

## **SIA JOIN UP BALTIC GENERAL TERMS AND CONDITIONS OF SALE OF FLIGHT TICKETS WITH EXPLANATIONS**

These terms and conditions apply to the sale of flight tickets as a separate travel service. Booking or purchasing flight tickets from SIA Join Up Baltic (hereinafter referred to as – Join Up) means that the purchaser (traveller) accepts the terms and conditions set forth herein.

**Attention!** *Please read the terms and conditions carefully. Failure to take into account the terms and conditions may cause inconvenience and financial damage as well as disruption, cancellation or delay of air travel. To reduce its risks beyond the traveller's control, such as strikes, bankruptcies, accidents, illnesses, cancellation of a public event that was the purpose of the trip, technical failures, difficult weather conditions, natural disasters, etc., we recommend purchasing additional travel interruption insurance. If necessary, this is done with additional protections. Such insurance should be purchased immediately (usually within 48 hours) after the purchase of the flight ticket.*

### **Flight ticket price offer**

The price offer of flight tickets made by Join Up to the purchaser is always based on the prices and availability of seats valid at the time of making the offer. Both prices and the availability of seats are constantly changing and Join Up cannot guarantee the availability of tickets at the offered price in case of a purchaser's request to book or buy tickets.

*The longer the time between making an offer and expressing the purchaser's wish to make a booking or purchase a ticket, the more likely it is that changes in prices or availability of seats will be possible. We recommend that you inform us of your wishes as soon as possible if you have a suitable quote. If the names of all travellers are known to us, we may also make a booking along with the quote. In this case, please inform us if you are interested in keeping the booking – if several seats are reserved for the same flight for the same traveller, the airline may cancel some or all of them.*

### **Flight ticket booking**

A booking made by Join Up means the blocking of seats in the booking system on behalf of the traveller(s) notified by the purchaser. When booking seats on the flight, Join Up proceeds from the purchaser's wishes regarding the price, flight times and airlines used. The booking gives the traveller the purchaser's right to buy out the selected tickets for a limited period of time, while other factors remain the same.

The booking does not entail any direct financial obligations for the purchaser or the airline and does not guarantee flight times, fares, fare rules or seat availability. Bookings with unpurchased tickets may be changed or cancelled by airlines at their sole discretion without the airline or Join Up thereby incurring any obligations towards the traveller. Also, if necessary, the airline may require tickets to be bought out earlier than the respective fare rule would otherwise require.

*Tickets booked at a reduced price must usually be bought out for a limited time, according to the rules that come with a specific price. The cheaper the ticket price, the more likely it is that the ticket will have to be bought out immediately or within a very short period of time after booking. In order to avoid possible price changes, it is always recommended to buy a flight ticket on the same day as booking. There are also airlines and fares where seat bookings are not possible and the only way to get a ticket is to buy it immediately.*

*Bookings that are not bought out by the deadline will become invalid. If, after the expiry of the redemption period, the purchaser still wants a ticket for the same flights, a new booking must be made, based on the places and prices actually available at that moment.*

### **Flight ticket**

The flight ticket issued (whether electronic or on paper) constitutes an agreement between the airline (carrier) and the purchaser (traveller). The contract takes effect from the moment the ticket is issued and according to it, the airline undertakes to transport the traveller on the route indicated on the ticket.

The exact terms and conditions of use of the ticket (changes, cancellations, options for making stops, etc.) depend on the rules of the selected flight price.

Flights must be operated in the order on the ticket and only by the person in whose name the ticket was issued.

When selling a ticket, Join Up acts as an authorized agent of the respective airline and is responsible for the correct issuance of the ticket.

*We kindly ask you to check your tickets thoroughly upon receipt and inform us immediately if any errors are found in the information on the ticket. It may not be technically possible to correct errors if we are not notified of them within the same day. In case of all possible disputes, we always proceed only from written documents (offers, travel plans, ticket confirmations, etc.).*

*If the traveller does not show up for the flight to which he has a confirmed seat, the airline may also cancel all subsequent flights of the same ticket. Cancellation of the trip and receipt of drop-off baggage in the transit city may not be allowed according to the fare rules, and if desired, the airline may charge an additional fee if necessary.*

### **Payment rules**

Payment of flight tickets price in amount of 100% must be paid at buyout.

Where applicable, local airport taxes will be collected at time of check-in.

### **Other travel documents**

When selling a ticket, Join Up assumes that the traveller(s) have the correct travel documents (passports, visas, proof of vaccinations, etc.) for all destination and transit countries. The period of validity of such documents must be in accordance with the requirements of all countries passing through the trip. Neither the airline nor Join Up is liable if the trip is interrupted or cancelled due to deficiencies in travel documents or due to actions of state authorities.

Some countries have regulations that a traveller's passport must be valid for a certain period of time after entering/leaving the country.

Usually, passport must be valid for at least 6 months after return, depending on the requirements of the country of destination. Join Up Baltic recommends obtaining relevant information on website of the Ministry of Foreign Affairs of the Republic of Latvia <http://www.mfa.gov.lv/lv>.

Children when travelling abroad need a passport. Join Up Baltic recommends to obtain all necessary information on travelling with children on website of the Ministry of Foreign Affairs of the Republic of Latvia: <https://www.mfa.gov.lv/lv/bernu-celosana#bernu-celosana-arpus-es-sengenazonas>.

*We recommend that you always specify the requirements for travel documents, vaccinations and customs rules before purchasing a ticket, as well as check the validity periods of your travel documents.*

*When travelling with transferable baggage, in some cases it may also be necessary to leave the airport security zone in the transit country in order to check in the baggage for the connecting flight. This may mean the need for a visa even if you fly onward immediately.*

### **Check-in**

The traveller must check in for the flight and arrive at the departure gate on time. A delayed traveller may not be allowed on the flight and further use, modification or refund of an existing ticket may not be possible.

*Check-in is usually completed 60 minutes before departure, depending on the airport and airline. As it also takes time to stand in possible queues and security, we recommend arriving at the airport 2-3 hours (in some cases longer) before the scheduled departure time, taking into account local traffic conditions. This time can be slightly reduced by checking in for an online flight and/or using higher service classes.*

*The boarding pass available at check-in additionally indicates the time when you need to be at the departure gate – this may be significantly earlier than the departure time of the flight in question. Please note that departure times, gates and even airport terminals may be changed operationally and the traveller must keep up to date with these changes through airport information boards or reports.*

*If possible, we recommend that you check in online no later than the day before your trip. Some airlines may charge extra for check-in at the airport and/or for issuing a boarding pass.*

### **Traveller baggage**

The amount of baggage that a traveller is allowed to take on the flight free of charge or for a fee depends on the selected airline, route and service class and is indicated on the ticket confirmation. In addition to the baggage to be given away, the traveller may carry a reasonable amount of carry-on baggage, the dimensions of which must comply with the conditions established by the airline. Baggage must not contain prohibited items. Certain baggage (sports equipment, musical instruments, pets, etc.) may be subject to special requirements and may not be included in the baggage allowance.

Usually, from the age of 2, each passenger can carry 23 kg of checked-in baggage and 8 kg of hand baggage, unless otherwise specified by the respective airline.

The airline is responsible for the baggage placed under its care, but the scope of their liability is limited.

Join Up has no way of influencing the operation of the baggage service of airlines and resolving claims that may arise from the delay, damage or loss of baggage. Any complaints must be submitted directly to the airline, always before leaving the airport. Property Irregularity Report (PIR) should be obtained at the airport upon damage or loss of baggage.

*Please note that the baggage allowance may also vary from flight to flight for the same ticket.*

*We recommend that you leave the most valuable items (cash, jewelry, electronics, etc.) in your carry-on baggage. At the same time, it should be kept in mind that the transport of certain items in hand luggage may be limited or even prohibited (cosmetics, liquids, flammable substances, blade tools, etc.).*

*Join Up recommends getting acquainted on baggage allowance and carriage rules directly from the respective airline, indicated on your ticket.*

*For connecting flights on the same ticket, baggage can usually be checked in up to the final destination of the ticket. However, this may not always work out – the reasons may be, for example, related to technical nature, security or customs requirements. We recommend that you plan time for transfers with sufficient reserves so that, if necessary, luggage can be taken out in the transit city.*

### **On-board service and possible additional services**

The on-board service and additional amenities depend on the concept of the particular airline and the class of service used. Depending on the airline, some services, such as pre-selection of seats, in-flight catering (including special meals), use of the entertainment system, etc., may be included in the ticket price or may be related to an additional fee.

Join Up is not responsible for the quality of the airline's in-flight service. If you have any feedback, please address it directly to the customer service of the respective airline.

*The amenities offered by airlines differ greatly from one another and also from one company to another, depending on the route, type of aircraft and service class involved. If desired, you can ask for more detailed information about the specific itinerary from Join Up's travel consultant and take into account the additional services or onboard amenities that are important for the traveller already when making a price comparison.*

*Additional services do not form part of the contract of carriage and are not guaranteed. If necessary, the airline has the right to replace, for example, a reserved seat or a special meal with another one. If the*

*respective service was paid for separately, this fee may be refunded if the service is not received, but there is no basis for withdrawing from the entire contract and refunding the ticket money.*

### **Connecting flight, flights on the same ticket**

The airline is responsible for the delivery of the traveller to the final destination within the limits of one ticket (contract of carriage), provided that the minimum connection times have been observed when issuing the ticket. In the event of a traveller not arriving on the connecting flight due to changes in the schedule, cancellation or delay of flights, the respective airline is obliged to offer alternative connections or a refund of the ticket price within the route on the same ticket.

*When selling tickets with transfer(s), Join Up relies on the information in the booking systems about the minimum connection times. If the flights are on the same ticket, the airline whose flight deviates from the schedule is responsible for conveying the traveller to the final destination of the ticket in the event of delays or cancellations.*

*We would like to stress that it is the traveller's responsibility to arrive on time for the connecting flight if the flights take place on schedule. In order to avoid risks, if possible, we recommend choosing such flight connections that leave a significantly longer break between flights compared to the permitted minimum.*

### **Connecting flight, use of separate tickets**

The use of separate flight tickets for the same journey can, in many cases, lead to financial savings, allow for the combination of airlines that do not have contracts between them to schedule flights on the same ticket, and longer stays in transit cities where connections on the same ticket do not allow stops.

In the case of separate tickets, the liability of the airline for possible schedule changes, delays or cancellations applies only within the limits of one ticket (contract of carriage). In any event, it is the sole responsibility of the traveller to reach the air or other transport connections covered by a different contract of carriage.

*It is always safer to use one ticket in one trip. However, sometimes this is not possible due to the lack of agreements between different airlines or due to the airline's pricing policy.*

*We recommend that you plan transfers with a very large amount of time when using separate tickets for one trip. Considering that when travelling with separate tickets, airlines may not allow checking in the traveller or baggage beyond the destination of the flights on one ticket, and therefore it is not possible to remain in the safe zone in the transit city, a minimum of 2-3 hours should be left between flights. If necessary, you can stay overnight or stay longer in the transit city.*

*Many of the risks associated with the use of separate tickets can be further mitigated by separately purchased travel interruption insurance.*

### **Flight times, delays, cancellations**

It is necessary to check the flight time before each travel. The day before the scheduled departure, you can check the flight time on the airports of departure website. The departure and arrival times of the flights on the ticket and in the itinerary are indicated as indicative and do not form part of the contract of carriage. Due to weather conditions, technical or other reasons, flight delays or cancellations may occur. If the departure or destination of the flight is in the European Union or the flight is operated by an airline registered in the European Union, the traveller's rights and the airline's obligations in the event of delays or cancellations are governed by Regulation (EC) No 261/2004 of the European Parliament and of the Council on air traveller rights. The full text of the Regulation in Estonian is available [here](#).

Even in the event of possible travel disruptions, the airline is not liable to the traveller for any costs related to the use or non-use of the third-party service. In addition, any loss of profit or moral damage caused by a delay or cancellation of the trip to the destination will not be compensated.

### **Flight schedule changes**

The airline may change its schedules as planned and cancel flights if it is notified at least 2 weeks in advance. Due to extraordinary circumstances such as bankruptcies, strikes, natural disasters, wars, riots, schedules can also be changed at shorter notice.

*Join Up will do its best to inform the purchaser of any changes in the schedule and introduce possible alternatives. However, as we may not be able to reach the traveller in all circumstances, we recommend that travellers check the flight times well in advance for tickets purchased early.*

#### **Denial of boarding of a traveller by the airline**

If the flight is overbooked, airlines may refuse to allow a traveller with a confirmed seat, even if the flight has been checked in and arrived at the departure gate on time. In this case, the traveller has the right to financial compensation, rebooking and, within the European Union, care (if necessary, meals, accommodation, use of free means of communication) by the airline. More detailed information can be found in the above-cited EU Regulation 261/2004.

In addition, without any compensation, the airline may refuse to carry a person who is visibly intoxicated, does not obey the orders of the airline's staff or poses a danger to fellow travellers or flight safety by his demonstrative behaviour.

#### **Amendment or cancellation of the ticket at the request of the traveller**

The possibility of amending or cancelling an existing contract of carriage at the request of the Client depends on the fare rules of a particular ticket. Even if modification or cancellation is allowed, it may be associated with additional costs. The prerequisite for changing the ticket is the availability of seats in the same booking class and technically it can be formalized either by Join Up or by the airline's office.

If Join Up has not notified the rules of amendment and cancellation of a particular flight ticket in writing, then by default it must be assumed that no change or cancellation is possible.

*The cheaper the price, the more likely it is that the right to change and/or cancel the ticket will be limited (or completely absent). Specify the rules of your flight ticket with an Join Up travel agent.*

*We recommend that you make ticket changes as early as possible. If there are no more seats in the same booking class when changing or the changed itinerary no longer complies with the rules of the price originally used (for example, in terms of the time of presence), it may be necessary to pay in addition to the difference between the price originally paid for the ticket and the price available at the time of the change. Changing a traveller's name is a special type of change that may not be possible on a ticket that otherwise allows change. If the ticket includes flights of different airlines, it may be technically impossible to change the name of the ticket even if the traveller himself remains the same. In the case of name changes for family reasons, we recommend that you buy a flight ticket immediately with a new name or wait until the end of the trip with an exchange of documents.*

#### **Consumer's right of withdrawal**

According to the Law of Obligations Act, withdrawal from contracts concluded by means of distance communication for the provision of traveller transport services is not allowed, as the contract specifies the provision of the service by a certain deadline or within a certain term, or the conclusion of the contract means the booking of certain means, for which it is difficult to find a new user upon withdrawal.

The consumer must take into account that when purchasing a flight ticket both at by means of distance communication and on the business premises, the consumer does not have the right to cancel and/or return the flight ticket free of charge within 14 days, regardless of the reasons.

#### **Feedback, resolution of claims**

Join Up wants to offer the best possible traveller service and advice on the purchase of flight tickets. We are grateful for both positive and negative feedback. If our service did not meet the expectations, if

possible, we ask for a written, free-form application to the e-mail address [kaebus@joinup.ee](mailto:kaebus@joinup.ee) or to the travel consultant who served you.

We will respond to such applications as soon as possible, but no later than within 14 days.

Please note that Join Up can essentially resolve cases concerning our service process, information provided in writing or the issuance of flight tickets.

*Unfortunately, Join Up is not in a position to deal with claims concerning service at airports or on board a particular aircraft, in-flight amenities, baggage handling, the actions of a security company or representatives of state authorities.*

### **Consent to the processing of personal data**

By placing an order for a flight ticket, a person gives consent to SIA Join Up Baltic, registry code 50203351701, address Vienibas gatve 109, Riga, LV-1058, Latvia, tel. +371 67470002, email [riga@joinup.lv](mailto:riga@joinup.lv) consent to the collection and processing of their personal data including: surname and name, date of birth, citizenship, number and termination of the passport / foreign passport, information about a child under 2 years of age (INF), in case of such a child is flying, for the purpose of establishing a traveller relationship, offering a flight ticket for sale, selling and providing traveller transport services, concluding, performing, amending, terminating contracts. The traveller agrees that the transfer of personal data to third parties incl. the service provider and/or persons involved in the provision of the service to the service provider are allowed, but this may only take place in the manner provided by the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (**General Data Protection Regulation**). The Client is aware of his rights to receive information about the personal data collected about himself and the purpose of their use at any time; information to whom personal data has been transmitted; request the correction of incorrect data; the termination and deletion of data processing, if this is in accordance with the legislation.

When processing personal data of the Data subject, SIA Join Up Baltic also acts on the legal basis defined in point "b", "c" and point "f" of Art. 6 of the General Data Protection Regulation.

When booking and purchasing a flight ticket, the air carrier forwards the Traveller's registration information to the Police and Border Guard Board for processing in accordance with the State Borders Act for the purpose of performing the tasks of processing, detecting and preventing terrorist crimes and other serious crimes. PNR data are stored for 5 years, personalised data are stored for 2 years from the date of receipt of the data.

Traveller's registration information is the information about the air traveller and the journey, which the air carrier collects from the Traveller in order to make a booking. Traveller's registration information include, in particular, information on the booking and related procedures, personal data of the air traveller and of persons travelling with him/her, general flight data, contact details of the air traveller and details of payment for the booking.

Persons have all their rights under the General Data Protection Regulation in relation to the transfer of Traveller's registration information.

See more about personal data processing at Join Up Baltic here: <https://joinup.lt/en/privacy-policy#personal-data>.