

# Dohop Connection Service

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

Dohop Connection Service comprises a service of facilitating Self-Connecting Trips for the Customers and selling Connection Insurance in case of travel disruptions where a Trip is rescheduled, delayed or cancelled by the Booking Agent in question. If the Customer is booking a Trip via Dohop, the Customer must buy Dohop Connection Service and Connection Insurance by paying the Dohop Service Fee and Connection Insurance Premium.

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 Connection Insurance is underwritten by VIS which is authorized and regulated by the Icelandic FSA. VIS has appointed Dohop as its insurance agent, in accordance with the Directive on insurance distribution (EU) 2016/97, in relation to the Connection Insurance. Further information on Connection Insurance can be found here: [Connection Insurance IPID and terms and conditions](#).

VIS is covered by the Icelandic Financial Services Compensation Scheme. The Customer may be entitled to compensation from the scheme in the unlikely event that VIS cannot meet its obligations. Further details can be obtained from <https://en.fme.is/>.

The Customer can contact Dohop via the Dohop Service Centre at [service@dohop.com](mailto: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

1.1 In this document, the following definitions apply:

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

**"Connection(s)"** means a later, connected Trip according to the Order.

**"Connection Insurance"** means the insurance underwritten by VIS and sold by Dohop to the Customer subject to these Terms.

**"Connection Insurance Premium"** means the insurance premium for Connection Insurance as displayed on the booking page.

**"Customer"** means a person who books and pays for a Dohop Itinerary, Dohop Connection Service

**"Dohop Connection Service"** is provided by Dohop and is intended to facilitate Self-Connecting Trips and to make a self-connecting journey secure

and comfortable in case of travel disruption by means of the Connection Insurance as further specified under these Terms.

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

**"Dohop Itinerary"** means an itinerary that contains one (or more) Self-Connecting Trip, one way or round trip, that is covered by the Connection Insurance.

**"Dohop Service Centre"** means the Dohop service centre which the Customer may contact at [service@dohop.com](mailto:service@dohop.com) or by phone to the following number +44 1200 401410 under the Terms of Dohop Connection Service.

**"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 either the respective Booking Agent, leaves and shall be minimum 1,5 hours.

**"Merchant on Record (MoR)"** means Dohop in its capacity as a merchant on record for Connection Insurance Premium.

**"Order"** means the Customer's request to purchase Dohop Connection Service and Connection Insurance from Dohop and to book and purchase flight ticket(s) and/or train ticket(s) from the ticket seller, i.e., the Booking Agent.

**"Reasonable Option"** means a replacement flight or train 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.

**"Self-Connecting Trip"** means a booking of two (or more) flights 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 travel by train to the Customer's final destination according to the Order.

**"Terms"** means the terms and conditions set out in this document, by which Dohop supplies Dohop Connection Service and sells Connection Insurance on behalf of VIS.

**"Trip(s)"** means each flight or train trip, jointly, or individually.

**"VIS"** means Vátryggingafélag Íslands hf. whose head office is at Ármúli 3, in Reykjavik, Iceland.

## **2. The Order**

### ***The Order***

2.1 When the Order is submitted, the Customer must provide Dohop with all information that is requested and be aware that it is always the Customer's responsibility to ensure that sufficient funds are available on the credit card that shall be used to pay for the Order. The Customer is responsible for reading the

Terms carefully and checking that details in the Order are complete and accurate, before submitting the Order.

2.2 The Customer acknowledges that Dohop does not act as an agent on behalf of airlines, train companies or other Booking Agent. The Customer is booking directly with Booking Agent for the Dohop Itinerary which is subject to 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 a purchase of Dohop Itinerary and submitting the Order.

2.3 These 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 for Dohop Connection Service will come into existence between Dohop and the Customer and a contract for Connection Insurance will come into existence between VIS and the Customer. Such written acceptance shall only be issued by Dohop to the Customer upon receipt of full payment in cleared funds for the Order, both the Dohop Connection Service and the Connection Insurance as well as a confirmation from the Booking Agent(s) that they have also received their payments for the purchased tickets in cleared funds.

2.4 If the Customer makes a booking for more than one person, the Customer confirms and has the responsibility to ensure that;

(a) any relevant information provided in relation to Dohop Connection Service and Connection Insurance will be passed on to all members of the party; and

(b) the Customer has the authority to accept or decline all terms and conditions (including the Terms) on behalf of all members of the Order.

2.5 Dohop will provide the Customer with all necessary documents regarding the Order, i.e. confirmations and invoices, however it is the Customer's responsibility to check that all documents have been received and are in order and shall contact and inform Dohop Service Center immediately if the Customer believes some of the documentation is missing or inaccurate. Dohop is not responsible for any issues arising due to the Customer's failure of ensuring that he/she has received all the correct and adequate documents.

### **Payment**

2.6 Dohop is the MoR for the Connection Insurance Premium. Before making a purchase and submitting the Order, the booking page will clearly outline the Dohop Service Fee and the Connection Insurance Premium.

2.7 The Dohop Service Fee may change at any time, but price changes will not affect Orders that have already been completed.

2.8 The Customer must pay the Dohop Service Fee and Connection Insurance Premium using one of the payment methods outlined on the booking pages, and by submitting an Order the Customer confirms that he/she is responsible for ensuring that the payment information provided is accurate.

2.9 If the Customer is making a booking for more than one person, the Customer is responsible for all payments due 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 Connection Service and the Connection Insurance Premium 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 The payment to the Booking Agents for the Trip is dealt with by them directly. The Booking Agents will issue the Customer with an email confirming the Trip and the ticket(s). Dohop does not make any statements or promises as to the availability of any airline flight ticket or any train ticket and all fares are subject to availability. Dohop is not responsible for email confirmations or ticket(s) from Booking Agent.

2.12 After confirming payment for the Order, Dohop will assign a confirmation number to the Order. Please quote the confirmation number in all subsequent correspondence in relation to the Order.

2.13 On the Customer's credit card statement there will be either a single transaction from Dohop for the overall purchase, or a separate transaction, i.e., the payment for Dohop Connection Service and Connection Insurance Premium.

2.14 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 Booking Agent to cancel a partial booking. If the Customer is not able to cancel and receive a refund, Dohop is not liable and Dohop Connection Service and Connection Insurance is void.

2.15 Should the Customer's booking only be partially completed due to other reasons, Dohop Service Centre will help the Customer to fully complete the booking. However, in this case Dohop cannot guarantee that the second ticket will still be available and that the partially completed booking will be refunded in the case.

2.16 The Customer will be entitled to cancel Dohop Connection Service within the period of 14 days beginning on the first day after the Order has been accepted and confirmation sent (the "**Cancellation Period**"), or within such shorter period ending once the Trip has started, i.e. take-off of flight or start of a train if the Trip has been booked for a date during the Cancellation Period, by notifying the Dohop Service Centre, or by using the cancellation form provided in the Schedule to these Terms. The Customer has no entitlement to cancel Dohop Connection Service once the Trip has started.

2.17 On cancellation of Dohop Connection Service by the Customer in accordance with clause 2.15, Dohop will refund to the Customer the full amount of the Dohop Connection Service. Dohop will do so without undue delay, and in

any event within 14 days of cancellation, using the same means of payment as used for the Order. The Customer will not incur any fees for the issue of any refund.

### **3. Dohop Connection Service**

3.1 Dohop Connection Service applies to the Customer and all members that are booked on the same booking number (the Order) as the Customer.

3.2 Dohop will provide Dohop Connection Service to the Customer subject to these Terms.

3.3 Dohop will assist the Customer if there is an insured event in accordance with the [Connection Insurance IPID and Terms and Conditions](#). All refunds and the amount of any compensation provided under the Connection Insurance is based on receipts.

### **4. Limitations**

4.1 Dohop will not provide the Services in any case under the following conditions:

(a) if any changes to the original booking/Order of Dohop Itinerary are made, by the Customer, directly with the Booking Agent, without first confirming with Dohop Service Centre and seeking their approval of such change;

(b) when Dohop Service Centre rebooks a Connection(s) and/or accommodation, in accordance with these Terms, but the Customer fails to accept or board, for any reason, the rebooked Connection(s) and/or accommodation;

(c) when the Customer makes its own alternative arrangements to reach the connecting airport or train station rather than those provided by the Booking Agent providing the Trip according to the Order;

(d) when the Customer fails to fulfil its obligation to maintain contact with Dohop Service Centre and fails to respond to Dohop's communications and/or follow Dohop's procedure as set out in these Terms. If the Customer is uncontactable, he/she will forfeit its rights under these Terms.

(e) if the Customer is not entitled to Connection Insurance based on restrictions described in the terms of the insurance, to the insurance coverage because of the Customer's fraudulent representations regarding circumstances that are material to the grounds for providing insurance benefits or the Customer has caused the insured event intentionally or through gross negligence.

4.2 If Dohop fails to comply with these Terms, Dohop is responsible for loss or damage the Customer suffers that is a foreseeable result of Dohop breaking this contract or failing to use reasonable care and skill, but Dohop is not responsible for any loss or damage that is not foreseeable. Loss or damage

is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both Dohop and the Customer knew it might happen, for example, if the Customer discussed it with Dohop during the sales process.

4.3 If the Customer uses Dohop Connection Service for any commercial, business or re-sale purpose, or anything similar, Dohop will have no liability to the Customer for any loss of profit, loss of business, business interruption, or loss of business opportunity.

## **5.0 How we may use your personal information**

5.1 Dohop will only use the Customer's personal information as set out in Dohop's Privacy Policy, which is available online on <https://www.dohop.is/media/content/PrivacyPolicyEN.pdf>.

## **6.0 Changes to Dohop Connection Service**

6.1 We may change the Dohop Connection Service:

- (a) to reflect changes in relevant laws and regulatory requirements; and
- (b) to implement minor technical adjustments and improvements, for example to address a security threat.

These changes will not affect your use of the Dohop Connection Service.

6.2 In addition, we may make the more significant changes to the Dohop Connection Service, but if we do so we will notify you and you may then contact us to end the contract before the changes take effect and receive a refund.

## **7. Miscellaneous**

7.1 When travelling, the Customer must ensure that it has 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.

7.2 Dohop may update these Terms to reflect changes in the Dohop Connection Service or how Dohop does business — for example, when Dohop adds new services, features, technologies or discretionary benefits (or removes old ones), for legal, regulatory, or security reasons, or to prevent abuse or harm. If Dohop materially change these Terms, Dohop will provide the Customer with reasonable advance notice and the opportunity to review the changes, except in urgent situations, such as responding to legal requirements or for security reasons.

7.3 Dohop may transfer its rights and obligations under these Terms to another organisation. Dohop will always tell you in writing (including via email)

if this happens and will ensure that the transfer will not affect your rights under these Terms. The Customer may only transfer its rights or obligations under these Terms to another person if we agree to this in writing (including via email).

7.4 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.

7.5 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 the Customer 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.

7.6 These Terms are governed by Icelandic law and the Customer can bring legal proceedings in respect of Dohop Connection Service in the Icelandic courts. If the Customer lives in the European Economic Area ("**EEA**"), the Customer can bring legal proceedings in respect of the Dohop Connection Service in any courts in the EEA.

*Reykjavík Iceland 9 June 2021.*