

Terms for issuing Bonus tickets at Aegean and Olympic Air

- 1. Any holder of a credit card participating in the Bonus Reward Programme** by Alpha Bank (hereinafter the "Holder") may redeem the points they have collected by means of using their card (hereinafter the "Card") to issue air tickets offered by Aegean Airlines (Aegean) (hereinafter "Bonus Ticket"), **and by its subsidiary Olympic Air, hereinafter: "the Companies"**, in compliance with the terms in this document, supplementing the terms of the aforementioned Programme, which are posted on the Bank's website <http://www.alphabonus.gr/files/terms.pdf>
- 2. To issue a Bonus Ticket**, the Holder must collect the required Bonus points, as provided in the applicable redemption tables, posted at the Bank's website mentioned above. This offer provides for a maximum limit of five (5) Bonus Tickets per month.
- 3.** The Ticket may only be issued for specific, scheduled, direct domestic or international flights, operated by the Companies. It is not possible to issue an open-departure or open-return ticket, and it is also not possible to combine economy with business class in the same reservation.
- 4.** There are limited **seats per flight allocated to Bonus Tickets** and their number depends on the Companies' applicable trade policy. General seat availability for a flight does not imply available seats for Bonus Tickets.
- 5.** The Companies reserve the right to limit or cancel available seats for Bonus Tickets for any flight, destination or time period, and they are not liable if it is not possible to make a booking during high season.
- 6. Bonus Tickets should be booked** at least five (5) days before the departure date of the selected flight.
- 7. The Bonus Ticket** may be issued under the Holder's name or under a third party's name, as indicated by the Holder to the Companies.
- 8. Note that Bonus Tickets** do not include taxes, airport taxes, AIA (Athens International Airport) charges, premiums, or any other additional charge or tax (hereinafter "Charges") which any Authority or Body imposes on the passengers. All Charges are incurred by the Holder and may only be charged to the Card used to redeem points when issuing the Bonus Ticket.
- 9.** If a passenger requests any amendment to the ticket details and/or cancels the ticket or is a no-show and asks for a new ticket, they will incur cash charges and restrictions, as provided in the following link: <https://en.aegeanair.com/contact/>
Through this link, the passenger may also get informed about the Companies' policy on returning Taxes-Fees-Charges when cancelling a ticket.
- 10.** When a ticket is cancelled, the redeemed points are fully reinstated only if the passenger had informed the Companies about cancelling the ticket 24 hours before the flight. If the passenger informs the Companies less than 24 hours before the flight, only half of the points are credited back to the card, while if the passenger fails to inform the Companies or is a no-show, no points are credited back. In all cases, the points are credited back to the card within three business days from cancellation. If a Bonus Ticket has been cancelled and the Holder requests to verify that their points were credited back to their card in a proper manner, the Companies may only perform such verification for Bonus Tickets that had been issued up to one year before the date of the Holder's request.
- 11.** From time to time, the Companies may launch, for a limited time, Bonus tickets offers, requiring less points than the redemption tables in force. The Companies reserve the right to withdraw such offers before their expiration date. For such Bonus Tickets, the Companies have the right to not credit back redeemed points if the ticket is cancelled or changed.
- 12.** Tickets may be issued by charging the Card online at www.aegeanair.com (<https://alphabankbonusredemptionen.aegeanair.com/>) or by calling the Aegean Call Centre on 8011120000 from a landline (local call charges apply) or on +302106261000 from a mobile or abroad, 24/7. An additional €20 charge applies to each ticket booked through the Call Centre. Bonus Tickets may not be issued through travel agencies or other organisations.
- 13.** Bonus Tickets may be changed or cancelled using the Card and calling the Aegean Call Centre on 8011120000 from a landline (local call charges apply) or on +302106261000 from a mobile or abroad, Monday to Sunday, 07:00- 23:00. Additional charges apply to changes and cancellations made over the phone. Reselling or exchanging a Bonus Ticket is strictly prohibited. If the above provision is breached, or if there is evidence that the Holder has illegally or abusively exercised their rights stemming from this document, the Bank reserves the right to directly exclude the Holder from any current or future Programme offer and to remove all the points from their Card.
- 14.** The air carriers Aegean and Olympic Air bear limited liability, in compliance with the Greek and international laws in force.
- 15.** Air transportation of the Companies' passengers is subject to the conditions of carriage of Aegean and Olympic Air, and to the air-transportation laws in force.
- 16.** For more information and clarifications about the process of redeeming Bonus points and the Alpha Bank Bonus loyalty programmes, call the Alpha Bank Call Centre on 2103260000.