



## TERRAVISION LOYALTY PROGRAM – TERMS AND CONDITIONS

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### **1. Introduction and General Rules**

The Terravision Loyalty Program (hereinafter, the “Loyalty Program”) is operated by Terravision London Finance Ltd. (hereinafter, the “Company”) under the terms and conditions as set out below.

By registering to the Terravision website account each customer (hereinafter, the “Member”) is automatically assigned the Loyalty Program Membership.

In order to collect reward points and redeem benefits of the Loyalty Program the customer agrees to:

- accept the Terravision Loyalty Program Terms and Conditions;
- accept the Terravision Terms and Conditions of Carriage
- accept the Terravision Privacy Policy and consent to the collection of his/her personal data by Terravision.

All Loyalty Program rewards, offers and services are subject to availability and may be amended by the Company at any time without notice. The Company may terminate the Loyalty Program at its sole discretion, in whole or in part, with three (3) months' notice sent by e-mail to all Loyalty Program Members. The Company may change the Loyalty Program with a similar loyalty program at any time upon a written notice sent by e-mail to all Loyalty Program Members.

In the event that the Terravision Loyalty Program is terminated, all unredeemed points will be honored within the notice period. After the conclusion of the notice period no reward requests and claims will be accepted.

Except as otherwise prohibited by applicable laws, Terravision may at any time introduce the changes and incorporate amendments to the Loyalty Program Terms and Conditions. All Members will be informed via email about the changes.

The company may at its sole discretion modify the rules of earning and redeeming reward points any time, with or without notice.

Loyalty Program Members are responsible for remaining knowledgeable of the Program Terms and Conditions and their participation will constitute their acceptance of the Program Terms and



## TERRAVISION LOYALTY PROGRAM – TERMS AND CONDITIONS

Conditions and any possible amendemnt to it.

### **2. Registration to the Loyalty Program**

Membership in the Terravision Loyalty Program is free.

All Members are responsible for reading and understanding the Loyalty Program Terms and Conditions, as well as the communications received from Terravision related to the Program.

The Company may at its sole discretion deny membership in the Loyalty Program to any applicant without written notice.

The Terravision Loyalty Program is addressed to the customers in possession of the Terravision standard client account. Terravision Agents and Affiliates (users in possession of the Agent a/o Affiliate account) are not allowed to enroll in the program.

### **3. Collecting reward points**

A member earns points by purchasing the tickets for the airport transfers on the Terravision website. The purchases made out of the Terravision website (partner websites) will not be rewarded. A Loyalty Program Member collects one poit for every EUR 1 spent on the Terravision website. Unless stated otherwise, no services are exlcuded.

No points are collected if infant ticket is purchased.

A member can redeem the collected points as set up in the below

Points and eward structure:

25 EUR = 25 points – 5%

50 EUR = 50 points – 10%

80 EUR = 80 points – 15%

100 EUR = 100 points – 25%

A Member can review his/her points balance and transaction history by logging to his/her Terravision account or by sending a request at [loyaltyprogram@terravision.eu](mailto:loyaltyprogram@terravision.eu)

### **4. Redeeming reward points**

A Member may redeem collected points to receive discount codes valid for purchases of all services available on [www.terravision.eu](http://www.terravision.eu)



## TERRAVISION LOYALTY PROGRAM – TERMS AND CONDITIONS

Points and rewards may not be exchanged or redeemed for cash.

Points must be redeemed within 31st January of the second year following the year they were collected (i.e. the points collected on March 2022 must be redeemed until 31/01/2024).

Once the points have been redeemed, there will be automatically generated a one-use discount code.

The obtained discount code must be used within 8 months from the date it was generated.

Points redeemed for discount code will be reset.

The discount code can be used exclusively on the Terravision website.

### **5. Loyalty Program Communications**

All Members may receive from Terravision periodical communications related to the Loyalty Program. The communications will be sent to a Member's e-mail address associated to the customer's account on the Terravision website.

### **6. Monitoring Loyalty Program Members' Accounts**

Terravision reserves the right to monitor the Accounts of the Loyalty Program Members, at any time and without notice, for compliance with Program Terms and Conditions.

### **7. Limitation of Liability**

In no event will Terravision and its agents and affiliates be liable for any direct, indirect, incidental or consequential damages of any kind.

Terravision is not responsible for: (a) any loss or delay in receiving, any Member communications, redemption requests and redemption rewards; (b) theft or unauthorized usage of points; (c) any publishing mistakes in relation to the Loyalty Program. Terravision reserves the right to correct the mistakes without notice.

### **8. Exclusion from the Loyalty Program**

The exclusion will occur automatically for those Members who have made fraudulent transactions during the purchase process. The excluded user will not be allowed to register again, unless the Terravision makes a different and indisputable decision.



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### **9. Interpretation of Loyalty Program Terms and Conditions**

All interpretations of the Terravision Loyalty Program Terms and Conditions are at the Terravision's sole discretion.

### **10. Subject to Law**

Membership in the Terravision Loyalty Program and the collecting/ redeeming of points are subject to all applicable local laws and regulations. Any disputes related to the Loyalty Program will be handled individually in accordance with the laws of the United Kingdom.

### **11. Entire Agreement**

The Loyalty Program Terms and Conditions, together with any additional regulations incorporated herein or referred to herein constitute the entire agreement between Terravision and the Terravision Loyalty Program members relating to the subject matter hereof, and may not be amended except in writing or by making such amendments available on the page dedicated to the Loyalty Program on the Terravision website.