

Conditions and payment terms for groups TUI fly:

1. Advance: The total trip amount of the confirmed seats are invoiced immediately. Upon reservation the first 20 seats are confirmed as well as the first half of the remaining seats. The other half are given in option until 8 weeks before departure.

2. Balance: 8 weeks before departure, all seats which are not returned will be invoiced and need to be paid for.

3. Modification compensation: All modifications are subject to the general transport conditions of TUI fly mentioned below.

3.1 Transferability of the reservation: The transferor and the transferee are jointly and severally liable for payment of the total price of the flight and of all costs resulting from the transfer. These costs amount to € 70 per person until the day preceding the date on which the flight is to take place. The ticket can only be transferred for all flights included in the ticket and for all passengers mentioned on the ticket. The transfer is not possible if one or more legs were already executed.

3.2. Change of flight date or flight time:

3.2.1 Short and medium haul flights

3.2.1.1 Until 3 days before the flight date (check-in date): € 50 pp./ way. If the new fare is higher than the initial one, the price will be adjusted. If the new fare is lower than the initial one there will be no refund; the cost will be maintained;

3.2.1.2 Less than 3 days before the flight date or in case of no show: see 'Cancellation by the traveller'.

3.2.2 Long haul flights

3.2.2.1 Until 3 days before the flight date (check-in date): € 120 pp./ way. If the new fare is higher than the initial one the price will be adjusted. If the new fare is lower than the initial one there will be no refund; the cost will be maintained;

3.2.2.2 Less than 3 days before the flight date or in case of no show: see 'Cancellation by the traveller'.

3.3 Change of route:

3.3.1 Until 3 days before the flight date (check-in date): € 50 pp./ way. If the new fare is higher than the initial one the price will be adjusted. If the new fare is lower than the initial one there will be no refund; the cost will be maintained;

3.3.2 Less than 3 days before the flight date or in case of no show: see 'Cancellation by the traveller'.

3.4 Change of additional services: Change of meals, Special Service Request (assistance, sporting material, pets,...), transfers, comfort class and other additional services : \* All services mentioned above can be modified. No modification costs will be applied. \* These services can be reserved until 3 days before departure by paying the costs of these services. There are no supplementary administrative costs.

4. Cancellation compensation: Cancellations are subject to the general transport conditions of TUI fly mentioned below.

4.3 Cancellation by the traveller - Cancellation of flight(s) The traveller may rescind the agreement in part or in its entirety at any given time. Should the traveller choose to do so (or in case of no show), they shall compensate Tui Airlines Belgium NV for any damage resulting from said rescission. If and insofar as nothing else was expressly agreed upon at the time of establishment of the agreement, the

expenses related to the cancellation of a reservation shall amount to the full sum of the (owed) booking price. This implies that no restitution shall be granted. The traveller is advised to insure themselves against the financial consequences of cancellation as described in this article. The traveller should inform TUI Airlines Belgium NV of the cancellation before the date of the flight, via his travel agent, if any, with indication of the reference number of the booking(s). The cancellation can only be processed on workdays during business hours (monday till saturday included from 9 until 17 hours). Cancellations outside this period will be deemed to have been sent on the next workday. Important: in case of a no show on the outgoing flight TUI Airlines BelgiumNV reserves the right to cancel the corresponding return flight without indemnification for the traveller, unless he reconfirms this flight explicitly to TUI Airlines BelgiumNV within 48 hours. Such confirmation cannot be considered if one way flights to or from the destination in question are not allowed.

4.3.1 Cancellation of additional services Cancellation of meals, Special Service Request (assistance, sporting material, pets,...), transfers, comfort class and other additional services : \* All services mentioned under this point can be cancelled but a reimbursement is not possible.

5. All modifications and cancellations are subject to the general transport conditions of TUI fly. The compensation due will be invoiced immediately and has to be paid at the latest 3 days after the date of the invoice.

6. List of names: At the latest 2 weeks before departure, the definitive list of names has to be transferred to TUI fly

7. All invoices are available at the latest 3 days after the reservation via My TUI fly/my invoice.