

1. Earning miles on airBaltic flights

- 1.1. Miles are credited to the Member's account for each actually flown segment of a fully paid scheduled flight by airBaltic.
- 1.2. To receive miles for airBaltic flights flown, reservations must be booked under the Member's name exactly as the Member's name appears on the Account. Any discrepancy may delay or void receipt of Miles. Only the person named on the BalticMiles Account and who actually flies can earn Miles, even if the travel is purchased by someone else.
- 1.3. The number of Miles credited for direct flights depends on the distance between the point of departure and the destination, booking class and Member tier level.
- 1.4. airBaltic may from time-to-time offer bonus Miles for various activities or eligible purchases. These offers may be temporary in nature. airBaltic reserves the right to modify or eliminate such offers at any time.
- 1.5. Miles will not be awarded on unused, cancelled, forfeited, refunded or fraudulent travel bookings. Members may accumulate Miles for multiple seats purchased for them on a single flight.
- 1.6. If you are transferred to another airBaltic flight or partner airline, which differs from the original issued ticket, the mileage earned on the resulting flight will be credited to your account. However if you are involuntarily transferred to a non-partner airline, you may request miles for your original airBaltic booking, in circumstances within airBaltic control. In this case you will be required to send in a cover letter to outline the original flight details, along with a copy of old and new ticket details, to BalticMiles Members service. Please note: airBaltic would not credit original flights for the following reasons - natural disasters/disruption, weather, fire, strikes, war, civil unrest and closed airports.

2. Exclusions

- 2.1. Certain travel is not eligible for earning Miles. This includes, without limitation, the following: all travel purchased with Miles (Award Flight) free ticket promotions including free or reduced rate travel, non-revenue travel, charter flights, travel agency/industry reduced rate travel, unpublished fares, travel subject to special provisions and services for which the Member receives benefits under another bonus programme.
- 2.2. airBaltic reserves the right to determine which travel is eligible to earn Miles. Certain other services may also be excluded from Miles accrual following a prior announcement in the BalticMiles communication media.

3. Crediting procedure

- 3.1. Automatic crediting of Miles to a Member's account is only possible if the Member quotes his/her BalticMiles Membership number or shows his/her card, when checking in for the flight. Any Miles not automatically registered can be credited to the Member's account within 6 months after the flight date, but not earlier than 10 days after the flight. For newly enrolled Members Miles can be registered for journeys that took place up to 30 days prior to enrolment.
- 3.2. Mileage can be claimed online by entering the booking reference or through the presentation of a boarding pass for a particular flight or a copy of flight-ticket or e-ticket receipt. Letters and documents sent to airBaltic will be archived. Requests for such letters and documents to be returned in their original form will not be granted.
- 3.3. Any attempt by a member to claim mileage from the same boarding pass on more than one occasion with different carriers will constitute a breach of this agreement and the termination provisions in clause 5.1 will apply.

4. Spending miles on airBaltic flights

4.1. Award flights

Award flights are available for scheduled flights operated and ticketed by airBaltic (or by a joint operator). There are two procedures how to obtain an Award Flight:

- 4.1.1.1. BalticMiles Member Service per Member's request (via e-mail or phone) will send award document (certificate). Award certificates are electronically made and e-mailed to Member and must be used within 90 days for Award Flights. Black out dates for award flights are possible. BalticMiles Members are responsible for all taxes and fees applicable to Award Flights. All taxes and fees must be paid at the time of purchase. Award documents may only be given as presents to individuals with whom the Member has a close personal relationship, e.g. friends and relatives, but may not be exchanged for other awards or cash.
- 4.1.1.2. Rebooking (depending on availability and the terms and conditions applying to the Award Flight) is free of charge before issue of the award flight ticket. Once the award ticket has been issued, rebooking is subject to a service charge, wherever this is permitted by the terms and conditions applying to the award flight concerned. Enquiries about terms and conditions, availability and the amount of any service charge can be directed to the BalticMiles Member Service. All other conditions of the original

award flight ticket continue to apply following a rebooking. The flight taken as an award flight is subject to the operating carrier's general conditions of carriage.

4.1.2. Award Flights are available through the flight booking process at www.airbaltic.com. Miles required vary according to the destination, day of the week, season and booking class. The number of Miles required to earn Award Flight may change at any time until the booking is confirmed and Miles are applied as payment for the Award Flight. Any change to your booking may result in a change in the number of Miles required and may also have associated fees. If you do not board your Award Flight all Miles used in connection with the Award Flight will be forfeited.

4.1.3. airBaltic reserves the right to revise, amend, or modify the amount of Miles required to earn Award Flight.

4.2. Upgrade awards

4.2.1. Upgrade awards to a higher cabin class are available for scheduled flights operated and ticketed by airBaltic or by a joint operator.

4.2.2. The BalticMiles Member Service per your request (via e-mail or phone) will send you certificate via e-mail, which must be used within 90 days for upgrade. Certain tariffs, booking classes and group bookings may be excluded from upgrades. In the event of an upgrade, the conditions of the original ticket remain in force.

4.2.3. airBaltic reserves the right to revise, amend, or modify the amount of Miles required to earn an Upgrade Award.

4.2.4. Members shall not sell or auction free tickets or miles in any circumstance. Selling or auctioning tickets could lead to the termination of a member's membership in accordance with clause 5.3.

5. Misuse

5.1. Sale, exchange, offer to auction or any other kind of commercial transaction with third parties involving award documents is strictly prohibited, unless specifically allowed. It is also strictly prohibited to arrange the purchase or sale of miles or awards, transfer of miles, unauthorised purchase of miles or to make unauthorised use of awards or award documents. All such cases are classified below as misuse. Such activity is prohibited and may result in denial of travel and/or redemption of the reward and may also result in the cancellation of all accrued miles, rewards and programme membership.

5.2. In the event that awards are released in exchange for miles acquired by misuse, airBaltic reserves the right to demand compensation in place of the miles required to release the award, insofar as the Miles balance, excluding the miles acquired by misuse, are not sufficient to release the award. The amount of compensation per mile is calculated based on the applicable mile purchase price for the highest scale value at the time of the damaging event. The respective applicable scale value is published in the BalticMiles communications media. airBaltic also reserves this right in the event that the Miles account has a negative balance in other cases of misuse as well as unsanctioned conduct by the Member. The Member has the right to prove that he/she has caused no or only minor loss.

5.3. Any breach of these Consumer Terms or other requirements contained on our website or in the pocket guide may result in denial of travel and/or redemption of rewards and cancellation of all miles, rewards and programme membership.

6. Miles expiry

6.1. All status miles will expire in 12 months. Attention will be drawn in good time to the date and extent of the lapsed Miles in the BalticMiles account information or in BalticMiles communication media.

7. Law & Jurisdiction

7.1. These Consumer Terms and the relationship between airBaltic and each member are governed by Latvian law. In joining the Programme, you are agreeing to submit to the non-exclusive jurisdiction of the Latvian Courts.

7.2. If in any jurisdiction, the programme, the issue of miles or the redemption of any reward is unlawful, then to the extent that the laws of that jurisdiction are applicable, the issue or redemption of miles or rewards and any related documents are void.

8. Communications & Complaints

8.1. If you have any query concerning the issue of miles or redemption of rewards, please contact your local BalticMiles Member Service.

8.2. Please note that the responsibility for the issue of miles is, that of the relevant participating company and for the provision of rewards is that of the relevant reward provider. In seeking to assist in the resolution of any dispute or complaint between a member and a participating company or reward provider, airBaltic assumes no liability in respect of the subject matter of that complaint.

- 8.3. These terms do not affect your rights against a participating company or reward provider. Any notice or statement to a member shall be deemed to be given 10 days after it has been sent out by airBaltic to the member's address as registered in our records.