



Last update: 31 May 2021

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 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.
- 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 10 kilos, 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 (*see note).
- 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:

Cuponera Viva Pass & Cuponera Viva Pass+

- o Domestic flights in Colombia: Flights within the territory of Colombia and operated by Viva Air.
 - o Domestic flights in Peru: Flights within the territory of Peru and operated by Viva Air.
 - o 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*:
 - o Domestic flights in Colombia: May 14 to 18 2021; June 4 to 8 2021; June 11 to 15 2021; July 2 to 6 2021; July 16 to 21 2021; August 13 to 17 2021; October 8 to 19 2021; October 29 to November 2 2021; November 12 to 16 2021; December 17 2021 to January 12 2022; March 18 to 22 2022; April 8 to 18 2022; May 27 to 31 2022; June 17 to 21 2022; June 24 to 28 2022.
 - o Domestic flights in Peru: June 24 to 30 2021; July 23 to August 2 2021; October 7 to 11 2021; October 29 to November 2 2021; December 17 2021 to January 3 2022; April 8 to 18 2022.
 - o International flights: May 14 to 18 2021; June 4 to 8 2021; June 11 to 15 2021; July 2 to 6 2021; July 23 to August 2 2021; August 13 to 17 2021; October 8 to 19 2021; October 29 to November 2 2021; November 12 to 16 2021; December 17 2021 to January 12 2022; January 14 to 18 2022; February 4 to 8 2022; February 18 to 22 2022; March 18 to 22 2022; April 8 to 18 2022; May 27 to 31 2022; June 17 to 21 2022; June 24 to 28 2022.

(*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.



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.
- 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: vivapass.vivaair.com
- 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 domestic Colombia, Peru or 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 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 Perú/Colombia segments
 - 8 Domestic Perú/Colombia segments
- Flight redemption dates include blackout or blocked dates, these dates are subject to change without notice:

- o Domestic flights in Colombia: May 14 to 18 2021; June 4 to 8 2021; June 11 to 15 2021; July 2 to 6 2021; July 16 to 21 2021; August 13 to 17 2021; October 8 to 19 2021; October 29 to November 2 2021; November 12 to 16 2021; December 17 2021 to January 12 2022; March 18 to 22 2022; April 8 to 18 2022; May 27 to 31 2022; June 17 to 21 2022; June 24 to 28 2022.
- o Domestic flights in Peru: June 24 to 30 2021; July 23 to August 2 2021; October 7 to 11 2021; October 29 to November 2 2021; December 17 2021 to January 3 2022; April 8 to 18 2022.
- o International flights: May 14 to 18 2021; June 4 to 8 2021; June 11 to 15 2021; July 2 to 6 2021; July 23 to August 2 2021; August 13 to 17 2021; October 8 to 19 2021; October 29 to November 2 2021; November 12 to 16 2021; December 17 2021 to January 12 2022; January 14 to 18 2022; February 4 to 8 2022; February 18 to 22 2022; March 18 to 22 2022; April 8 to 18 2022; May 27 to 31 2022; June 17 to 21 2022; June 24 to 28 2022.

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:
 - Domestic flights in Colombia: Flights within the territory of Colombia and operated by Viva Air.
 - Domestic flights in Peru: Flights within the territory of Peru and operated by Viva Air.
 - 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 10 kilos 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.