



Opodo *Extra* Terms and Conditions

Please note, the combination of features and benefits offered in Opodo *Extra* varies in relation to your flight itinerary and other products you may be purchasing. This document describes all the available benefits of Opodo *Extra* but does not necessarily reflect the bundle you will be offered when booking your flight.

Please note that the Opodo *Extra* product is non-refundable and non-changeable after purchase.

Administration fee waiver

If you need to modify or cancel your flight arrangements once you have booked, Opodo will waive its £25 administration fee per air ticket.

Any applicable charges or restrictions levied by any airline will still be applicable and payable. Credit card fees and booking fees are not refundable in the event of cancellation.

The fee waiver applies solely in connection to flight bookings where Opodo *Extra* has been purchased and is not transferable to other bookings.

Dedicated email and telephone support

- **Telephone**

If you purchase Opodo *Extra*, Opodo will provide you with a dedicated phone number on your confirmation email to use if you need assistance with your booking. Your call will be charged at national local rate, and will receive priority treatment.

If you call about a matter not directly relating to a booking where Opodo *Extra* has been purchased, you will be asked to call back on the standard number: 0871 277 0090 (calls cost 10p per minute from a BT landline; charges on mobiles and other networks may be considerably more).

- **Email**

Opodo *Extra* customers will also be given a dedicated email address for support with bookings. Emails to this address will be given priority treatment.

If your email enquiry is about a matter not directly relating to an Opodo *Extra* booking, we will forward it into the general email enquiries inbox and it will therefore not receive priority treatment.

SMS alerts service

- **General**

We will use the mobile phone number provided at the time of booking to contact you by SMS text message on your day of departure for both your outbound and inbound flight (if you have booked a return).

An alternate number can be provided by contacting the Opodo *Extra* support team using the details provided on your confirmation email no less than three working days before your departure.

Only one number can be provided and all SMS messages will go to this number only.

The flight itinerary information is taken from your booking at 15.00 GMT the day before your scheduled departure. If you book after this time for a flight departing the following day you will

not receive any SMS notifications. Additionally, if you or your airline amend your flight itinerary after 15.00 GMT the day before your scheduled departure, you may not receive accurate SMS information.

- **SMS traffic alerts**

The traffic alert service operates in the UK only.

Information is provided approximately four hours before your departure, for possible routes between the postcode provided at the time of booking and your departure airport.

If you are departing for the airport from an address different to the one given at the time of booking, an alternate postcode can be provided by contacting the Opodo *Extra* support team using the details provided in your confirmation email no less than three working days before your departure.

- **SMS flight timeliness**

You will receive an SMS approximately three hours before your scheduled departure time to inform you that your flight is either on time or delayed.

You may receive further SMS texts if your flight is subsequently delayed. Only delays of more than 15 minutes will trigger a delayed flight notification.

Please check in for your flight approximately 2-3 hours before the departure time on your ticket/itinerary, irrespective of whether we notify you about a delayed departure. If you arrive at the airport later than the specified check-in time we will not accept responsibility if you're unable to travel.

- **Boarding gate reminders**

You will receive an SMS reminder to go to your boarding gate approximately 40 minutes before your departure time. It may inform you of your gate number, and serves as a reminder only. It remains your responsibility to check for relevant boarding instructions at the airport and to arrive at the departure gate with plenty of time to board in accordance with your airline and departure airport guidelines

Emergency multilingual assistance

If you are in an emergency abroad, text "HELP" to our 24-hour service and get a call back from a multilingual assistant who will advise you, and if necessary speak the local language for you. You should receive the call back within five minutes of your text being received. You just pay your standard network rate and/or your network provider's roaming charge for the text message and call back. The service is provided by CallUma.

This service can be used for any of the following:

- Emergency assistance abroad (police, ambulance, fire) with language interpretation
- Victims of crime abroad (assistance dealing with police etc) with language interpretation
- Assistance dealing with lost/stolen passports
- Assistance dealing with lost/stolen credit cards

You must have a valid Opodo *Extra* package with your booking in order to qualify for the service. The text for assistance must be sent from the mobile number you provided at the time of booking. An alternate number can be provided by contacting the Opodo *Extra* support team using the details provided on your confirmation email no less than three working days before your departure. Only one mobile number can be provided for use with this service.

Travel insurance excess refund

If you need to make a claim on your Opodo travel insurance, Opodo will refund the standard excess charge of £35 levied by Mondial Assistance (please see your travel insurance documentation for details).

To receive your refund, send a copy of the correspondence received from Mondial Assistance confirming your claim settlement to the Opodo *Extra* email address we will provide in your confirmation email. On receipt of this documentation, Opodo will process a £35 credit to the card you used to pay for your original booking containing Opodo *Extra*.

Airline failure guarantee

If you are holding (a) ticket(s) on an airline which fails due to insolvency and has ceased flying, the money you have paid for your ticket(s) may be lost.

As part of our Airline failure guarantee, we undertake that, in the event of an airline entering into an Insolvency (as defined below), we will:-

(i) prior to commencement of your trip:- all monies paid by you as the price for the airline ticket(s) up to maximum of £1500 will either a) be refunded to you in full or b) put towards a new booking ;or

(ii) If your trip has commenced:

- i) provided the trip is nevertheless fully completed, monies paid by you as the price of the ticket(s) forming part of the trip that were cancelled as a direct result of the Insolvency will be refunded to you in full, up to a maximum of £1500; or
- ii) if you are part-way through a trip, we will cover the cost of completing the return or onward leg of the ticket to a similar standard to that originally booked as part of the trip, such return flight commencing at the point of curtailment of the trip as the direct result of the Insolvency, up to a maximum of £1500.

In the unlikely event of an airline failing, please call us on the Opodo *Extra* number provided in your confirmation email so that the appropriate arrangements can be made. Please note that you must make any claim under this Airline failure guarantee to Opodo within six months of the Insolvency.

This Airline failure guarantee shall not apply if the Airline is bonded or otherwise insured against Insolvency. Further the Airline failure guarantee shall not apply in respect of any loss directly or indirectly caused by, consequent upon, contributed to, or resulting from any of the following:-

- 1) any actual or threatened war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not) civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising military or usurped power, martial law, confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any Government or public or local authority; or
- 2) Civil commotion assuming the proportions of or amounting to a popular rising riot, strikes, lockouts, martial law or the act of any lawfully constituted authority.

For the purposes of these terms and conditions, the following definition shall apply:-

Insolvency

For the purposes of these Terms and Conditions, an airline shall be deemed to be Insolvent when:

- a any of the following occurs in respect of such airline:
 - i) it is, or is deemed for the purposes of any law to be, unable to pay its debts (as they fall due) or insolvent;
 - ii) it admits its inability to pay its debts as they fall due;
 - iii) the value of its assets is less than its liabilities (taking into account contingent and prospective liabilities);
 - iv) It suspends making payments on any of its debts or announces an intention to do so; or
 - v) A moratorium is declared in respect of any of its indebtedness.

If a moratorium occurs in respect of the scheduled airline, the ending of the moratorium of itself will not end the Insolvency deemed to arise as a result of the moratorium.

- b any action, legal proceedings or other procedure or step is taken in relation to or with a view to:
 - i) the suspension of payments, a moratorium of any indebtedness, winding-up, dissolution, administration (whether out of court or otherwise) or reorganization (by way of voluntary arrangement, scheme

- of arrangement, assignment or arrangement with any creditor of the scheduled airline);
- ii) a composition, assignment or arrangement with any creditor of the scheduled airline;
 - iii) the appointment of a liquidator, trustee in bankruptcy, judicial custodian, compulsory manager, receiver, administrative receiver, (court or otherwise) in respect of the scheduled airline or any of its assets;
 - iv) the enforcement of any security over any assets of the scheduled airline;
 - v) a meeting of the scheduled airline, its directors or its members being convened for the purpose of considering any resolution for, or to petition for, or apply for or to file documents with a court for its winding-up, administration (whether out of court or with any registrar or otherwise) or dissolution or any such resolution passed;
 - vi) any person presenting a petition or an application for the winding-up, administration (whether out of court or otherwise) or dissolution of the scheduled airline;
 - vii) the directors or other officers of the scheduled airline requesting the appointment of or giving notice of their intention to appoint or take any step with a view to appointing a liquidator, trustee in bankruptcy, judicial custodian, compulsory manager, receiver, administrative receiver, administrator (whether out of court or otherwise) or similar officer; or
 - viii) any analogous procedure or step is taken in any jurisdiction to include, without limitation, filing for bankruptcy protection under Chapter 11 of the United States Bankruptcy Code.