

Terms and Conditions

Campaign Vuela Más, Gana Más

What is the Vuela Más, Gana Más campaign?

Vuela Más, Gana Más is a promotional campaign that seeks to reward the loyalty of passengers who travel on selected routes operated by SATENA S.A.

Participation in the campaign implies full acceptance of these terms and conditions.

1. Purpose of the Campaign

The promotional campaign "Vuela Más, Gana Más" aims to encourage the purchase and recurring use of the participating routes operated by SATENA S.A., rewarding passengers who accumulate ten (10) segments effectively purchased and flown during the campaign period with one (1) reward ticket for one segment (One Way).

2. Campaign Validity Period

The campaign will be valid for tickets purchased and effectively flown between September 1, 2026 and December 15, 2026, on any of the participating routes defined for the campaign.

Segments purchased or flown outside this period will not be taken into account for accumulation purposes.

Campaign dates:

1. **Registration for the campaign:** September 1 to 30, 2026;
2. **Accumulation:** Period during which tickets must be purchased and flown. Runs from September 1, 2026 to December 15, 2026.
3. **Redemption:** Period to redeem reward tickets. The reward ticket request may be made from January 18, 2027 to May 30, 2027, and the ticket must be used no later than June 15, 2027. Excluding holidays and Holy Week (see table in item 8)

3. Registration for the Campaign

To participate in the "Vuela Más, Gana Más" campaign, customers must register through the SATENA website <https://satena.com/es/promociones/vuela-mas> and through the Form link, during the period from September 1, 2026 to September 30, 2026. SATENA S.A. reserves the right to extend the registration period if it deems it necessary, informing this decision in a timely manner through its official channels.

The participant may withdraw their registration at any time during the campaign period through SATENA's Contact Center. In such case, their registration will not be taken into account for accumulation purposes or for any other benefit derived from the campaign.

Registration will be free of charge and will require completion of the Registration Form, in which the participant must provide their personal information.

Only participants duly registered in the campaign will accumulate segments. Segments purchased and effectively flown by persons who have not completed the registration process will not be taken into account for accumulation of the benefit. For accumulation purposes, all segments purchased and flown on the selected routes between September 1 and December 15, 2026 will be taken into account, provided the participant is registered in the campaign no later than September 30, 2026 — regardless of whether the segment was purchased or flown before or after the exact date of their registration.

Registration implies express acceptance of these Terms and Conditions and of SATENA S.A.'s Personal Data Processing Policy, available on its official website. To this end, the Registration Form will include a checkbox for express authorization of personal data processing, indicating the specific purposes associated with the campaign.

4. Participants

- a) May participate: Natural persons twelve (12) years of age or older, registered in the campaign through the channels defined by SATENA S.A, who purchase and fly tickets on the participating routes during the campaign period. The registration holder must be the person who actually takes the flight.
- b) Minors: for passengers twelve (12) years of age or older, the ticket may have been purchased by the minor or by a third party, and the segment will count toward accumulation provided the minor is the one who actually flies and is registered with their identification document.
- c) May not participate: Legal entities, airline employees, unauthorized agencies or third parties, nor tickets issued under complimentary fares, internal benefits, or fares other than those defined in the campaign conditions. Does not apply to tickets issued under corporate agreements, inter-administrative contracts, or SATENA family benefits.

5. Accumulation Mechanics

- a. One (1) segment will be accumulated for each flight effectively purchased and used by the passenger registered in the campaign, between September 1 and December 15, 2026.
- b. Once the participant completes ten (10) valid segments, they will be entitled to one (1) reward ticket for one segment (One Way) on any of the campaign's participating routes, subject to availability.
- c. Accumulation of segments will be individual and may not be combined between different passengers. Accumulated segments may also not be transferred to other persons registered in the campaign.
- d. For the reward ticket to be redeemed, payment of airport taxes, the administrative fare, and VAT on the administrative fare (when VAT applies) must be made.

e. Once the campaign period ends (December 15, 2026), SATENA S.A. will validate each participant and will notify all winners starting January 18, 2027, to the email address and/or phone number registered by the participant at registration.

6. Participating Routes

The Vuela Más, Gana Más campaign will only take into account segments effectively purchased and flown on the forty-four (44) participating routes in the campaign, associated with the same identification document registered in the Registration Form by the participant. The participating routes are detailed below:

Selected Routes	
Medellín – Tolú	Tolú – Medellín
Medellín – Valledupar	Valledupar – Medellín
Medellín – Bahía Solano	Bahía Solano – Medellín
Medellín – Yopal	Yopal – Medellín
Medellín – Apartadó	Apartadó – Medellín
Medellín – Nuquí	Nuquí – Medellín
Bogotá – Medellín	Medellín – Bogotá
Medellín – Quibdó	Quibdó – Medellín
Medellín – Barranquilla	Barranquilla – Medellín
Cali – Guapi	Guapi – Cali
Cali – Puerto Asís	Puerto Asís – Cali
Cali – Tumaco	Tumaco – Cali
Bogotá – Puerto Asís	Puerto Asís – Bogotá
Bogotá – Florencia	Florencia – Bogotá
Bogotá – San José del Guaviare	San José del Guaviare – Bogotá
Bucaramanga – Saravena	Saravena – Bucaramanga
Bogotá – Arauca	Arauca – Bogotá
Bogotá – Quibdó	Quibdó – Bogotá
Bogotá – Pitalito	Pitalito – Bogotá
Barranquilla – Cúcuta	Cúcuta – Barranquilla
Barranquilla – Montería	Montería – Barranquilla
Barranquilla – Valledupar	Valledupar – Barranquilla

7. Tickets that do not apply for the campaign

The following will not be taken into account for segment accumulation:

- Tickets acquired through corporate agreements.

- Tickets given as complimentary fares or reward tickets.
- Tickets purchased to fly on routes not included in the forty-four (44) participating routes (item 6).
- The specific fare classes and types excluded from accumulation are detailed in a consolidated manner in item 10 (Accumulation Conditions).

8. Reward Ticket Request and Redemption

Winning participants will be notified by phone call or email registered at registration and must complete and submit the **Winner Registration Form** between January 18, 2027 and May 30, 2027, indicating at least the following information:

For purposes of this campaign, the winner and holder of the Reward Ticket will be understood to be the natural person registered in the Registration Form, provided that the ten (10) accumulated segments correspond to that person as the actual passenger of the flights — regardless of who made the purchase, billing, or payment of the tickets.

- Full name and identification document of the passenger who will use the Reward Ticket.
- Participating route on which the participant wishes to redeem the benefit, within the 44 selected routes.
- Requested date for the trip.
- Details of the person responsible for payment of taxes, fees, and other charges applicable to the segment.

The reward ticket request must be made by calling SATENA's Contact Center, with a minimum notice of fifteen (15) calendar days, in order to allow SATENA S.A. to verify availability and arrange the corresponding reservation. Requests made with less notice will not be processed, and the winner must select a new date that meets this deadline.

The winner of the reward ticket may request that the ticket be issued in their own name or in the name of a third party. Once the ticket has been issued, the holder, route, or itinerary may not be modified, subject to payment of the corresponding modification charges.

Once the form is received, SATENA S.A. will verify compliance with the campaign conditions and availability on the requested route and date.

The benefit may not be redeemed during the following seasons and dates:

Season / Event	Dates (2027)	Routes
Barranquilla Carnival	February 3 – 12	Barranquilla–Cúcuta, Barranquilla–Montería, Barranquilla–Valledupar, and Medellín– Barranquilla (and return flights)
Special route peak season (Tolú)	Until January 31	Medellín–Tolú (and return flight)
Holy Week (includes San José holiday)	March 19 – 28	All participating routes
Vallenato Festival	Pending confirmation — the Foundation has not yet announced the official 2027 date (historical pattern: last week of April to first days of May)	Barranquilla–Valledupar and Medellín– Valledupar (and return flights)
Labor Day	May 1 (Saturday)	All participating routes
Ascension Day	May 7 and 10 (previous Friday unavailable + Monday holiday)	All participating routes
Corpus Christi	May 28 and 31 (previous Friday unavailable + Monday holiday)	All participating routes
Sacred Heart of Jesus	June 4 and 7 (previous Friday unavailable + Monday holiday)	All participating routes

If there is no availability for the requested date, SATENA S.A. will inform the participant of the available alternatives so they may select a new travel date, always within the benefit's validity period.

Once availability and compliance with the established conditions have been verified, SATENA S.A. will make the corresponding reservation and will send to the participant's registered email address the payment link for taxes, airport fees, and other charges to be assumed by the passenger.

The participant must make payment within the period indicated in the communication and submit proof of payment in response to the same email sent by SATENA S.A.

Once payment has been verified, SATENA S.A. will proceed with the issuance of the Reward Ticket and its delivery to the participant's registered email address.

It is reiterated that the maximum deadline to request the Reward Ticket is May 30, 2027, and that the trip must take place no later than June 15, 2027. This period ensures that, even

at the request deadline, the minimum fifteen (15) calendar day advance notice required for flight booking is met.

If the participant does not submit the Winner Registration Form within the established deadline, does not pay the corresponding taxes and fees within the period indicated by SATENA S.A, or does not complete the redemption process within the defined timeframes, it will be understood that they voluntarily waive the benefit, without any right to compensation, extension, or economic recognition of any kind.

On the day of travel, the passenger must arrive at the airport at least two (2) hours prior to the scheduled flight departure time, carrying their original identification document and complying with the conditions set forth in SATENA S.A.'s Contract of Carriage in order to complete the check-in process at the counter.

9. Changes and Modifications

Once the reward ticket has been issued, only one change of date and/or route among those included in the incentive is permitted within the established usage period (January 18 to June 15, 2027), subject to payment of the administrative fare and airport fees (when applicable), and subject to availability.

Reward tickets that go into "no show" status count as used; no changes will be made — that is, when the passenger does not show up for the flight.

10. Accumulation Conditions

- Tickets issued for connecting flights will only count as one segment, provided that both the origin and destination are on participating routes.
- The campaign applies only to tickets issued in the following fare classes: Plus, Flexi, Econo, and Basic.
- Tickets issued under promotional fares in class U, Z, and/or special fares defined by the airline do not apply.
- Private fare classes do not apply, such as: Military Fare, GSED, Hero's Seat, Youth Card, Children's Fare (discount for children under 12 years of age), Senior Fare (over 60 years of age), Social Fare, nor GO SHOW crew fares.
- Tickets purchased through all sales channels authorized by SATENA S.A. will be taken into account for segment accumulation, provided they comply with the established terms and conditions.

11. Reward Ticket Conditions

The frequent flyer reward ticket is not redeemable for cash, may not be revalidated or have its validity extended, and is not combinable with other promotions.

The Reward Ticket includes SATENA S.A.'s standard baggage allowance in effect, which varies according to the type of aircraft assigned to the route. The applicable allowance will be communicated to the participant at the time the ticket is issued.

12. Personal Data Processing

Participation in the campaign authorizes SATENA S.A. to process the personal data provided by the participant, exclusively for the administration, execution, and disclosure of this campaign, in accordance with Law 1581 of 2012 and the Personal Data Processing Policy published at www.satena.com

13. Acceptance of the Terms and Conditions

Registration and participation in the campaign implies express, full, and unconditional acceptance of these terms and conditions.

14. Petitions, Complaints, Claims, and Inquiries

Participants may submit inquiries, requests, petitions, complaints, or claims related to the "Vuela Más, Gana Más" campaign through the following official SATENA S.A. service channels:

SATENA S.A. Service Line: (601) 9186030 or WhatsApp 3233220006

Website: www.satena.com, "Contáctenos" (Contact Us) section.

Requests will be handled in accordance with the timeframes established under current regulations and SATENA S.A.'s internal procedures.