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Article 1. DEFINITIONS AND INTERPRETATION 1.1. The definitions and rules of interpretation in this Article apply in these General Conditions of Carriage:

ADDITIONAL SERVICES means any products and services purchased by You in connection with the carriage by air and which are provided by third party providers, for example car hire, hotel accommodation.

AGREED STOPPING PLACE: a landing place indicated as such on the Itinerary and in Our database, which is not considered a Place of Departure or Place of Destination.

BAGGAGE: means Your property not excluded from carriage accompanying You on Your trip as Checked Baggage, Unchecked Baggage or Personal Property.

BAGGAGE IDENTIFICATION TAG: a document issued solely for identification of Your Checked Baggage and which is placed on Your Checked Baggage. **BAGGAGE CLAIM TAG:** a document issued solely for identification of Your Checked Baggage, affixed to Your Boarding Pass.

BOARDING PASS: a document (i) issued at the check-in counter against Your reservation code or Your Itinerary and valid Travel Documents; or (ii) printed or downloaded by You or displayed on Your mobile device if You use the Wizz Air mobile application (Passbook or other application with similar function) after completing the online or mobile check-in procedure, permitting You to board the aircraft.

CALL CENTRE: customer service provided by telephone, the current telephone numbers of which can be found on the Website.

CANCELLATION FEE: the fee payable by You if You cancel a reservation, as provided for in article 6.5.1 and in the amount specified on the Website at the time of the conclusion of the Contract.

CHARTER AGREEMENT: a contract for charter carriage concluded in accordance with these General Conditions of Carriage.

CHECKED BAGGAGE: Your Baggage We take over for the purpose of carriage, and for which We have issued a Baggage Identification Tag and a Baggage Claim Tag at the time of take over.

CHECK-IN DEADLINE: the time limit specified in these General Conditions of Carriage by which You must have completed check-in formalities and received Your Boarding Pass.

CONDITIONS OF CONTRACT: terms contained in Your Itinerary, these General Conditions of Carriage and the Privacy Policy.

CONNECTING FLIGHTS: two or more Wizz Air flight segments per direction booked in the same reservation.

CONTRACT (FOR CARRIAGE BY AIR): the contract for carriage by air of Passengers and Baggage concluded between You and Wizz Air in accordance with the Conditions of Contract, based on which We carry You and Your Baggage from the Place of Departure to the Place of Destination. The Contract is represented by the Itinerary and the Baggage Identification Tag.

The Convention for the Unification of Certain Rules for International Carriage by Air, signed at Montreal, 28 May 1999.

- The Guadalajara Supplementary Convention (1961);
- The Warsaw Convention as amended at The Hague and by Additional Protocol No. 4 of Montreal (1975);
- The Warsaw Convention as amended at the Hague and by Additional Protocol No.2 of Montreal (1975);
- The Warsaw Convention as amended by Additional Protocol No.1 of Montreal (1975);
- The Warsaw Convention as amended at the Hague on 28 September 1955;
- The Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, 12 October 1929 (hereinafter referred to as the Warsaw Convention);
- **CONVENTION:** means whichever of the following instruments is applicable to the contract of carriage:

COUNTRIES AFFECTED BY CARRIAGE: those countries in which the Place of Departure, the Place of Destination and any Agreed Stopping Place are located.

CREW: authorised personnel performing duties on board an aircraft such as pilots, flight attendants, technical and security staff.

DAY(S): calendar days, including all seven days of the week, provided that, for the purpose of notification, the day on which notice is dispatched shall not be counted in the deadline.

EEA: European Economic Area, including its member states.

EU: European Union, including its member states.

EXTRAORDINARY CIRCUMSTANCES: causes and / or circumstances outside the reasonable control of Wizz Air which could not have been avoided even if all reasonable measures had been taken, such as but not limited to acts of God; political instability; meteorological conditions incompatible with the operation of the flight concerned; security risks, strikes; unexpected flight safety shortcomings and air traffic management decisions which, in relation to a particular aircraft on a particular day give rise to a long delay or the cancellation of one or more flights by that aircraft.

FARE: price of the carriage by air from the Place of Departure to the Place of Destination. The Fare includes taxes and charges (including airport charges and governmental taxes as well) and the available lowest amount of Fees for Other Services unavoidable for the purpose of reservation.

FEES FOR OTHER SERVICES/SERVICE FEES: the fees payable for various services in connection with the carriage by air, as set out on the Website except the Seat Protection Fee, the Cancellation Fee, the Wizz Discount Club fee and the fee payable for Additional Services.

GENERAL CONDITIONS OF CARRIAGE: the provisions applicable to the carriage by air of Passengers and Baggage performed by Wizz Air as set out in these General Conditions of Carriage.

GOVERNING LAW: the laws of England and Wales as in force from time to time.

IATA: International Air Transport Association.

INFANT: a child whose age is under two, but who is not less than two weeks old on the date of travel.

ITINERARY: (i) the document issued to Passengers following full payment of the Total Fare to Wizz Air or (ii) in case of any changes in the reservation by the Passenger, the document issued to the Passenger as the acceptance of such changes by Wizz Air. The Itinerary contains the Passenger's name and the flight details such as the Place of Departure, the Place of Destination and the Agreed Stopping Place if any, departure and arrival times; and sets out references to the Conditions of Contract and other important information. If You make Your reservation through Our Call Centre, You will be notified of a reservation code, and the Itinerary will be faxed, emailed or mailed to You, in accordance with these General Conditions of Carriage.

LIMITED RELEASE TAG: the document declaring Our limited liability for Checked Baggage that is in any way damaged or not of appropriate size or condition, or contains fragile items accepted by us for carriage and issued at the time of take-over of such Baggage. The tag records the above mentioned deficiencies and characteristics.

MISSED FLIGHT FEE: means the fee payable in certain cases described in Article 9.16 if You miss Your flight and wish to transfer to another flight operated by Us. The amount of the fee is defined on the Website.

PASSENGER, YOU, YOUR or YOURSELF: the person named as the passenger in the Itinerary carried or to be carried in an aircraft with Our consent.

PASSENGER WITH REDUCED MOBILITY OR REQUIRING SPECIAL ASSISTANCE: means any passenger whose mobility is reduced due to physical incapacity (sensory or locomotory), intellectual impairment, age, illness, or any other cause of disability when using transport and whose situation needs special attention.

PERSONAL PROPERTY (IES): means those items listed in paragraph 14.1.4 of these General Conditions of Carriage that You may take on board, in addition to Hand Baggage, free of charge.

PLACE OF DEPARTURE: the airport indicated on the Itinerary and in Our database as the starting point of the carriage by air.

PLACE OF DESTINATION: the destination airport of the carriage by air indicated as such on the Itinerary and in Our database.

PRIVACY POLICY: policy on Our Website regulating the handling of personal data provided by You or the Reserver to Wizz Air.

REGULATION 261: Regulation (EC) No. 261/2004 of the European Parliament and Council, as amended or supplemented from time to time.

RESERVER means the individual having full legal or contractual capacity or a legal entity who acts as agent for the Passenger and makes the booking in his/her own name and on his/her own behalf and/or in other Passenger's names and on their behalf, and who undertakes the obligations set out in Clauses 6.1.4 – 6.1.7. Reserver includes also any individual or company paying to us the Total Fare as stated in the Itinerary of a Passenger and travel agencies.

SCHEDULE: the arrival and departure times of individual flights as determined by Wizz Air and published on the Website.

SDR: Special Drawing Right as defined by the International Monetary Fund. (The current value of this currency unit can be found on the IMF Website – www.imf.org – and in the financial pages of major newspapers.)

SEAT PROTECTION FEE: the fee payable by You in the amount set out on the Website at the time of the conclusion of the Contract if Wizz Air exercises its right to cancel Your reservation in accordance with these General Conditions of Carriage; or You cancel the reservation as set out in clause 6.5.2.

SERVICE PROVIDER: means a third party provider offering Additional Services.

TARIFFS: rules and conditions available on the Website regarding the Total Fare and the conditions, fees and charges for various services provided by Us; and other regulations of Wizz Air. Further information about Our Tariffs can be found on Our Website on the link <https://wizzair.com/en-gb/information-and-services/prices-discounts/all-services-fees#/>.

TOTAL FARE: the price payable for all services provided to You by Wizz Air, which includes the Fare for the carriage by air, taxes, charges and the Fees for Other Services and fee for Additional Services (if any).

TRAVEL DOCUMENTS: documents required by the Countries Affected by Carriage for crossing the border, transiting and/or staying in the given state.

UNCHECKED BAGGAGE /HAND BAGGAGE: Your Baggage other than Checked Baggage in accordance to these General Conditions of Carriage that remains in Your custody for the whole duration of the journey.

WEBSITE: wizzair.com

WE, OUR, OURSELVES, US, Wizz Air: refers to Wizz Air UK Ltd. and its employees, servants and agents.

1.2. Article headings and titles are only for convenience and shall not affect the interpretation of these General Conditions of Carriage. 1.3. Any phrase introduced by the terms 'including', 'include', 'in particular' or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms. Article 2. APPLICABILITY 2.1. General Provisions 2.2.1 The provisions of these General Conditions of Carriage form part of the Contract as in effect on the date of issue of the Itinerary and apply to the Contract if Wizz Air is indicated in Your Itinerary as the carrier.

2.2.2 In addition to these applicable General Conditions of Carriage, each Service Provider will have its own applicable terms and conditions, which govern its products. Please ensure that You have read both these General Conditions of Carriage and the terms and conditions for any Additional Services supplied by the relevant Service Provider, before You complete Your transaction with Us or the Service Provider (respectively). 2.2. Charter Carriage 2.2.1. If carriage is performed pursuant to a Charter Agreement, these General Conditions of Carriage apply only to the extent or with the amendments as set out in the charter ticket or the charter regulation in Article 19. 2.3. Legal Inconsistency In case any provision of these General Conditions of Carriage is inconsistent with the mandatory provisions of any applicable law, the applicable law will apply. The other provisions of these General Conditions of Carriage shall nevertheless remain valid. 2.4. General Conditions of Carriage Prevail over Wizz Air Policies Except as otherwise provided in these General Conditions of Carriage, in the event of inconsistency between the General Conditions of Carriage and other policies We may have dealing with particular subjects, these General Conditions of Carriage shall prevail. 2.5. Conditions of Additional Services If You purchase Additional Services in the course of booking or add Additional Services to Your reservation after the completion of Your booking, then the contract for any Additional Services is concluded between You and the respective Service Provider and We shall have no liability to You in relation to the provision of those Additional Services. The price for any Additional Services is offered by the relevant Service Provider. If You accept any quote and payment is effected through the Website, then Your acceptance of the quote authorises Us to make full payment of the cost to the relevant Service Provider on Your behalf (if applicable). In some cases the fee for Additional Services is payable by You directly to the Service Provider. Article 3. TARIFFS AND ADDITIONAL SERVICES 3.1. We reserve the right to amend Our Tariffs. Upon request You will be provided with information on Our Tariffs in Our Call Centre. 3.2. Our employees, servants and agents are obliged to comply with Our Tariffs. 3.3. The Tariffs as in effect at the time of purchase of the given service shall apply to that purchase. 3.4. IF YOU MAKE A RESERVATION AND/OR PURCHASE ANY OF THE SERVICES IN CONNECTION WITH THE CARRIAGE BY AIR AS SET OUT ON THE WEBSITE, AT OUR TICKETING AGENT AT THE AIRPORT, YOU MAY BE REQUIRED TO PAY AN ADDITIONAL FEE TO OUR AGENT, IN ADDITION TO THE RELEVANT SERVICE FEE. INFORMATION ABOUT ANY ADDITIONAL FEES CHARGED BY OUR AGENT IS AVAILABLE AT THE AGENT AT THE AIRPORT. Article 4. SCHEDULE THE TIMES OF DEPARTURE AND ARRIVAL SHOWN IN OUR SCHEDULE AND ELSEWHERE ARE NOT GUARANTEED AND THEY DO NOT FORM PART OF YOUR CONTRACT OF CARRIAGE WITH US. WE RESERVE THE RIGHT TO CHANGE THEM. SUCH CHANGE IS ALWAYS SUBJECT TO Article 15. Article 5. CONTRACT FOR CARRIAGE BY AIR 5.1. Conclusion of the Contract for Carriage by Air and its Content The Contract for Carriage is concluded upon payment of the Total Fare and issue of the Itinerary by Us. The Conditions of Contract apply to the Contract for Carriage by Air concluded between You and Us. 5.2. Itinerary 5.2.1. The Itinerary (in the case of carriage of Baggage, the Baggage Identification Tag) certifies the conclusion of the Contract for Carriage by Air between You and Us and no separate ticket will be issued. 5.2.2. We will carry only the person(s) (i.e. Passenger(s)) named in the Itinerary. If You do not hold an Itinerary when You are checking in, You must provide Your reservation code. You will be required to show valid Travel Document(s) upon checking in. 5.2.3. If You make any changes in Your reservation as permitted in these General Conditions of Carriage, We will issue a new Itinerary to You as an acceptance of Your changes. In such case the newly issued Itinerary will be part of the Contract for

Carriage as of its issuance. 5.2.4. You may request the substitution (re-sending) of Your Itinerary or Your reservation code by calling Our Call Centre. Wizz Air may charge You a fee for this service. Article 6. RESERVATION AND SEATING 6.1. Reservation 6.1.1. You can make a reservation through the Website, the Wizz Air mobile application or Our Call Centre or at the airport sales desk (if applicable). 6.1.2. Reservation will not be final without payment of the Total Fare at the time of reservation, unless otherwise set out herein. 6.1.3. You are required to provide Us with appropriate contact information at which You shall be contactable at any time (telephone number/mobile telephone number and email address). It is Your responsibility to ensure that the email address provided is accurate and You have access to and regularly check the email address provided. It is Your responsibility to ensure that the telephone numbers provided are accurate, together with the country and area code and that You are reachable on at least one of the telephone numbers provided in Your reservation at all times. Wizz Air shall not be liable for any damages arising from Your failure to comply with the above requirements. 6.1.4. If the Reserver is not a Passenger or he is making a booking for accompanying Passengers as well then the Reserver is deemed to accept these General Conditions for Carriage on behalf of the Passenger(s) or accompanying Passenger(s) named in the reservation. 6.1.5. Furthermore, if the Reserver is not a Passenger and his/her contact details are provided in Your booking You agree that the Reserver: (a) shall be responsible for receiving and relaying any and all communications/correspondence (including changes, amendments and cancellations) from Us or Our Service Providers concerning the booking to all Passengers named in the booking; and (b) shall inform the Passengers of any notifications sent by Wizz Air to the Reserver that affect the reservation. In addition You acknowledge that, if You do not instruct Us otherwise, We assume that the Reserver has the consent of each Passenger to receive any refund and, where applicable, incidental expenses or compensation due and payable under the booking. 6.1.6. By accepting these General Conditions of Carriage the Reserver is deemed to accept and agree that any personal data has been given to Us for the purposes expressed in the Privacy Policy and, in providing Us with their contact details as the Reserver and/or in providing the Reserver with the authority to act on Your behalf, You consent to Our use of these contact details in all later correspondence, between the Reserver and Us or Our Service Provider. Please ensure that the contact details of the Reserver are provided to Us with the consent of the Reserver and that they are correct, and advise Us immediately if those details change.

6.1.7. When a reservation is made by a third party (including booking systems), the third party (e.g. travel agent) will act as the Reserver. It is the Reserver's obligation to provide You with all information relevant to Your reservation (including but not limited to the components of the Total Fare and the respective amounts). 6.1.8. You are required to provide Us with Your full name as it is included in Your Travel Document to be used when travelling. If You fail to do so when booking or within 2 hours from the booking via Our Call Centre, You will be required to pay a name change fee, the amount of which is available on the Website and in Our Call Centre. If You have a confirmed booking, You may correct up to three characters in your first or last name free of charge, provided that You make the correction up to three hours prior to the scheduled time of departure of Your flight. 6.2. Reservation Requirements 6.2.1. If You require special assistance (including, but not limited to the carriage of a recognized assistance dog), You are required to inform Us about Your physical disability or reduced mobility and the type of mobility or other aid You wish to transport or You need, or any changes thereof, 48 hours before the scheduled time of departure of Your flight either by calling our Call Center on the dedicated phone numbers or by using the dedicated email address. For the phone number and the email address, please visit the Website. 6.2.2. AS WE ARE UNABLE TO VERIFY YOUR STATE OF HEALTH, IF YOU HAVE ANY SERIOUS OR CONTAGIOUS DISEASE, OR ANY OTHER CONDITION REQUIRING MEDICAL CARE IT IS YOUR RESPONSIBILITY TO OBTAIN MEDICAL ADVICE ON WHETHER YOU ARE FIT TO TRAVEL BY AIR SAFELY. IN ACCORDANCE WITH THE PROVISIONS OF THESE GENERAL CONDITIONS OF CARRIAGE, WE WILL NOT BE

LIABLE FOR ANY ACCIDENTS, DETERIORATION OF HEALTH CONDITIONS SUFFERED BY YOU OR FOR YOUR DEATH DURING TRAVEL BY AIR WHICH ARE DUE TO NOT SEEKING OR NOT FOLLOWING MEDICAL ADVICE. 6.2.3. We reserve the right to require a medical certificate confirming Your fitness to travel by air, containing explicit medical approval for Your carriage by air, in any of the cases mentioned in paragraph 6.2.1 and in any case where We have reasonable doubt that You can complete the flight safely, without requiring extraordinary medical assistance during the flight. We may require qualified medical or nursing escort if necessary. The medical certificate must be issued within 6 days of the flight date. 6.2.4. Should You fail to meet the requirements set out in Articles 6.2.1, 6.2.2 and 6.2.3, We will cancel Your reservation and carriage and refund the Fare after deduction of the Fee for Other Services and the Seat Protection Fee. 6.2.5. In case We are unable to provide the conditions set out in Your medical certificate on the aircraft We operate according to the Schedule, We will cancel Your reservation and carriage and refund the Fare. 6.2.6. Should You wish to carry special Baggage or items of conditional carriage as specified in Article 14.4, You shall inform Our Call Centre accordingly (see Article 14.4). For further information please visit Our Website. 6.3. Seating 6.3.1. Wizz Air operates an allocated seating system. When you check in (either online, via the mobile app or at the airport), a seat is selected for You free of charge. 6.3.2. If you have any preference, subject to availability, You may select a seat by paying the applicable fee a) when you are making a booking, or b) if You have completed Your reservation online or through Wizz Air mobile application; or c) at the airport up to 3 hours before the Scheduled time of departure. Please note that after checking in, You may only upgrade the pre-selected seat to certain seats located in the front rows or the overwing exit rows. 6.3.3. For the purpose of these General Conditions of Carriage the fee payable for seat selection is considered as a Fee for Other Services. 6.3.4. Change in selected seat 6.3.4.1. Once You have been boarded You may be requested for operational or safety reasons to change Your allocated seat. In that case please follow the instructions of the cabin crew in this regard. Should We need to amend Your purchased seat selection, then You will be entitled to the refund of the fee You have paid for the selected seat. 6.3.5. In case You require special assistance with boarding and seating please refer to Article 6.2.1. If during booking You indicated reduced mobility You can select online check-in, however You cannot print Your Boarding Pass. If You have selected online check-in, please contact our Call Center for seat-allocation by calling the local phone number dedicated to requests for special assistance or sending your enquiry to the e-mail address dedicated to requests for special assistance (for the phone numbers and the dedicated email address, please check our Website). After such seat allocation You can print Your Boarding Pass. If You have selected online check-in and You have checked-in but You fail to contact our Call Center to have Your seat allocated, You must present at the check-in counter at the airport where a seat will be allocated to You, and your Boarding Pass will be printed free of charge (please refer to Article 9). 6.3.6. Seating exceptions 6.3.6.1. For safety reasons, there are some seats that are not suitable for all passengers. These are located in the front row of the aircraft, at the overwing exits, and in the last row. For instance if You travel with a child You cannot select seats in the front row or the overwing exit row. 6.3.7. Cancellation or changes of the reservations by the Passenger 6.3.7.1. If You wish to make any changes in Your reservation as set out in Article 6.4 or cancel Your booking as set out in Article 6.5, the fees paid by You for allocated seating will not be refunded and Article 6.4 or 6.5 applies (respectively). 6.3.8. Modification by Wizz Air 6.3.8.1. In case (i) Wizz Air changes the route or scheduled flight times/dates included in Your Itinerary in accordance with Article 15.1; or (ii) Your flight is cancelled by Wizz Air or delayed for more than 5 hours, and You have purchased a seat in relation to the booking; and due to such event You select a) the cancellation of Your booking, the fee You have paid for a selected seat will be refunded to You; b) re-routing of Your flight, We will either migrate the selected seat to the re-booked flight or allocate You another seat. In the latter case the full value of the fee You have paid for the selected seat will be available for You for selecting and purchasing a seat on the rebooked flight instead of the one which has been pre-allocated to You on the rerouted flight; or We will

refund You the amount You have paid for the selected seat upon Your request. In the latter case, please contact our Call Center. 6.4. Changes of Reservation by the Passenger 6.4.1. The reservation as in the Itinerary may not be transferred or modified other than as set out below. 6.4.2. Should You wish to change the flight times or route set out in Your Itinerary, You must make the changes either through the Website or through Our Call Centre up to 3 hours before the scheduled time of departure of Your first sector in Your reservation. If Your reservation includes more than one sector, You are not allowed to change the route after starting Your first sector. If You booked a return flight, the change of the route must be made in both sectors (i.e. if the Place of Departure or the Place of Destination is changed in one sector it has to be changed in the other sector respectively).

9.2. You must prove Your identity, present Your reservation code and valid Travel Documents as required under Article 11 upon check-in. Should You fail to do so, We will refuse Your carriage, cancel Your reservation and, upon Your request to Us, refund the amount of the Total Fare after deducting the amounts of the Fee For Other Services and the Seat Protection Fee. 9.3. At some airports, a photograph may be taken at check-in of the Passenger for security reasons and You consent to any such photograph being taken. 9.4. If Your Itinerary is issued for two or more segments on a consecutive journey, upon arrival at each transfer airport You are required to leave the aircraft, enter the country (pass through customs clearance, border- and security control), pick up Your Checked Baggage and check-in to Your next flight according to the procedure and rules set out in these General Conditions of Carriage. 9.5. Airport check-in starts 2 hours and closes, usually, 40 minutes before the time of departure according to the Schedule at the airport of the Place of Departure. At certain airports, details of which may be obtained on Our Website or from Our Call Centre, check-in closes 60 minutes before the time of departure according to the Schedule. 9.6. Online check-in and check in via Wizz Air mobile application is available on certain routes. If online check-in is available, You must choose when making Your reservation whether You will check-in online or at the airport. If You select airport check-in, We will charge a non-refundable handling fee, payable at the time of the reservation. If, at the time of reservation, You have selected online check-in, You may later decide to check in at the airport, but in such case You will be charged a handling fee, payable at the airport. The amount of such airport handling fees are available on the Website or from the Call Centre. 9.7. Unless agreed otherwise by Us, if You have a one-way flight and You have selected to use online check-in for Your flight, You can check-in online from 48 hours up to 3 hours before the Scheduled flight departure time. Unless agreed otherwise by Us, if you have booked an outbound and return flight in the same booking and You have selected to use online check-in for Your flights, you can check-in online – for your outbound flight from 48 hours up to 3 hours before the Scheduled flight departure time of your outbound flight; and – for your return (inbound) flight from 15 days up to 3 hours before the Scheduled flight departure time of your return flight, but in any case only after you have checked in for your outbound flight. Online checkin is available via the Website or the Wizz Air mobile application. 9.8. If you checked-in online on the Website, You must print or download the Boarding Pass no later than 2 hours prior to the departure time according to the Schedule. If you checked- in via the Wizz Air mobile application, You shall download the mobile Boarding Pass in Your mobile device's passbook or other application with similar functionalities no later than 2 hours prior to the departure time according to the Schedule. In both cases You must present the printed or downloaded Boarding Pass together with Your valid Travel Documents used during online checkin at airport security and at the boarding gate. 9.9. If You have checked in online or via the Wizz Air application, and You have Checked Baggage, You must present together with Your baggage at the baggage drop desk not later than 40 minutes before the Scheduled Departure Time of the flight, if not specified otherwise. At some airports the check-in desks function as baggage drop desks as well. 9.10. If You failed to download Your mobile Boarding Pass or print the Boarding Pass (in case of online check-in),

or You cannot present the Boarding Pass at the boarding gate for any other reason, You may check-in at the airport subject to payment of the airport check-in fee.

9.11. You must be present at the boarding gate ready for boarding no later than 30 minutes before the Scheduled Departure Time of the flight. If You cannot present at the boarding gate Your Boarding Pass and/or the same Travel Documents used at the check-in, We may refuse the carriage. 9.12. If You have already checked-in online or through the Wizz Air mobile application: (i) changes to Your name, flight date, flight time and the route can be made up to 4 hours before the Scheduled flight departure time (subject, if applicable, to the payment of any change fees as detailed on Our Website or available from Our Call Centre); (ii) extra services may be added online or through Wizz Air mobile application at the appropriate service fee upto 3 hours before the Scheduled time of departure. If they are added at the airport, the service fee applicable to airport purchase is payable. Information on the services available for purchase after check-in and their fees is available on the Website, at the Call Centre or from Your travel agent. (iii) if You add extra services after You check-in online or through the mobile application, You must reprint the Boarding Pass or download the mobile Boarding Pass again (respectively) showing the extra services and present it together with Your valid Travel Documents at airport security and the boarding gate. 9.13. Children under the age of 14 must be (a) checked-in (whether online or through the mobile application) and (b) accompanied, in each case by a Passenger above 16 years of age. In some countries the regulations regarding the travel of minors may be stricter than the above and in this case those regulations apply. 9.14. Notwithstanding the provisions of Article 9.7, if You check-in online or through the mobile application but are not an EU/EEA citizen, You must present Yourself at the check-in desk at least 40 minutes prior to the flight departure time according to the Schedule with Your Travel Documents and have Your Boarding Pass verified there. If You fail to present a verified Boarding Pass at the boarding gate, We may refuse carriage. 9.15. When travelling to certain Places of Destination You must provide information about Your Travel Documents online through Our Website in order to comply with local security regulations, not later than 4 hours before the scheduled flight departure time according to the Schedule. Should You fail to do so, We may refuse Your carriage. 9.16. Missed flight 9.16.1. If You missed Your flight, You may transfer onto Our next available flight to Your Place of Destination, provided that: (i) You are at the Place of Departure and request such transfer from Our ticketing agent at the airport within 30 minutes after the scheduled time of departure of Your original flight, according to the Schedule; and (ii) if You checked-in on the Website or by using the Wizz Air mobile application, – You missed the Check-in Deadline with Your baggage if You have Checked Baggage or – You missed the boarding time at the gate; or (iii) if You selected airport check-in, You presented Yourself at the Place of Departure but missed the Check-in Deadline; and (iv) You have paid the Missed Flight Fee at the airport to Our ticketing agent. 9.16.2. If You transfer your original flight as described in this Article 9.16 and You have selected airport check-in for Your rebooked flight, We will charge a non-refundable handling fee, payable at the time of the rebooking in addition to the Missed Flight Fee. 9.16.3. If You selected airport check-in and checked-in on time but You missed the boarding time at the gate, then You must make a new booking. Rebooking under this Article 9.16 is not permitted in such cases.

9.16.4. If You rebook Your flight in accordance with this Article 9.16, then Article 9.1 will not apply and the Total Fare of Your original flight will not be refunded. Article 10. CUSTOMS CLEARANCE AND SECURITY CONTROL 10.1 You must complete all immigration or other security formalities and customs clearance required for Your flight. If You fail to comply with such requirements, We will refuse Your carriage, cancel Your reservation and upon Your request to Us, refund the Total Fare after deducting the amounts of the Fee for Other Services and the Seat Protection Fee. 10.2 You must submit Yourself to the security checks carried out by governmental or airport authorities of the Countries Affected by Carriage, by the operator of the airport and by the carrier. 10.3 If the law of the Countries Affected by Carriage so

requires, You must be present at the inspection of Your Baggage carried out by the customs authorities or other authority officials. 10.4 To the extent permitted by law, We disclaim all liability for damages arising from inspections set out in this Article 10 and/or Your refusal to submit Yourself or Your Baggage to such inspections.

Article 11. TRAVEL DOCUMENTS

11.1 You must have all necessary entry, exit, medical and other documents required by the Countries Affected by Carriage and to comply with the relevant rules and regulations of the Countries Affected by Carriage. The Travel Document You use for border control and boarding must be the same You used for check-in. We are not liable for the existence, propriety and validity of Your Travel Documents. If You fail to meet these requirements or should Your Travel Documents be improper or incomplete, We disclaim any and all liability for any damages arising as a result.

11.2 If You are required to hold a valid visa to enter the country of the transfer airport You must be holding one upon arrival. Should You fail to comply with this requirement, We will not be liable for any damage resulting from such failure.

11.3 Should We be obliged to pay any fines, penalties or should any expenditure incur to Us due to Your failure to comply with the rules mentioned in Article 11.1-11.2, You shall reimburse these costs to Us upon Our request. You shall also bear the costs of the transportation from the state that does not permit entry. We will not reimburse You the proportion of the Fare that relates to the carriage to the state not permitting Your entry.

11.4 We are not responsible for refusing Your carriage if We reasonably believe that the applicable law and regulations do not permit Your carriage.

Article 12. REFUSAL OF CARRIAGE

12.1 In addition to any other circumstances set out in other articles of these General Conditions of Carriage, We reserve the right to refuse the carriage of You and/or Your Baggage, especially if:

- a. We reasonably believe that the refusal of the carriage is necessary for security reasons (e.g. You are intoxicated);
- b. We reasonably believe that the carriage may endanger the life, health, physical integrity and comfort of You and/or those on board;
- c. We reasonably believe that Your age, mental or physical state may endanger You and/or those on board or the property thereof;
- d. You violated the code of conduct on a previous flight and We reasonably believe that You will repeat this behavior;
- e. We have previously notified You that We would not at any time carry You on Our flights;
- f. We could have also refused Your reservation;
- g. You refused to go through immigration and/or customs formalities;
- h. You refused to submit Yourself or Your Baggage to the security check;
- i. You have not paid the applicable Fare, taxes, charges, or Fees for Other Services;
- j. You owe Us any money in respect of a flight(s);
- k. We reasonably believe that the refusal of the carriage is necessary to comply with the rules and regulations of any of the Countries Affected by Carriage;
- l. You do not hold a valid Boarding Pass or valid Travel Documents (including the destruction of such documents in the course of carriage) or cannot present at boarding the Travel Documents used at online check-in or if You are not EU/EEA citizen and used online check-in, You fail to present a Boarding Pass stamped at the check-in desk;
- m. You do not meet or We reasonably believe that You do not meet the entry requirements of the country of the Agreed Stopping Place or the Place of Destination (including failure to provide information about Your Travel Documents not later than 4 hours prior to the scheduled flight departure time through Our Website when travelling to Place of Destinations where it is compulsory);
- n. You attempt to enter a country through which You may only be in transit;
- o. You refuse to hand over Your Travel Documents to Us or to the competent authorities – against a certificate of receipt – when demanded;
- p. You cannot prove that You are the person named in the reservation; especially if the name in the reservation is not identical to the name in the Travel Document You provide at the airport.
- q. You failed to inform Us about Your special needs or about Your intention to carry a special Baggage or item of conditional carriage;
- r. You need special support that We are unable to provide or would incur disproportionately high expenditure.

12.2 Should Your behaviour be likely to constitute a reasonable suspicion of a misdemeanour or a crime, or You smoke on board, We shall initiate legal procedure with the competent authorities. We also reserve the right to refuse any further carriage of You and Your Baggage and cancel Your reservation(s).

12.3 Should We, in the reasonable exercise of Our discretion, refuse Your carriage or cancel Your reservation on the basis of this Article or

Article 13.3.4 or 13.3.6, We will, if requested by You via the Call Centre, refund the Total Fare after deducting the amounts of the Fee for Other Services and the Seat Protection Fee. We will not be liable for any loss or damage incurred due to any such refusal of carriage. 12.4 In some countries the regulations regarding the refusal of carriage may be stricter than the above and in this case those regulations apply. Article 13. SPECIAL RULES APPLYING TO CARRIAGE BY AIR OF PASSENGERS 13.1 Carriage of Passengers with special needs 13.1.1. Should You have any special needs, You must inform Us (see Article 6.2). 13.1.2. Acceptance for carriage of passengers with disabilities or reduced mobility, infants, unaccompanied children, incapacitated persons, pregnant women, persons with illness or other people requiring special assistance is subject to prior arrangement with Us, subject to these General Conditions of Carriage, safety regulations and any other applicable laws. 13.1.3. Pregnant women may not travel on Our flights after the 34th week of pregnancy. In case of twin pregnancy, the relevant time limit is the 32nd week of pregnancy. Women who are over their 28th week of pregnancy may only travel on Our flights if they provide Us with a medical certificate confirming their fitness to travel by air. We will only be liable in accordance with these General Conditions of Carriage for any health problems to pregnant women and/or their unborn child that may occur during or as a result of carriage by air. The medical certificate must be issued within 6 days of the flight date. 13.1.4. We do not accept Passengers on stretchers. 13.1.5. Portable Oxygen concentrators (POCs) that do not contain compressed gas or liquid oxygen can be taken on board, subject to providing evidence on the nature of the equipment. Such POCs include the Continuous Positive Airway Pressure (CPAP) containing a ventilation device that blows a gentle stream of air into the nose to keep the airway open; but it does not contain oxygen. These devices are excluded from Our Unchecked Baggage policy and can be taken on board as an additional item. If You carry such device on board, please contact our Call Center at least 48 hours prior to the Scheduled departure of Your flight. For more information please visit Our Website. 13.1.6. Breathing aids that contain compressed gas or liquid oxygen cannot be taken onboard. 13.1.7. We do not accept passengers travelling with their own oxygen but we will provide medical oxygen to those passengers who have requested such special assistance during the flight. If You need such assistance please contact our Call Centre at least 48 hours prior to the scheduled departure of the flight to arrange this service. For more information please visit Our Website or contact Our Call Center. 13.2 Carriage of Infants and persons under the age of 14 13.2.1. Infants under the age of 2 can travel on their parents' lap. Only one Infant is allowed to travel with each adult. A maximum of 18 Infants can be carried on board the same aircraft for safety reasons. The fees charged for carriage of Infants are available on the Website or from Our Call Centre. 13.2.2. If Your reservation is for return travel and the Infant turns two years old before the date of the return sector, a separate reservation must be made for the return travel, as the child will no longer be considered to be an Infant. 13.2.3. Children under the age of 14 must be accompanied by a person at least 16 years old. We do not accept unaccompanied persons under the age of 14. One person above the age of 16 is allowed to accompany a maximum of 10 persons under the age of 14. In some countries the regulations regarding the travel of minors may be stricter than the above, in which case those regulations will apply. 13.3 Conduct On Board 13.3.1 You must comply with the instructions of the Crew at all times during the carriage. 13.3.2 For safety reasons, We may forbid or limit the use of electronic equipment, including but not limited to, cellular phones, laptop computers, portable recorders, portable radios, CD players, electronic games or transmitting devices, radio controlled toys and walkie-talkies on board the aircraft. Operation of hearing aids and pacemakers is permitted, while other portable electronic devices can be operated in flight mode only. 13.3.3 For safety reasons You are only allowed to consume alcoholic beverages purchased on board. 13.3.4 Should You a) in the Crew's reasonable judgment, endanger with Your behaviour the security or safety of the aircraft or those on board and their property; b) abuse the Crew members verbally or physically or hinder them in carrying out their duties; c) fail to comply with the instructions of the Crew (including warnings on the consumption of alcohol, drugs, smoking and on the use of electronic equipment); d)

cause discomfort or inconvenience, damage or injury to those on board, we have the right to enforce any and all measures, including coercion, that are deemed necessary to prevent or to stop such behaviour, and You shall indemnify Us for any damage or cost arising out of Your behaviour. We reserve the right to enforce such claim in a lawsuit and to refuse any further carriage of You and Your Baggage and cancel Your reservation(s).

13.3.5 In other respects, the provisions of the Tokyo Convention on Offences and Certain Other Acts Committed on Board Aircraft, signed on 14 September 1963, the Civil Aviation Act 1982 and other governing laws may apply to all acts committed on board.

13.3.6 Smoking of any kind, including e-cigarettes, is prohibited on board Our aircraft. Any attempt of smoking may result in severe criminal consequences being brought against you and damages caused will be claimed against You by Us. Furthermore in such cases We reserve the to refuse any further carriage of You and Your Baggage and cancel Your reservation(s).

13.4 Catering and Other Services

13.4.1 We may offer drinks and light snacks for sale on Our flights.

13.4.2 In case of a transportation to be performed by several carriers, We are only liable (in accordance with these General Conditions of Carriage) for the segment of the transportation performed by Us.

Article 14. BAGGAGE

14.1 Types of Baggage, Free Baggage Allowance

14.1.1. For health and safety reasons the weight of one piece of Checked Baggage must not exceed 32 kilograms per piece. The maximum dimensions for one piece of Checked Baggage are: 149.9 x 119.4 x 171.5 cm. We reserve the right to limit the number of items of Checked Baggage per passenger. If such restrictions are in force, they are available on the Website or from Our Call Centre. We will refuse the carriage of Checked Baggage above any such limit as set out in this Article 14.1.

14.1.2. WE WILL CHARGE A HANDLING FEE FOR EACH PIECE OF CHECKED BAGGAGE. THE AMOUNT OF SUCH FEE IS AVAILABLE ON THE WEBSITE OR FROM OUR CALL CENTRE. IF THE TOTAL WEIGHT OF YOUR CHECKED BAGGAGE EXCEEDS THE CHECKED BAGGAGE ALLOWANCE YOU SELECTED, WE WILL CHARGE AN EXCESS FEE FOR EACH KILOGRAM EXCESS AT THE RATE PREVAILING ON THE DAY OF TRAVEL. AMOUNT OF SUCH FEE IS AVAILABLE ON THE WEBSITE OR FROM OUR CALL CENTRE. WE WILL REFUSE THE CARRIAGE OF CHECKED BAGGAGE IF THE APPROPRIATE HANDLING OR EXCESS FEE WAS NOT PAID.

14.1.3. YOU MAY CARRY ONLY ONE PIECE OF HAND BAGGAGE PER PASSENGER, WHICH MUST COMPLY WITH THE FOLLOWING SIZE AND WEIGHT LIMITATIONS: THE SIZE OF THE BAGGAGE SHALL NOT EXCEED 55X40X23 CM (HANDLES AND WHEELS EXCLUDED (BUT MAX 5CM EXTRA WHEELS)) AND THE MAXIMUM ACCEPTABLE WEIGHT FOR ONE SINGLE PIECE OF HAND BAGGAGE IS 10 KG. IF THE SIZE OR WEIGHT OF YOUR BAGGAGE EXCEEDS THE ABOVE LIMITATIONS, WE WILL CARRY IT AS CHECKED BAGGAGE SUBJECT TO THE PAYMENT OF THE CHARGE SPECIFIED IN ARTICLE 14.1.1.

14.1.4. Certain Wizz Air services permit You to carry a small bag (not exceeding the dimension of 40x30x18 cm) in addition to the hand baggage described above without additional fee. The dimensions specified in this article 14.1.4 include the side pockets.

14.1.5. Due to cabin space limitation the number of Hand Baggage allowed to be carried in the cabin is limited. For more information please visit Our Website or contact Our Call Center. Any Baggage above the space limitation will be carried free of charge in the cargo compartment. Passengers having purchased certain Wizz Air services will not be asked to place their Hand Baggage in the cargo compartment, unless necessary due to operational reasons.

14.1.6. In addition to Hand Baggage You may take the following, small size Personal Properties on board without paying a separate fee: a. coat or a blanket; b. a cellular phone; c. reading material for the flight; d. for children under the age of two: food for the flight; e. duty free items bought in the airside departure lounge, after passing through the security check; f. a pair of crutches for the physically disabled; g. rear-facing infant car seat equipped with inside seat belt, if the Infant travels on a separate purchased aircraft seat, and the car seat is equipped with a latch which enables it to be securely fastened with the passenger seat belt.

14.1.7. Some airports may have further policy restrictions regarding Hand Baggage and Personal Properties and which may be more restrictive than the above. In such cases the airport's regulations prevail.

14.1.8. At certain airports the relevant fee may only be paid by using a credit or debit card. For the list of such airports You shall consult Our Website or call Our Call Center. We will inform You of the updated list of

such airports on the Website. Should We fail to update the list of such airports at the Website, We are liable for any damages arising directly from such failure as defined in these General Conditions of Carriage and the relevant laws. 14.1.9. SHOULD YOU FAIL TO PAY THE FEE APPLICABLE TO THE CHECKED BAGGAGE, WE MAY REFUSE THE CARRIAGE OF YOUR BAGGAGE. WE HEREBY EXCLUDE ALL LIABILITY FOR DAMAGES ARISING FROM SUCH REFUSAL. 14.1.10. You shall store Your Hand Baggage and other items taken on board in a way that the aisles and emergency exits are left clear, in compliance with the instructions of the Crew. 14.1.11. Prams and wheelchairs shall be checked in with other Baggage and will be carried free of charge, if the user of the equipment is travelling. 14.2 Acceptance of Baggage 14.2.1. When We accept Your Baggage for carriage as Checked Baggage, We will issue a Baggage Identification Tag and a Baggage Claim Tag for each piece of Checked Baggage. 14.2.2. Your Checked Baggage will be carried on the same aircraft as You. 14.3 Items Excluded from Carriage 14.3.1. THE FOLLOWING ITEMS ARE EXCLUDED FROM CARRIAGE (THESE MUST NOT BE PLACED IN YOUR CHECKED OR HAND BAGGAGE OR TAKEN WITH YOU AS PERSONAL PROPERTY): a. weapons and explosives including weapons of hunting or sports purposes as defined by the law of any of the Countries Affected by Carriage listed in the Itinerary; b. any item or substance that looks like a weapon or explosive; c. flammable substance (except: alcoholic beverages, hair spray, perfume, cologne); d. radioactive materials; e. condensed gas (except: CO2 used for moving artificial limb; container of inflammable gas used for self-inflating lifejacket); f. poisonous or infectious substance; g. corrosives (except: mercury in thermometers, barometer, wheelchair battery); h. security type briefcases, attaché cases or suitcases with built-in alarm devices containing lithium batteries or pyrotechnical material; i. items and materials that endanger safety of the aircraft, or the life, health, bodily integrity or property of those on board; j. any item or material that is forbidden under the rules and regulations of the Countries Affected by Carriage; k. any item that is not suitable for carriage because of its weight, size or any other characteristics; l. remains of human body; m. any items specified in the International Civil Aviation Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air and the International Air Transport Association (IATA) Dangerous Goods Regulations with certain further restrictions. For details on the restrictions please visit the Website.

SHOULD YOU ATTEMPT TO TAKE ANY OF THESE MATERIALS OR ITEMS WITH YOU, WE MAY DENY CARRIAGE OF YOUR BAGGAGE AND/OR YOU.

14.3.2. Save as otherwise provided under applicable law, IF THE CHECKED BAGGAGE CONTAINS ANY OF THE FOLLOWING ITEMS: a. cash, securities; b. jewelry, precious metal, precious and semi-precious stones; c. computer, camera, video camera, cellular phone and any other electronic or technical appliances and their accessories; d. official, business or private documents; e. travel or other identity documents; f. keys; g. liquid; h. medicine; i. perishable items. j. pieces of art and fine arts; k. items listed in paragraph 14.3.1. WE WILL NOT BE RESPONSIBLE FOR ANY DELAY, LOSS, OR DAMAGE TO SUCH ITEMS. Some airports may have further policy restrictions. In such cases the airport's regulations prevail.

14.3.3. Your Hand Baggage or Personal Property must not contain antique arms, swords, knives, scissors, blades, cutlery, darts, syringes and other sharp objects and any item which in Our opinion could be used as a weapon. 14.3.4. Your Hand Baggage or Personal Property may only contain items not excluded from carriage and only in such quantity and packaging as determined by the effective laws and safety regulations from time to time. 14.4 Items of Conditional Carriage 14.4.1. Should You wish to carry any of the items listed below, You are required to inform Us about Your intention at the time of reservation: a. fragile items, b. items unsuitable for carriage because of their size, nature or odour; c. dry cell non spillable battery operated wheelchair (only as Checked Baggage); d. other special items including but not limited to ski, snowboard, golf, diving and surf equipment, fishing outfit, horns and trophies, bicycles,

vaulting poles, musical instruments, etc. You are required to inform Us about Your intention to carry any of the above items through Our Call Centre. You are entitled to carry such items only with Our consent.

14.4.2. Should You wish to carry any item with You mentioned in Article 14.4.1 a), b) and d), You will be required to pay a fee according to the Tariffs. For details You shall consult Our Website or call Our Call Centre. 14.4.3. Should You fail to report and obtain Our consent for the carriage of the items mentioned in Article 14.4.1, We may deny the carriage of those and/or We will not be liable for any delay of and damage to such items. 14.4.4. We are not liable for damages to fragile items as a result of carriage. Baggage containing fragile items may be carried as Checked Baggage only with Limited Release Tag. 14.4.5. You will be required to pay a charge for the carriage of any sports equipment, musical instruments and certain other items which we may agree on to carry, subject to our conditions and limitations. 14.5 Animals 14.5.1. We do not carry live animals on Our flights save for the carriage of recognized assistance dogs as may be required under Regulation 1107/2006/EC or applicable law. 14.5.2. If you need to travel with a recognized assistance dog, it is Your responsibility to hold the documents set out in the regulations of the Countries Affected by Carriage and comply with the conditions of such regulations provided that You informed Us about Your intention of carriage in accordance with section 6.2.1. We carry recognized assistance dogs free of charge. For further information please visit our Website. 14.6 Right to Refuse Carriage of Your Baggage 14.6.1. In addition to Article 14.1, We will refuse carriage of items excluded from carriage in accordance with these General Conditions of Carriage, and items of conditional carriage the carriage of which has not been reported or accepted by Us in advance in line with Article 6.2.6. 14.6.2. We may refuse carriage of any item or material considered by Us to be unsuitable for carriage because of its size, shape, weight, content, character, packing, or for safety and security reasons, or the comfort of other passengers. 14.7 Right to Search Of Baggage 14.7.1. We may, for reasons of safety and security, request that You permit a search of Your clothing , or Your Baggage. If You are not present or are otherwise unavailable, Your Baggage may be searched in Your absence for the purpose of determining whether Your Baggage contains any items or materials set out in Articles 14.3 or 14.4. If You are unwilling to comply with such request, We may refuse to carry You and/or Your Baggage. Should the search cause damage to Your Baggage, We shall not be liable for such damage, to the extent permitted under the relevant legal provisions. 14.8 Delivery and Collection of Checked Baggage 14.8.1. Baggage is delivered at the airports via baggage delivery terminals and not personally. It is Your responsibility to collect Your Baggage at these terminals. We are not liable for Baggage after its delivery. We may control Your Baggage Identification Tags and Baggage Claim Tags at all times. Unclaimed Baggage in Our custody will only be handed over to a person who produces the Baggage Claim Tag matching the Baggage Identification Tag. 14.8.2. Subject to Article 14.2. You shall collect Your Checked Baggage as soon as it is made available to You. Should You fail to collect Your Baggage or Personal Properties, We will store it for 60 days and will charge You a storage fee. Following that time period, We will sell or destroy Your Baggage and Personal Properties. If We can identify You on the basis of Your Baggage or Personal Properties, We will notify You at the contact details You provided about the intention to dispose of the uncollected items and when such disposal has happened, and We shall have no further liability to You for any damages incurred. Article 15. AMENDMENT OF THE CONTRACT BY WIZZ AIR 15.1. Amendment of the Contract by Wizz Air 15.1.1. Before We accept Your reservation, We will inform You of the scheduled flight times in effect as of that time, and it will be shown on Your Itinerary as well. It is possible that We may need to change the scheduled flight time, date or route (including the Place of Departure or Place of Destination) subsequent to issuance of Your Itinerary. We will contact You to inform You of any such change via email or by telephone, at the email address or telephone number provided at the time of Your reservation. In case of a change of flight time, date or route, if You accept the changes in any form, the Contract between You and Us will be deemed amended accordingly. If You are not the owner of the

email address or telephone number registered in Your reservation, it is Your responsibility to inquire at the owner of the email address or the regular user of the telephone number provided in Your reservation about any change notifications.

15.1.2. Except as otherwise provided by the Convention or the Regulation 261, if, after You make Your reservation, but before the Scheduled departure time of Your flight, We cancel your flight or change the scheduled departure time and the change or the offered new flight is unacceptable to you, and we are unable to book you on an alternative flight which is acceptable to You, upon contacting Our Call Centre, You may choose from the following options: a) We re-book You on another flight operated by Us on the same or – if necessary – a comparable route, within 14 days before or 30 days after the scheduled date of departure of the delayed/cancelled flight, subject to availability of seats; or b) You may cancel Your reservation and request a credit on Your “customer account” in the value of 120% of the Fare You paid for the cancelled flight and 100% of the amount of the Service Fees, and 120% of the amount of the Fare and 100% of the amount of the Service Fees You paid for the return sector , if applicable; or c) You may cancel Your reservation and request the refund of the Total Fare paid for the cancelled flight and, if applicable, for the return sector (including taxes and charges). If You wish to change Your choice, You may do so according to the general rules, and by paying the relevant fee. Please note that in relation to Additional Services in case of cancellation the cancellation and refund policy of the third party provider shall apply. 15.2. Connections 15.2.1. We do not operate Connecting Flights. You bear