

Viva Aerobus celebrates its 14th birthday with new nonstop flights & with a 10% increase in operating capacity vs december 2019

Mexico City, November 30, 2020. - Viva Aerobus, Mexico's ultra-low cost carrier, today celebrates its 14th birthday leading the reactivation within the sector by becoming the first Mexican airline to grow its operating capacity vs. last year with an increase of 10% compared to December, 2019. Viva now offers 128 routes this December (103 domestic within Mexico and 25 international), an increase of nine routes compared to those operated at the end of 2019.

"Today we celebrate 14 years serving our passengers and revolutionizing the aviation industry with an offer that provides a reliable flying option with the lowest fares. Since we commenced operations, we have contributed to the connectivity, economic development, and tourism. And this year, we reaffirm our commitment to strengthen accessible air travel that will be key to the responsible rebound of Mexico's tourism and trade, always prioritizing everyone's health," said Juan Carlos Zuazua, CEO of Viva Aerobus.

As a result of Viva Aerobus's commitment, this month the new nonstop flights from Mexico City to Ciudad Obregon, Durango, Los Mochis and Chicago will begin. In addition to this, several regular routes will be restarted, such as the flights from Mexicali to Guadalajara and Monterrey, from Guadalajara to Houston and Culiacan, Ixtapa Zihuatanejo - Mexico City, among others; as well as the seasonal flights Monterrey - Los Angeles and Cancun - Newark, and the routes that connect Chicago O'Hare with Guanajuato, Monterrey, Morelia and Zacatecas.

These new flights from Mexico City are part of the 20 new routes announced by Viva during the health emergency. This growth in Viva's route portfolio was supported by the expansion of the airline's fleet. During 2020, Viva Aerobus received 5 new aircraft: 3 Airbus A321neo and 2 Airbus A320neo, reaching a total of 41 aircraft. With these aircraft additions, Viva prepares to lead the rebound of the industry having the youngest fleet in Mexico, whose advanced technology guarantees the safety and well-being for everyone.

This 2020 has also been characterized by the airline's renewed commitment to flexibility and customer service, offering new programs, products and innovations in direct benefit of our passengers' health, economy, comfort and travel experience.

- **In terms of passengers and our staff's wellbeing**, Viva implemented the *Viva Contigo (Viva With You)* program that guarantees an operation with unrestricted adherence to all prevention and hygiene measures issued by the competent national and international authorities. As a result, additional disinfection processes were established in the aircraft and common areas, safe distance guidelines, use of face masks, elimination of contact points, and even an alliance with Cloralex, among many other actions.
- **Thinking on how to further support our passengers "wallet"**, Viva launched *Zero Fare* and *TU Aliado*. ZeroFare offers a lower price to those passengers traveling with only a handbag and no carry on or checked luggage. *TU Aliado (Your Ally)* is a new payment alternative which allows booking a flight and postponing the payment of up to 60% of the total cost, by deferring the Mexican Airport Departure Fee (TUA), from the time of purchase until flight's departure.
- Regarding flexibility, thus supporting passengers in case of unforeseen events, Viva Aerobus launched *Full Refund*. This is a new and unique flight insurance, at affordable prices, which guarantees 100% cash refund in the event of any unforeseen situation such as illnesses (including COVID-19), accidents, among many others.
- Lastly, Viva implemented a new flexibility policy which permanently eliminates change fees. Now, passengers who require changing route, date, or schedule timing within the same day of travel, on domestic or international flights will no longer pay any change fee, only the fare difference, if any.



"We are proud to celebrate our birthday prepared for this new reality, strengthening ourselves as the most flexible airline in Mexico and as an ally of tourism, one of the great multipliers of the country's economic development. Our more than 2,000 Viva staff members are very grateful to all our passengers, whose preference is Viva Aerobus's engine, being a solid and resilient airline. For this reason, we also want to celebrate our passengers with exclusive promotions", said **Juan Carlos Zuazua**.

As part of this celebration, Viva Aerobus has recently offered flight tickets at exclusive prices, starting with one-way fares from \$ 1 peso (plus TUA); as well as dynamics and contests on social media to win free flights.

All the health measures established by the airline can be consulted at <https://www.vivaaerobus.com/en/info/viva-actions-covid-19>. Passengers can purchase their tickets at the official Viva Aerobus website: <https://www.vivaaerobus.com/en>, in the Viva App, at the VivaTiendas or by dialing the Call Center (toll-free) +1866 FLY VIVA (+1866 359 8482).

About Viva Aerobus

Viva Aerobus is Mexico's ultra-low-cost airline. It started operations in 2006 and today it operates the youngest Latin American fleet with 41 Airbus A320. With a clear vision to give all people the opportunity to fly, Viva Aerobus has democratized the airline industry with the lowest rates in Mexico and the lowest costs in Latin America, making their flights the best value offer. For more information please visit: www.vivaaerobus.com/en.

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