

## Covid-19 refund of your flight - Voucher terms and conditions

The voucher option 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 14 rue d'Uzès 75002 Paris, France (RSC Paris n. 809 437 072. SIRET n. 809 437 072 00014), (hereinafter "the Company").

By choosing the voucher option:

- You will receive your refund via voucher.
- The value of your voucher 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 voucher 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 voucher 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 voucher may be used immediately to make a new reservation from any website belonging to the lastminute.com Group

Once the voucher'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.

The voucher cannot be converted into cash.

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

The voucher can be used repeatedly until either the value of credit is fully used, or the voucher'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 voucher, 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 voucher has not yet been used or
- 2) the period of use of the voucher 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 voucher 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 voucher, 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.