

Airtrade Combination of Travel Services (Package Travel) Supplementary Conditions

Dear customer,

We very much appreciate that you ('Principal') have decided to book your Combination of Travel Services (Package Travel) with Airtrade through the Transavia website. You (Principal) have thus entered into a confirmed package travel agreement with Airtrade which is subject to various conditions. This has been pointed out to you during the booking process (customer journey) on the website and you have had to agree to the applicable conditions and/or, as the case may be, referred to hereunder.

Definition Combination of Travel Services (Package Travel)
Airtrade acts as the organiser of the package holiday. The package holiday at Airtrade always includes a flight ticket combined with one or more other travel services such as accommodation and/or car hire.

ANVR
Airtrade is a member of the ANVR, the Dutch Association of Travel Agents and Tour Operators. This gives you the guarantee of quality and the possibility of presenting disputes to the Disputes Committee Travels ("Geschillencommissie Reizen"). More information can be found at the website: www.anvr.nl.

SGR
Airtrade is a member of SGR (Stichting Garantiefonds Reisgelden). SGR was set up to protect the by consumers paid in advance travel expenses. When you have booked your trip with Airtrade, then travel expenses paid in advance are financially covered by SGR. The conditions for coverage can be found on the website: www.sgr.nl

Catastrophe or Calamity Fund ('Calamiteitenfonds')
The purpose of the 'Calamiteitenfonds' is to make payments in the case the traveller suffers damage because the Tour Operator is unable to fulfil the travel agreement due to a (imminent) catastrophe or danger. The Catastrophe Committee will decide whether a payment will be made. A contribution to the 'Calamiteitenfonds' applies for your holiday. This contribution is part of your package price. All conditions and more comprehensive information can be found on the Internet on www.calamiteitenfonds.nl

Which conditions apply to your trip
In addition to the "Airtrade Combination of Travel Services Supplementary Conditions" the following conditions apply to your travel agreement:

- ANVR Traveller Terms for Package Travel* (section 1 of the ANVR Traveller Terms) https://www.anvr.nl/uploads/Reizigersvoorwaarden_Engels_2026_51466289e4.pdf
- All conditions of the executing airline company; Transavia's conditions can be found at the following link: https://www.transavia.com/en-NL/voorwaarden/vervoersvoorwaarden/ . In case your flight is operated by another airline; the conditions of carriage can be found on the airline's website.
- General conditions of the executing car rental company (if applicable), in this case Sunny Cars, through the following link: General Terms and Conditions · Sunny Cars
- General conditions of the provider of the accommodation (if applicable). https://developers.expediagroup.com/terms/en_uk
- For separately booked touristic services (not being a part of the Package Travel):
- Activities – the general conditions of Viator and/or the specific conditions of the provider of the activity, through this link: Viator
- Transfers – the general conditions of Taxi2Airport for transportation from the airport to the accommodation, through this link: Terms and Conditions - Taxi2Airport

The Transavia Conditions apply to flight tickets which are part of this Package Travel. When making the booking you will be informed about the validity of the ticket and the costs charged by the carrier if you change or cancel the ticket. We point out that it is not always possible to change tickets and that not in all cases flight tickets can be refunded, wholly or in part, if cancelled. Changes or cancellations are not possible in the event of a no-show. A no show is if you do not check in on time for the flight.

* The following derogating terms and conditions have been adopted by Airtrade itself. No consultation about the content of these articles has taken place between the ANVR and the Consumers' Association within the framework of the SER Self-Regulation Coordination Group. Subject to the derogations granted in the terms themselves these additions may not affect rights under the law or the ANVR Traveller Terms for Package Travel (section 1 of the ANVR Traveller Terms) and are solely intended to complement these ANVR Terms where allowed and/or to further strengthen the position of the traveller

Exclusion of right of revocation
Your finalized booking of a Package Travel is considered to be a definitive booking. This package travel agreement is therefore excluded from the right of revocation. As a result of that is that the realized travel agreement cannot be cancelled free of charge within 24 hours after entering into the definitive travel agreement.

Insurance
The Principal and/or the travellers are obliged to be in the possession of a valid travel insurance according to article 2.2 of the ANVR Traveller Terms for Package Travel and the Airtrade has the right to ask for proof of such insurance.

Exchange guarantee
Up to 21 days before departure you can exchange your Transavia Holidays booking at Airtrade. When you use this exchange guarantee, you will receive a voucher.

The following conditions apply to the exchange guarantee

- The exchange guarantee only applies to a package trip with a Transavia flight. If you have booked a package trip with a KLM flight, you cannot make use of the exchange guarantee.
- The voucher has the same value as your previously booked package trip, excluding
  - change fees
  - administration fees of €35 per person
  - the cancellation insurance policy (if booked through Transavia Holidays)
  - SGR contribution, booking costs and payment fees (if applicable)
- You can use the voucher within 1 year after issue to book a new Transavia Holidays package holiday; the trip must take place within 18 months after issue of the voucher
- The voucher is not valid on bookings already made, but can only be exchanged for a new Transavia Holidays reservation. The voucher is valid for all destinations of Transavia and partners within the Transavia Holidays range.
- You can choose a different destination than the one in your previous booking. Any remaining amount, if your new trip is cheaper, will not be refunded. You will also not receive a new voucher for the remaining amount. If your new package holiday is more expensive, the additional price will be charged to you.
- The voucher cannot be used in combination with another voucher code. The voucher can only be used for a Transavia Holidays booking and not for individual flight tickets.
- The exchange guarantee is valid per booking and cannot be requested per person. The voucher is not registered in a name and can therefore also be used by travelers other than the original bookers
- It is not possible to request the exchange guarantee again for your next booking for which you use the voucher.
- The exchange guarantee only applies to bookings made on or after 3 February 2025.

After requesting the exchange guarantee, the voucher will be sent to the main booker. The voucher cannot be split per person.

For a new booking with the voucher, the mandatory contributions are always charged:
o The SGR contribution (€5.00 per person)
o The Calamities Fund contribution (€2.50 per booking)
o Booking costs if applicable

The voucher cannot be paid out in cash. After the expiry date of the voucher, no refund in any form is possible.

Pandemic and Force Majeure
Before confirming your booking, you should inform yourself of any restrictions on the travel sections booked by you because of the presence of possible pandemics or other forms of force majeure such as natural disasters. Airtrade is will not accept any subsequent complaints or claims arising from travel restrictions by service providers and governments.

In the event of a pandemic (e.g. COVID-19) you are personally responsible for the personal hygiene measures (for example tests, evidence of tests, face masks and absence of fever) that may be required during your trip to avoid quarantine on location or refusal on the flight or on arrival in the country of destination. For this reason, we recommend that you consult Government websites such as RIVM.nl and Nederlandwereldwijd.nl

Changes made by the Principal (not being exchange)
1. A change to a booking will mean: adjusting a booking that has ready been confirmed or part of it, and at the same time making a new booking for the same Principal and the travellers being part of the booking.
2.In addition to Article 3.4 of the ANVR Travel Conditions, a change to the booking is only possible if the conditions of the service providers and the chosen rate allow this.
3. It is only possible to change the booking if a new booking is made for the same destination and route and for the same fare and conditions and if the client agrees to the amended rate plus an administrative fee of €35 per person.
4. The cost of the change partly depends on the conditions of the service provider in question and the conditions of the chosen fare. All costs charged by the service provider in the event of a change are payable and owed by the Principal.
5. For each change to the booking or part of the booking Airtrade charges an administrative fee of €35 per person.

Substitution
In addition to article 8.1 of the ANVR Traveller Terms for Package Travel, a traveller cannot be replaced by another person, unless all conditions of the relevant executing service providers, including the airline, have been met and agreed by those executing service providers. Substitution could lead to costs as high as the original costs of the travel services involved.

Cancellation by the traveller
1. Cancellation of a booking means: cancellation of a confirmed booking or part thereof by means of e-mail or letter.
2. In deviation from article 9.2 of the ANVR Traveller Terms for Package Travel, the cancellation costs are 100% of the fare, unless the conditions of the service provider allow otherwise, plus the additional administration fee of €35 per person
3. Partial cancellations are not possible for the flight (including baggage selection), hotel, car rental, or insurance. For any other elements of your trip, you can submit a request if you wish to cancel these components. The service provider's fees plus an administrative fee of €35 per person will be charged.

Payment and payment terms
In addition to art. 10.1 of the ANVR Travel Conditions, the main booker pays the entire agreed travel sum and other costs to Airtrade upon booking. If the booking is made more than 6 weeks before departure, a deposit is possible. The total travel sum must always be paid in full 6 weeks before departure. Airtrade ensures timely payment to the service providers involved.

Costs to be paid on location
There may be mandatory surcharges, such as “resort fee, facility fee, cleaning fee” and local costs (including tourist tax). These must be paid to the relevant service provider and/or local government and/or the hotel on site.
These mandatory surcharges and local costs are based on the prices known at the time of booking. The actual price of the costs to be paid on site may differ from the local costs known at the time of booking.
For questions or comments, please contact the local service provider. In case of booking a rental car, you must carefully read the information about mandatory and optional insurance.

Travel documents, visas, vaccinations and high risk destinations
A valid identity document (e.g. passport) is always required. Some countries require the identity document to be valid for a certain number of months at the time of arrival and departure. A number of countries also set requirements for travellers with regard to visas and vaccinations. For some countries (e.g. Russia and China) a Visa Support Letter is required and you have to request that at the local hotel before departure. Before your trip you must assess and ensure that you have the required or recommended documents and vaccinations for your final destination but

also for any countries where you will have a layover or be in transit. The consulate or embassy for your travel destination can provide you with important information in this context. Current information on vaccinations and health risks can also be obtained from the GG&GD (the Municipal Health Service) or the National Coordination Centre for Traveller's Advice at www.lcr.nl

For certain countries, the Dutch Foreign Office has issued a (partial) negative travel advice and you need to check yourself for which country that is valid. For instance, through this website. We point out that a choice for such a destination is one's own responsibility and might have consequences for insurance coverage, unforeseen expenses on location, and reimbursement from the Calamity Fund.

Travel documents

Please check your travel documents immediately on receipt for personal details, departure times and travel dates. For each product, you must receive proof in the form of a ticket, voucher, confirmation letter or confirmation number. Always read the content of these documents THOROUGHLY. If you have any questions or think that any travel documents are missing, please let us know immediately.

Complaints

If you are not satisfied with or have complaints about our services before departure please report this in writing to transaviaholidays@airtrade.nl stating your name and booking or confirmation number, so that we can try to resolve the matter at hand. If during your trip you are of the opinion that the package travel and touristic services are not in compliance with the agreement, please follow these guidelines:

- Always base your opinion of the quality of services and any ensuing complaints on the culture and customs applicable at the location.
- Report complaints directly to the service provider involved.
- If no local solution can be found, please inform us immediately.
- It is only possible to make changes to your reservations or book alternatives after our explicit consent.
- Collect as much written evidence as possible.
- Complaints afterwards about a service provider which have not been made known to the service provider on location, may not qualify for compensation.
- No changes to the travel services of your trip can be made afterwards.
- If a complaint is not resolved satisfactorily in time, the Client may submit the dispute to the Geschillencommissie (Travel Disputes Committee), PO Box 90600, 2509 LP, The Hague) within 12 months of filing their complaint with Airtrade.