redeemed with the Cuponera has no time limit, will be subject to the inventory available for flight, published on the website of Viva Air*.
- The validity of the Cuponera cannot be changed. Once the expiration date has occurred, the Cuponera is deactivated and any remaining segments cannot be used.
- The redemption of each segment must be made at least three (3) days prior to the day of the flight and before the expiration date of the Cuponera.
- The Cuponera cannot be combined with other promotions.
- The Cuponera Viva Pass and Cuponera Viva Pass+ are sold separately for the following markets*:
 - Domestic flights in Colombia: Flights within the territory of Colombia and operated by Viva Air.
 - International flights: Flights on international routes operated by Viva Air.
- A different Cuponera must be purchased for each market, as segments can only be used in the market for which the Cuponera is purchased. Segments are not redeemable on flights in a market other than the one selected at the time of purchase.
- For purposes of redemption, segments cannot be redeemed for the following dates.* These dates will not be changed. However, dates after those indicated may be added in which the exchange/redemption is not allowed. The foregoing will occur every time the published itinerary of Viva Air is extended:

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Cuponera Viva Pass & Cuponera Viva Pass+



Domestic flights in Colombia:	Flights between Lima and Cusco:	International flights:
December 17 th / 2021 to January 12 th / 2022	December 17 th / 2021 to January 3 rd / 2022	December 17 th / 2021 to January 12 th / 2022
March 18 th to 22 nd / 2022	April 8 th to 19 th / 2022	January 14 th to 18 th / 2022
April 8 th to 19 th / 2022	Jun 24 th / 2022 to July 5 th / 2022	February 4 th to 8 th / 2022
May 27 th to 31 st / 2022	July 22 nd / 2022 to August 16 th / 2022	February 18 th to 22 nd / 2022
Jun 17 th / 2022 to July 5 th / 2022	August 26 th to 31 st / 2022	March 11 th to 15 th / 2022
July 15 th / 2022 to August 16 th / 2022	October 27 th / 2022 to November 2 nd / 2022	March 18 th to 22 nd / 2022
October 7 th to 18 th / 2022	December 7 th / 2022 to January 11 th / 2023	April 8 th to 18 th / 2022
November 3 rd to 8 th / 2022	March 30 th / 2023 to April 11 th / 2023	May 26 th to 31 st / 2022
November 10 th to 15 th / 2022	April 27 th / 2023 to May 2 nd / 2023	Jun 17 th / 2022 to July 5 th / 2022
December 7 th / 2022 to January 11 th / 2023	Jun 28 th / 2023 to July 3 th / 2023	July 15 th / 2022 to August 16 th / 2022
March 16 th to 21 st / 2023	July 21 st / 2023 to August 16 th / 2023	September 2 nd to 6 th / 2022
March 30 th / 2023 to April 11 th / 2023		September 15 th to 21 st / 2022
April 27 th / 2023 to May 2 nd / 2023		October 7 th to 18 th / 2022
May 18 th to 23 th / 2023		November 10 th to 15 th / 2022
Jun 8 th to 13 th / 2023		November 17 th to 29 th / 2022
Jun 16 th / 2023 to July 5 th / 2023		December 7 th / 2022 to January 17 th / 2023
July 14 th / 2023 to August 15 th / 2023		February 2 nd to 7 th / 2023
August 17 th to 22 nd / 2023		April 5 th to 10 th / 2023
October 5 th to 17 th / 2023		Jun 16 th / 2023 to August 15 th / 2023
November 2 nd to 3 rd / 2023		October 5 th to 17 th / 2023
November 9 th to 14 th / 2023		November 21 st to 28 th / 2023
December 7 th to 31 st / 2023		December 7 th / 2023 to January 16 th / 2024
January 1 st to 16 th / 2024		February 1 st to 15 th / 2024
March 21 st / 2024 to April 2 nd / 2024		March 21 st / 2024 to April 2 nd / 2024
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Jun 7 th to 11 th / 2024		October 3 th / 2024 to October 15 th / 2024
Jun 14 th / 2024 to August 20 th / 2024		November 27 th / 2024 to January 14 th / 2025
October 3 th to 15 th / 2024		
October 31 st / 2024 to November 5 th / 2024		
November 7 th to 12 th / 2024		
December 5 th / 2024 to January 14 th / 2025		

(*Note) The flight allocation will be subject to the availability of schedules and routes in which Viva Air operates at the time the passenger chooses to use their Cuponera.

(*Note) As a general rule, the seat inventory is published up to 9 months in advance. Every time the range of months with published inventory is extended, the new dates on which the Coupon can not be redeemed for the new months will be updated, and they will be reflected in the Terms and Conditions published on the web.

(*Note) The dates highlighted in gray are those added in this version of the document, due to the extension of the range of months with published flight inventory.

(*Note) The product for Flights between Lima and Cusco was available for sale until February 20th 2022, however the Cuponeras of that product that have been purchased before that date will be valid for redemption until their expiration date.

3. CONDITIONS OF PURCHASE:

- The Cuponera Viva Pass and Cuponera Viva Pass+ are only available to individuals. Travel agents, wholesalers and other persons or entities engaged in the sale or distribution of air transportation or packages comprising air transportation are not eligible to purchase a Cuponera.

Cuponera Viva Pass & Cuponera Viva Pass+

- A user can purchase more than one Cuponera by making separate purchases for each Cuponera required.
- The Cuponera Viva Pass and Cuponera Viva Pass+ can also be purchased for minors though you should consider Viva Air policies and recommendations for traveling with minors as described in the following link: https://www.vivaair.com/#/co/en/policies_kids
- To buy a Cuponera, the user must use the following website: <https://vivapass.vivaair.com/vh/flypass>
- The website will show the catalogue of available Cuponeras. The user buys a Cuponera containing a specific number of segments, and the payment is processed automatically.
- The user must enter the name of the passenger who will use the segments. Once the purchase is confirmed, the passenger's name cannot be changed.
- Once the purchase of the Cuponera Viva Pass or Cuponera Viva Pass+ has been made, the user will receive an email confirming the details of their purchase. In case the payment is pending or rejected, the user will also receive an email with the status of their purchase.
- The prices of the Cuponera Viva Pass and the Cuponera Viva Pass+ vary according to the type of market selected, whether Cuponera domestic Colombia, Cuponera for Flights between Lima and Cusco, or Cuponera International.
- The user can purchase a Cuponera only with a valid credit card.
- The Viva Pass Cuponera and the Viva Pass+ Cuponera are available for use immediately after confirmation of purchase.
- The Cuponera Viva Pass and Cuponera Viva Pass+ cannot be cancelled or modified, once the purchase of the product is confirmed.

4. CONDITIONS FOR THE REDEMPTION OF A CUPONERA

- The redemption of each Cuponera segment is subject to the availability of the route and seats on the selected flight at the time of redemption.
- The exclusion dates informed here in point 2. GENERAL PRODUCT CONDITIONS apply.
- To make a reservation using a Cuponera, the user must login to the Viva Air Cuponera website by identifying themselves with the passenger surnames and the Cuponera code received at the time of purchase. The redemption via the website is free of charge and can be accessed via the following link: <https://vivapass.vivaair.com/vh/flypass/login>
- If the user does not want to make the reservation via the web, they can complete the redemption process via the Call Center which will be subject to a service fee.



Cuponera type	Fee	Currency
DOMCO	\$ 7,500	COP
DOMPE	\$ 2	USD
INTER	\$ 2	USD

- A Cuponera's segments cannot be mixed between Colombian, Peruvian and International markets.
- The user can also add additional services to each reservation after the redemption via their preferred channel:
 - Website www.vivaair.com in the "My Booking" section
 - Call Center
 - Airport
- The redemption of each Cuponera segment implies the conclusion of a contract of carriage, which is subject to the terms and conditions of the contract of carriage available for consultation at the following link:
- <https://www.vivaair.com/#/co/en/legal-information/terms-and-conditions> Once the user redeems a Cuponera segment, the value redeemed is non-refundable.
- Tickets issued against each Cuponera segment are non-refundable.
- If the ticket issued is not used, the corresponding value will not be refunded.
- Once the user redeems a Cuponera segment, no cancellation of the reservation is allowed.
- Additional services purchased and associated with the reservation are subject to their own conditions of use and may be non-refundable. We recommend that you review the conditions of the additional products before you purchase them.
- There will be no refunds, vouchers or free changes for reservations made using a redeemed Cuponera segment, except if the airline cancels the flight due to internal causes.
- The Airline reserves the right to refuse, suspend, withhold for review or cancel any ticket, or reservation made with a redeemed Cuponera segment, for which fraud or misuse is suspected or for any other violation of these Terms and Conditions.

5. CUPONERA VIVA PASS FREQUENTLY ASKED QUESTIONS:

5.1 WHAT IS A CUPONERA?

- The Cuponera Viva Pass and Cuponera Viva Pass+, are products that allow the traveler to pay in advance for a certain number of flight segments on our airline at a guaranteed price; without having to decide the route or date of travel. The flight booking can be made up to 3 days before the date that the

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flight is required; without paying any fare difference or penalty. This product adapts to the flexibility that the passenger needs and allows you to save up to 60% compared to the price of a regular ticket purchased at short notice.

- There are different options of Cuponera available, which vary by number of flight segments and by market*:
 - 3 International segments
 - 5 International segments
 - 5 Domestic Colombia segments
 - 8 Domestic Perú/Colombia segments

(*Note) The product for Flights between Lima and Cusco was available for sale until February 20th 2022, however the Cuponeras of that product that have been purchased before that date will be valid for redemption until their expiration date.

- Flight redemption dates include blackout or blocked dates, these dates are subject to change without notice. Every time the range of months with published inventory is extended, the new dates on which the Coupon can not be redeemed for the new months will be updated, and they will be reflected in the Terms and Conditions published on the web.

Table: Dates on which it is not possible to redeem:

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Cuponera Viva Pass & Cuponera Viva Pass+



Domestic flights in Colombia:	Flights between Lima and Cusco:	International flights:
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March 18 th to 22 nd / 2022	April 8 th to 19 th / 2022	January 14 th to 18 th / 2022
April 8 th to 19 th / 2022	Jun 24 th / 2022 to July 5 th / 2022	February 4 th to 8 th / 2022
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October 31 st / 2024 to November 5 th / 2024		
November 7 th to 12 th / 2024		
December 5 th / 2024 to January 14 th / 2025		

5.2. WHO CAN BUY A CUPONERA?

- The Cuponera Viva Pass and the Cuponera Viva Pass+ are only available to individual customers.
- A user can purchase more than one Cuponera, making a separate purchase for each Cuponera required.
- The Cuponera Viva Pass and Cuponera Viva Pass+ can also be purchased for minors though you should take into account Viva Air policies and recommendations for traveling with minors as described in the following link: https://www.vivaair.com/#/co/en/policies_kids
- The purchase of a Viva Pass Card and the Viva Pass+ Card is personal and non-transferable and cannot be assigned or transferred in any way to a third party. The user of the Viva Pass Cuponera or the user of the Viva Pass+ Cuponera Holder is the only person who can use the segments.
- Travel agents, wholesalers and other persons or entities engaged in the sale or distribution of air transportation or packages comprising air transportation are not eligible to purchase a Cuponera.

5.3. HOW CAN I BUY MY CUPONERA VIVA PASS?

- To purchase a Cuponera, the user must access the Viva Air website vivapass.vivaair.com
- The user must enter the name of the passenger who will use the Cuponera. After the purchase is confirmed, the passenger's name cannot be changed.
- Once the purchase of the Cuponera Viva Pass or Cuponera Viva Pass+ has been made, the user will receive an email confirming the details of their purchase.
- The user can buy a Cuponera only with a valid credit card. At the moment, other types of cards will not be accepted for purchase.
- The Viva Pass and the Viva Pass+ Cuponera are available for use immediately after confirmation of purchase.

5.4. HOW CAN I USE MY VIVA PASS CUPONERA?

- To make a reservation using a Cuponera, the user may do so online via the following link: [Redeem my Cuponera](#)
- To redeem online, the user must have the Cuponera code shared at the time of purchase.
- The user must redeem each Cuponera segment up to 3 days before the date of the flight.
- Cuponera segments cannot be mixed between Colombian, Peruvian and International markets.

5.5. ON WHICH FLIGHTS CAN I USE MY CUPONERA?

- 1 Viva Pass Cuponera segment or 1 Viva Pass+ Cuponera segment is equivalent to one flight segment (departing from a point of origin and arriving at a specific destination)
- If the user wishes to book a round trip, an outbound and inbound flight, then they must redeem 2 segments.
- The Cuponera Viva Pass and Cuponera Viva Pass+ are sold separately for the following markets:
 - Cuponera of Domestic flights in Colombia: Flights within the territory of Colombia and operated by Viva Air.
 - Cuponera for flights between Lima and Cusco operated by Viva Air.
 - Cuponera of International flights: Flights on international routes operated by Viva Air.

5.6. HOW LONG IS MY CUPONERA VALID FOR?

- The validity of the Viva Pass Cuponera and the Viva Pass+ Cuponera begins at the moment of purchase and lasts for 1 year; this period cannot be delayed or extended.



5.7. IS THE CUPONERA REFUNDABLE?

- No, the Viva Pass Cuponera, Viva Pass+ Cuponera and bookings made using a Cuponera are non-refundable. There will be no refunds, vouchers or free exchanges for bookings made with a Cuponera segment unless the airline cancels the booked flight and you are not reallocated.

5.8. IF MY CUPONERA EXPIRES, WHAT HAPPENS TO THE SEGMENTS I DIDN'T USE?

- Cuponera segments not used by the end of the Viva Pass or Viva Pass+ Cuponera validity period will be forfeited and cannot be exchanged or refunded.

5.9. CAN I SHARE MY CUPONERA WITH OTHERS?

- Each Viva Pass and Viva Pass+ Cuponera is designed for use by one (1) traveler only. The Cuponera segments are not transferable and can only be used by the designated traveler.

5.10. CAN I CHANGE THE PASSENGER NAME ASSOCIATED WITH MY CUPONERA?

- No name changes are allowed, the Cuponera can only be used by the traveler indicated at the time of purchase.

5.11. DOES MY CUPONERA INCLUDE ADDITIONAL SERVICES?

- Each Cuponera segment allows free boarding of one personal item of 40x35x25cm such as backpack or handbag; which must fit under the seat in front of you. The user can add additional services to each Cuponera reservation, at the time of redemption and post purchase; through their preferred purchase channel: the website www.vivaair.com in the section "My reservation"; Call Center or at the Airport.