

Covid-19 refund of your flight - Travel credit terms and conditions

Travel credit is offered by the same company that processes your request for a flight/train reservation with the airline/railway operator.

This will be either:

- BravoNext, S.A. (company registration number CHE -115.704.228), with a registered office in Vicolo de' Calvi 2 – 6830 Chiasso (Switzerland); or
- Red Universal de Marketing y Bookings Online, S.A.U. (Código CICMA 1800), with a registered office in Calle Proción 1 - 28023 Madrid (Spain); or
- LMnext FR SASU, with a registered office in with a registered office in 14 rue d'Uzès 75002 Paris, France (RSC Paris n. 809 437 072. SIRET n. 809 437 072 00014), (hereinafter "the Company").

By choosing Travel Credit:

- You will receive your refund via Travel Credit.
- The value of your Travel Credit will be equal to the amount shown in the proposal accepted by you and confirmed in the email you will receive with all the voucher's details .
- The Travel Credit will be valid for the time period shown in the proposal accepted by you and confirmed in the email you will receive with all the voucher's details.
- The Travel Credit may be redeemed to reserve a new flight/train ticket and/or hotel accommodation and/or a flight + hotel package, excludes those tickets offered and paid to third parties through the lastminute.com Group's website. There will not be any limits placed on the date of travel/stay, route, airline, or hotel location.
- The Travel Credit may be used immediately to make a new reservation from any website belonging to the lastminute.com Group
- If you will change your mind, you can request to convert it into cash, according to the timing shown in the proposal accepted by you and confirmed in the email you will receive with all the Travel Credit's details.
- In case you request to convert your Travel Credit into cash, the amount you will receive in cash will be equal to what you paid for your purchase, minus the value of handling fees (unless you have purchased an Assistance Package), agency fee and non refundable services (eg. service package, FullFlex, etc.) or any other advantage offered by choosing the travel credit option. The cash refund amount will not include any part of the booking value that was paid for with a voucher, gift card or any other promotional discount used at the time of your booking.

Once the Travel credit's period of validity expires, the proof of eligibility issued by the Company loses any legal value for the issuer, which shall cancel and deduct it from its accounting without any right of challenge of the purchaser.

If you have already used even part of the value of your Travel credit, you will not be able to request the conversion into cash.

The above-mentioned Travel credit may only be redeemed in combination with the email address used during the purchase of the service.

The travel credit can be used repeatedly until either the value is fully used, or the credit's expiration date.

The choice of option is binding, unless the client requests to change it within 24 hours of their initial acceptance.

Upon the issue of the Travel credit, the customer instructs the Company to proceed, at its own expense, with the out-of-court recovery of the credit that the customer has against the airline or train company following the cancellation of the previously purchased service. In the event of recovery by the Company of full or part of the amount due, the customer hereby assigns the recovered amounts to the Company. The customer acknowledges and agrees, however, that:

- 1) if the Travel credit has not yet been used or
 - 2) the period of use of the Travel Credit has not expired, and
 - 3) recovery of the claim requires a legal action before a Court,
- the Company may terminate this agreement by cancelling the Travel credit issued and reinstating the customer in all its rights directly before the airline or the train company for its refund.

Please note that if the takeover of the Company in the customer's rights is precluded due to the fact that the providers' refund solution is nominative (i.e. a nominative voucher), the Company will forward the provider's voucher to the customer. In case the amount of the provider's voucher is lower than the Travel credit, the Company will cover the remaining part with a voucher calculated by difference.

The relationship between the customer and the Company is disciplined by domestic law of the consumer's domicile. The parties agree that the resolution of any dispute that may arise between them as a result of these conditions and the relationship established between them shall be subject to the exclusive jurisdiction of the consumer's domicile.