GOWILD! ALL-YOU-CAN-FLY PASS™

1. Why don't I see GoWild! fares listed in my flight select?

To view GoWild! fares you must use FlyFrontier.com (not the Frontier mobile app), be logged in to your FRONTIER Miles account, and have a valid GoWild! Pass. Once you have logged in to your account you can search for a flight to see the GoWild! Pass seats are available.

If you suddenly have problems seeing GoWild! fares when you could previously, first re-confirm that you are logged in to your account, as sessions do expire. If the problem persists, try logging out and back in, clearing your browser cache, or closing and restarting your web browser.

2. How do I book a GoWild! flight?

- Step 1: Log in with your FRONTIER Miles account with a valid GoWild! Pass
- Step 2: Search for a flight to see the GoWild! Pass seats available
- Step 3: You will see 3 different options for each flight, Standard, Discount Den, and your GoWild! price
- Step 4: Your GoWild! flight will be listed with all the government taxes and fees included with your fare of \$0.01

3. Can multiple passengers book together on one reservation?

Yes, multiple passengers can be booked together on one reservation. However, all passengers must hold a valid GoWild! Pass at time of booking and will be validated during the booking process. Holders of different types of valid GoWild! passes (summer, annual) can book together on one reservation.

4. Can I mix and match fares (Standard, Discount Den, GoWild!) on a GoWild! reservation?

Yes, different types of fares can be combined on a directional basis provided that all passengers hold a valid GoWild! Pass at the time of booking and that the primary passenger holds a Discount Den membership if Discount Den fares are selected. Holders of different types of valid GoWild! passes (summer, annual) can book together on one reservation.

5. Is this standby/space available travel?

No, the GoWild! Pass does not offer access to standby or space available travel. You will be able to search and book confirmed travel as described in the terms and conditions, notably that flights can be booked and confirmed the day before flight departure for domestic travel or starting 10 days before flight departure for international travel, and that flights and seats are subject to availability; last seat availability is not guaranteed.

6. What happens if I no-show or can't make a flight for a ticket booked with a GoWild! Pass?

No-shows hurt your fellow travelers by taking seats out of inventory that someone else could otherwise use. If you no longer plan to travel on the itinerary you booked using your GoWild! Pass, be sure to cancel your booking as soon as possible prior to your flight's scheduled departure time. GoWild! Pass holders who repeatedly book and no-show flights, or who otherwise violate the terms and conditions of the Pass, are subject to financial penalties up to and including the revocation of pass privileges without refund. Then current change or cancel fees and policies are applicable to your itinerary once booked. No Shows are subject to the terms set forth in Frontier's Contract of Carriage. See the GoWild! Pass Terms & Conditions for more details.

7. Is this for real? On social media I'm seeing people book cross country and international flights for almost nothing in airfare?

Yes. We love affordable spontaneous travel and that's why we created the GoWild! All-You-Can-Fly Pass. After you fly, share your GoWild! travel experiences with us on social media. Thank you for being a GoWild! Pass holder - we'll see you onboard again soon!

8. I can't find how to book GoWild! tickets on the Frontier mobile app.

GoWild! flight search and booking is currently only available at our website, FlyFrontier.com. Please visit FlyFrontier.com and ensure that you are logged in to your Frontier Miles account to search for and book GoWild! tickets. Once booked, you can use our mobile app to [check in for your flight, purchase bags, seat assignments and extras, and receive a mobile boarding pass. We apologize, there is currently a known issue with changing GoWild! bookings on the Frontier mobile app. Please disregard any error messages received when attempting to change flights on the mobile app and visit our website FlyFrontier.com to access and change or cancel your booking.]

9. What happens if I'm the GoWild! pass holder who flies the most using the

summer or annual pass?

Go for it!

10. Can I book international flights using the GoWild! Pass?

Yes, international flights can be booked using the GoWild! Pass starting 10 days before flight departure. Passholders are responsible for complying with all international travel and immigration requirements including, but not limited to, providing evidence of confirmed return or onward travel where applicable. Passengers under age 18 traveling without both parents may need additional documentation to travel across international borders, depending on the country's requirements. Frontier does not allow children under the age of 15 years old to travel unaccompanied, see below for more details. Codeshare travel is not available using the GoWild! Pass. Please see below for more details on passholder responsibilities for taxes, fees, and charges applicable at the time of booking.

11. How much do taxes, fees, and charges cost per flight?

In addition to a fare of \$0.01 for each segment booked, government and airport imposed taxes, fees and charges will apply as in effect at the time of booking and are the responsibility of the passholder. An additional carrier interface charge will not apply to GoWild! Pass tickets at the time of booking. Current government and airport taxes, fees and charges start at approximately \$14.90 per person, per flight for domestic travel. Current government and airport taxes, fees and charges vary widely for international travel, and can be in excess of \$100 per person, per flight.

12. Can I book a round-trip flight using the GoWild! Pass?

Flights can be booked and confirmed the day before flight departure for domestic travel and starting 10 days before flight departure for international travel. For return travel beyond the window, you will need to search and book the day before the return flight's departure for domestic travel or starting 10 days before flight departure for international travel.

13. Can I use my GoWild! Pass to book connecting flights?

Yes, connecting itineraries may be available, depending on your origin and destination, flight schedules and seat availability. All terms and conditions for GoWild! Pass use also apply to any connecting itineraries, notably that flights can be booked and confirmed the day before flight departure for domestic travel or starting 10 days before flight departure for international travel, and that flights and seats are subject to availability; last seat availability is not guaranteed.

14. What happens if I need to change or cancel a ticket booked with a GoWild! Pass?

GoWild! Pass flights become available to book and confirm the day before flight departure for domestic travel or starting 10 days before flight departure for international travel; then current change or cancel fees and policies are applicable to your itinerary once booked. If you no longer plan to travel on the itinerary you booked using your GoWild! Pass, be sure to cancel your booking as soon as possible prior to your flight's scheduled departure time to avoid penalties. No Shows are subject to the terms set forth in Frontier's Contract of Carriage. GoWild! Pass holders who repeatedly book and no-show flights, or who otherwise violate the terms and conditions of the Pass, are subject to financial penalties up to and including the revocation of pass privileges without refund.

See the GoWild! Pass <u>Terms & Conditions</u> for more details.

15. Can I buy a GoWild! Pass for someone under the age of 18?

Yes, subject to the following conditions:

- You, the purchaser, are 18 years of age or older.
- If you are enrolling a child under 13, you are the parent or legal guardian of that child and agree that you, not the child, are providing the information to Frontier and consent to the child's participation in the GoWild! Pass, Frontier Miles and to receive promotional emails.
- You assume all obligations of the pass holder's participation in the GoWild!
 Pass.

As noted in Frontier's Contract of Carriage, Frontier does not allow children under the age of 15 years old to travel unaccompanied; they must be accompanied by a passenger who is at least 15 years old. Passengers who are 15 years old or older may travel on Frontier without an adult companion. A birth certificate, official school ID, or other form of ID may be requested for age verification purposes if the child's age appears questionable. Passengers under age 18 traveling without both parents may need additional documentation to travel across international borders, depending on the country's requirements.

16. I'm already a Frontier Miles elite member. Do I enjoy my elite benefits on tickets booked using a GoWild! Pass?

Yes. Note, however, that tickets booked using a GoWild! Pass are not eligible to

earn redeemable Frontier Miles and will not count as Elite status qualifying activity.

17. How many GoWild! Passes will be available at special introductory pricing?

A limited number of passes will be sold at special introductory pricing on a first come, first served basis.