

Dohop Connect

These are the Terms on which Dohop supplies Dohop Connect to the Customer. A reference is made to the definitions in chapter 1.

Dohop Connect is comprised of services which enables booking of Self-Connecting Trips and in case of travel disruptions, provides Customers with the Services and access to the Customer Assistance Programme.

The purpose of Dohop Connect is to make your self-connecting journey more secure and comfortable in case of travel disruptions where a trip is rescheduled, delayed or cancelled by the Booking Agent, causing the Customer to miss one or more Connections to the Customer's final destination. Booking flights via Dohop is possible only if the Customer purchases Dohop Connect and pays the Dohop Connect Service Fee. This also entitles the Customer to participate in the Customer Assistance Programme. The Customer Assistance Programme is a discretionary service and available to the Customer for the duration of the Dohop Connect Itinerary and is subject to the Terms specified herein.

Dohop is Dohop ehf, a company incorporated and registered in Iceland. Its company registration number is 480904-3030, and its registered office is at Nóatún 17, Reykjavík, Iceland. Its registered VAT number is 85162.

The Customer can contact Dohop via the Dohop Connect Service Centre at service@dohop.com or by phone to the following number +44 1200 401410.

If Dohop has to contact the Customer, it will do so by telephone or by writing to the Customer at the email address or postal address provided to Dohop.

1. Definitions and interpretation

1.1 In this document unless the context otherwise requires, the following definitions shall apply:

"Agreement" means the contract concluded between Customer and Dohop, by which Customer may use Dohop Connect and is given access to the Customer Assistance Programme.

"Booking Agent" means the airline, train company or travel agent that issues the flight and/or train ticket.

"Booking Confirmation" means the booking confirmation with Dohop of the Order whereby the Customer, and other persons, serviced by Dohop Connect and registered on the flight and train ticket(s) from the Booking Agent, are listed.

"Connection(s)" means a later, connected flight(s) or train trip(s) according to the Order.

"Customer" means a person who books and pays for a Dohop Itinerary which includes Dohop Connect.

"Customer Assistance Programme" means the assistance programme provided under this Agreement, which entitles the Customer to contact the Dohop Service Centre regarding the possible provision of one or more of the Services by Dohop, as further specified under these Terms.

"Dohop Connect" is comprised of the services provided to Customer by Dohop intended to facilitate Self-Connecting Trip(s), as further specified under these Terms.

"Dohop Service Fee" means the fee charged for Dohop Connect as displayed on the booking page.

"Dohop Itinerary" means an itinerary booked through the Dohop website that contains one (or more) Self-Connecting Trip, one way or round trip, that includes Dohop Connect.

"Dohop Service Centre" means the Dohop service centre which the Customer may contact at service@dohop.com or by phone to the following number +44 1200 401410 under these Terms.

"Extraordinary Circumstances" means such circumstances may, in particular, occur in cases also referred to as force majeure, including but not limited to; political instability i.e. war (whether declared or not) or threat or preparation for war, civil commotion, riot, invasion; meteorological conditions incompatible with the operation of the flight concerned i.e. acts of God, fire, explosion, storm, flood, snow, earthquake, subsidence, epidemic or other natural disaster, geological or catastrophic event such as a volcanic eruption, volcanic ash or volcanic pollution, tsunamis; security risks and/or unexpected transport safety shortcomings i.e. terrorist attack or threat of terrorist attack, hijacking, airline failure, withdrawal of aircraft by the competent civil aviation authority (e.g. CAA, FAA, LBA), infrastructure failure, airport asset failure or failure of public or private telecommunications networks or industrial action, geological, catastrophic events; strikes that affect the operation of an operating air carrier, lockouts or other industrial action, significant limitation of airport(s) operation; Air Traffic Control decisions that cause the travel disruptions; as well as bankruptcy, insolvency or termination of 50% or more of all flights of the Selected Carrier or any other effect which significantly limits or disables the Selected or operating Carrier to provide its services.

"Minimum Connection Time (MCT)" means the time which the Customer has from when his original flight or train trip with a Booking Agent arrives and the original connecting flight or train trip, with the respective Booking Agent, leaves, and shall be minimum 1,5 hours.

"Order" means the Customer's request to purchase Dohop Connect from Dohop and to book and purchase flight and / or train ticket(s) from the Booking Agent.

"Overnight Accommodation" means an overnight hotel accommodation that Dohop will either pay or reimburse the Customer for up to a total of €100 (one hundred Euros) per night per passenger.

"Reasonable Option" means a replacement flight or train trip option with the minimum connection time of the MCT, that has been verified by Dohop Service Centre, and is compatible to the original Order subject to cost, duration, flight class, ancillaries etc.

"Refunding" means a refund of the price of the Connection(s) should the Customer decide not to travel in the event of travel disruptions where a Trip is rescheduled, delayed or cancelled by the Booking Agent, causing the Customer to miss one or more Connections to the Customer's final destination according to the Booking Confirmation.

"Self-Connecting Trip" means a booking of one (or more) flight or train trips through a connecting airport(s) / train station(s), where each trip has separate booking numbers.

"Substitute Trip" means the substitute flight or train trip, that has been verified by Dohop Service Centre, to the Customer's final destination according to the Order.

"Services" means any or all of Substitute Trip Compensation, Overnight Accommodation Compensation, and/or Meal and Beverage Compensation, or Refunding, as specified in clause 4.3.

"Terms" means the terms and conditions set out in this document, by which Dohop supplies Dohop Connect.

"Trip(s)" means each flight or train trip, listed in the Booking Confirmation, jointly, or individually, which is rescheduled, delayed or cancelled, causing the Customer to miss one or more Connections.

2. The Order

2.1 The Customer shall place an Order for Dohop Connect when also selecting the trip on the Dohop website and providing the information requested during the checkout process. The Customer can change the provided information and correct input errors at any time until submission of its Order by using the tools available on the website. The Order is placed, and the Agreement concluded when Customer submits the Order via the button "Book and Pay".

2.2 The Customer must ensure that sufficient funds are available on the form of payment used to pay for the Dohop Itinerary and Dohop Connect. The Customer is responsible for making sure that the details on the Order are complete and accurate, before submitting the Order.

2.3 The Customer acknowledges that Dohop does not act as an agent on behalf of Booking Agents. The Customer is booking directly with the Booking Agent and is subject to the Booking Agent's terms and conditions. It is, therefore, the responsibility of the Customer to study and accept the terms and conditions of the Booking Agent before submitting the Order.

2.4 The Terms will become binding when the Customer receives a Booking Confirmation with a confirmation number of the Order via email; at which point a contract between Dohop and the Customer relating to Dohop Connect will be established. Such written acceptance shall only be issued upon receipt of full payment for the Order in cleared funds.

2.5 If a Customer makes a booking for more than one person, the Customer confirms that

(a) Any relevant information provided in relation to the Agreement will be passed on to all persons listed in the Order, where required; and

(b) the Customer has the authority to accept these Terms on behalf of all persons in the Order.

2.6 Dohop will provide the Customer with Booking Confirmation. The Customer will receive airline and train tickets and invoices directly from the Booking Agent. It is the Customer's responsibility to ensure that all documents have been received and are in order and the Customer shall inform the Dohop Service Centre immediately if the Customer believes that it is not the case. Dohop is not responsible for any issues arising due to the Customer's failure of ensuring that he/she has received the correct and adequate documents.

Payment

2.7 Before making a purchase and submitting the Order, the booking page will clearly outline the Dohop Connect Fee and the cost of individual trip(s). Possible price changes will not affect Orders that have already been submitted by the Customer or have already been completed.

2.8 The Customer must pay for Dohop Connect using one of the payment methods described on the booking pages.

2.9 If the Customer is making a booking for more than one person, the Customer is responsible for payment of the Dohop Connect Fee from each and every person for whom the Customer makes the booking.

2.10 Once the Customer submits the Order, Dohop will hold the Customer's payment for Dohop Connect and verify against the Customer's card holder's details. Once the payment has been approved Dohop will send the Customer a Booking Confirmation via email.

2.11 Dohop does not save a copy of the Agreement. These Terms are provided to the Customer with the Booking Confirmation. The Customer can also access, save and print the current Terms on the Dohop website at any time.

2.12 The payment to the Booking Agent(s) may be processed directly by him/them. The Booking Agent will issue the Customer with an email confirming the flight and/or train trip booking. Dohop does not make any representation or warranty as to the availability of any airline flights or train trips and all fares are subject to availability.

2.13 After confirming payment for the Order, Dohop will assign a confirmation number to the Order. The Customer shall quote the confirmation number in all subsequent correspondence in relation to the Order.

2.14 On the Customer's credit card statement, there will be separate transactions for Dohop Connect Fee and each part of the journey.

2.15 The Customer is responsible for ensuring that there are sufficient funds available on the Customer's credit card before making a purchase and submitting an Order. Otherwise, in the case of a partially booked itinerary due to insufficient funds, the Customer might have to contact the airline or train company to cancel a partial booking. If the Customer is not able to cancel and receive a refund, Dohop may not be held liable.

2.16 This also applies should the Customer's booking only be partially completed due to other reasons attributable to an action or omission on the Customer's part. However, even in this case, Dohop Service Centre will use best efforts to help the Customer to fully complete the booking.

3. Withdrawal Right for Consumers

3.1 If the Customer is a consumer, i.e. any natural person who is acting for purposes which are outside his trade, business, craft or profession, the following withdrawal right applies, except that the withdrawal right lapses after the service has been fully performed if the performance has begun with Customer's prior express consent, and with the acknowledgement that Customer will lose his/her right of withdrawal once the contract has been fully performed by us:

Withdrawal Right

3.2 You have the right to withdraw from this contract within 14 days without giving any reason.

3.3 The withdrawal period will expire after 14 days from the day of the conclusion of the contract.

3.4 To exercise the right of withdrawal, you must inform us (Dohop ehf, Nóatún 17, Reykjavík, Iceland, service@dohop.com, +44 1200 401410) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, fax or e-mail). You may use the attached model withdrawal form, but it is not obligatory.

3.5 To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

3.6 If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue

delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

3.7 If you requested to begin the performance of services during the withdrawal period, you shall pay us an amount which is in proportion to what has been provided until you have communicated us your withdrawal from this contract, in comparison with the full coverage of the contract.

Model withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

– To Dohop ehf, Nóatún 17, Reykjavík, Iceland, service@dohop.com:

– I/We (1) hereby give notice that I/We (1) withdraw from my/our (1) contract of sale of the following goods (1) /for the provision of the following service (1) ,

– Ordered on (1) /received on (1),

– Name of consumer(s),

– Address of consumer(s),

– Signature of consumer(s) (only if this form is notified on paper),

– Date

(1) Delete as appropriate

4. Customer Assistance Programme

4.1 Dohop provides under Dohop Connect a discretionary Customer Assistance Programme for its Customers. The Agreement establishes, under and subject to these Terms, a right for the Customer to participate in the Customer Assistance Programme under which the Customer may contact the Dohop Service Centre regarding the possible provision of one or more of the Services by Dohop to the Customer and third parties whose tickets were booked in the same Booking Confirmation.

4.2 Dohop may, at its absolute discretion, agree to provide any or all of the Services to the Customer and third parties whose tickets are listed in a Booking Confirmation where:

(a) one of the Trips (flights or train) listed in the Booking Confirmation is rescheduled, delayed or cancelled by the airline or train company in question, and has been verified by Dohop Service Centre, causing the Customer and members booked on the same booking number as the Customer, to miss one or more Connections; and

(b) the Customer contacts Dohop Service Centre as soon as the Customer is aware of a reschedule, delay or cancellation of the Trip causing the Customer to miss one or more Connection, irrespective of whether the

rescheduling, delay or cancellation to the Trip occurs within the day of travel or in advance.

4.3 The Services may include any or all of:

(a) **Substitute Trip Compensation:** Dohop Service Centre may at Dohop's sole discretion help the Customer to find a Reasonable Option if one of the Trips (flights or train) listed in the Booking Confirmation is rescheduled, delayed or cancelled, causing the Customer to miss one or more Connections as follows:

I) Dohop contacts the respective Booking Agent and impinges on the Booking Agent to provide the Customer with a ticket for a Reasonable Option without any payment obligation for the Customer; or

II) Dohop books and pays for a Reasonable Option for the Customer; or

III) the Customer books and pays for a Reasonable Option (previously verified by Dohop Connect Centre). Dohop then impinges on the respective Booking Agent to arrange for a refund for the flight/train trip listed in the Booking Confirmation. Provided that the amount of such refund is less than the price for a Reasonable Option, Dohop then refunds the Customer the price of the Reasonable Option minus any refund from the Booking Agent which the Customer receives because of the flight/train trip listed in the Booking Confirmation, subject to that claim being brought under the conditions specified herein.

For the avoidance of doubt, if there is/are no direct flight(s) and/or train trips to the Customer's originally booked final destination according to the Booking Confirmation, the Reasonable Option could include an additional connecting flight and/or train trip en route to the final destination. Dohop also reserves the right, but is not obligated, to book an alternative connection of less than 2 hours connection time.

(b) **Overnight Accommodation Compensation:** If it has been confirmed and verified by Dohop Service Centre that no alternative flight(s) and/or train trip(s) or no Reasonable Option are available on the originally chosen departure date to the Customer's final destination, and all other trip alternatives have been excluded (including the option on connected flight(s) and/or train trip(s) to the originally booked final destination), Dohop may – at its sole discretion:

(i) Either book and pay an Overnight Accommodation for the Customer; or

(ii) support the Customer with the booking of an Overnight Accommodation, whereas the Customer pays for the Overnight Accommodation himself and Dohop will reimburse up to a total of €100 (one hundred Euros) per night per passenger. The Overnight Accommodation is booked and paid by Dohop or the Customer after it has been confirmed and verified by Dohop

Service Center. Dohop will refund the Overnight Accommodation subject to that claim being brought under the conditions specified herein.

(c) **Meal & Beverage Compensation:** If the Customer's connection time is extended by more than three (3) hours while waiting for the Substitute Trip, Dohop may, at its sole discretion, either provide a voucher or refund the cost of refreshments up to a total of €15 (fifteen Euros) per passenger per day.

(d) **Refunding:** Should the Customer decide not to travel / use other Services and it has been confirmed and verified by Dohop Service Centre, then:

1. Dohop contacts the respective Booking Agent and impinges on the Booking Agent to refund the Customer the price of the Connection(s);
or
2. Dohop provides the Customer with a refund of the Connection(s) minus any refund which the Customer receives from the Booking Agent regarding the Connection(s) listed in the Booking Confirmation.

4.4 All refunds and the amount of any compensation provided as part of the Services is based on receipts. Along with the request for a refund, the Customer must submit to Dohop a copy of the receipt of payment for;

(a) The Substitute Trip(s) and at least one document containing flight / train data, specifically the date and time of the Substitute Trip(s) and the place of departure and arrival, price information and the name of passenger(s);

(b) Overnight Accommodation document which must contain a date, location, price information and the Customer's name, or the name of travelers booked on the same booking number as the Customer);

(c) The meal, and the document must contain a date and price information.

4.5 The Customer shall make every effort to keep the claim as low as possible and avoid anything that could lead to an unnecessary cost. Dohop shall not be liable for any cost associated if the Customer chooses not to travel on any of the originally booked Dohop Itinerary or any alternative flight(s) of a Reasonable Option rebooked by Dohop Service Centre.

4.6 Any claim must be notified within one year after the Customer becomes aware of an event upon which such a claim is based. Any claim arising from Dohop Connect expires in four years. The expiry is measured from the end of the calendar year in which the claim can be made.

4.7 For clarification: After the Dohop Service Centre agrees to provide a Service, Dohop will refund expenses pursuant to the clauses of this Section 4. Until confirmation by the Dohop Service Centre, Dohop is not obligated to perform any Services under the Customer Assistance Programme and is not liable for any expenses made by Customer.

5. Limitations

5.1 The provision of the Services is at the absolute discretion of Dohop and Dohop will not provide the Services in any case under the following conditions:

- (a) when a trip is rescheduled, delayed, diverted or cancelled due to Extraordinary Circumstances, which could not have been avoided even if all reasonable measures had been taken;
- (b) when any changes to the original booking/Order of Dohop Itinerary are made directly with the Booking Agent, without first confirming with Dohop Service Centre and seeking its approval of such changes;
- (c) when the trip ticket(s) is/are invalid and/or the missed Connection is due to a fault of the Customer or a passenger whose tickets were booked in the same Order, e.g., if the Customer or such passenger is unfit or deemed unfit to travel, voluntarily fails to board, is offloaded from any flight, etc.;
- (d) when the missed Connection is due to any delay arising as a result of a third party intervention, including but not limited to, passport, customs and immigration control, Border Force, police intervention etc.
- (e) when Dohop Service Centre rebooks a Substitute Trip and/or Overnight Accommodation, in accordance with these Terms, but the Customer or any other passenger whose tickets were booked in the same Order fails to accept or board, for any reason, the rebooked Substitute Trip and/or Overnight Accommodation;
- (f) when the Customer fails to fulfill its obligation to maintain contact with Dohop Service Centre and fails to respond to Dohop Service Centre's communications and/or follow Dohop Service Centre's procedure as set out in these Terms. If the Customer is uncontactable, the Customer will forfeit its rights under these Terms and Dohop will have no liability to the Customer in relation to Dohop Connect.

6. Liability

6.1 Dohop is fully liable for intent and gross negligence as well as for damages resulting from injury to life, body or health.

6.2 For simple negligence in cases other than those mentioned in clause 6.1, Dohop is only liable in case of violation of a material contractual obligation. A material contractual obligation for the purpose of this provision is an obligation that must be fulfilled in order to make the implementation of the agreement possible in the first place and on the performance of which the customer may therefore generally rely.

6.3 Dohop is not liable in cases pursuant to clause 6.2 for lack of economic success, loss of profit and indirect damages.

6.4 Liability in accordance with the above clause 6.2 is limited to the typical, foreseeable damage at the time of the conclusion of the contract.

6.5 Liability for damages due to loss of data for which Dohop is generally liable according to clause 6.2 is further limited to the amount for data recovery that would have been incurred even if the Customer had regularly backed up the data in accordance with the risk.

6.6 These limitations of liability apply accordingly in favour of the directors, employees, representatives and vicarious agents of Dohop.

6.7 Any potential liability of Dohop for violations of applicable data protection regulations remains unaffected.

7. How we may use your personal information

7.1 The personal information provided by the Customer as a natural person in accordance herewith:

- (a) will be used by Dohop to provide Dohop Connect if needed;
- (b) will be used by Dohop to process the Customer's payment for Dohop Service Fee;
- (c) will be passed to the Booking Agents for the purpose of the flight or train booking and payment and to airports and train stations for the purpose of providing support to the Customer in relation to Dohop Connect;
- (d) will be stored until the claim expires; and
- (e) is protected and will only be processed by Dohop in accordance with the governing Privacy law, Act No. 90/2018 on the protection of personal data and processing of personal data, as well as EU regulation 2016/679, as well as by Dohop's Privacy Policy, which is available online on <https://www.dohop.is/media/content/PrivacyPolicyEN.pdf>. The Privacy Policy forms an inseparable part of these Terms and Conditions and the Customer is obligated to read it before accepting the Terms of Dohop Connect.

8. Miscellaneous

8.1 All agreements, contracts, matters and claims that may arise in relation to Dohop Connect shall be governed by and construed in accordance with Icelandic law, excluding the UN Convention on Contracts for the International Sale of Goods ("CISG"), and The District Court of Reykjavik (Iceland) will retain exclusive jurisdiction with respect to any such claims.

8.2 The European Commission provides an online dispute resolution platform, which you can reach at <http://ec.europa.eu/odr>. We are not obliged or willing to participate in a dispute settlement procedure before a consumer dispute resolution body.

8.3 When travelling, the Customer must ensure that he/she he/she and all other passengers whose tickets were booked in the same Order, if applicable has/have the confirmation number to verify the Order when contacting Dohop

Service Centre. It is the Customer's responsibility to maintain contact with Dohop Service Centre and to respond to all communications either by email or phone when making use of the Customer Assistance Programme.

8.4 Dohop Connect is not a replacement for travel insurance. The Customer is responsible for making sure that he/she and all other passengers whose tickets were booked in the same Order, if applicable, has/have the necessary travel insurance and Visa authorization for the travelling route in place as the Customer sees fit or may be required under applicable laws.

8.5 Each of the paragraphs of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

8.6 If Dohop does not insist immediately that the Customer does anything it is required to do under these Terms, or if Dohop delays in taking steps against the Customer in respect of breaking this contract, that will not mean that the Customer does not have to do those things and it will not prevent Dohop taking steps against the Customer at a later date.

In Reykjavik Iceland 30 November 2021.