

## **Terms of Service using the Balance SkyUp (SkyUp Balance)**

SkyUp Balance\* - is a tool for passengers who have created accounts on the website of airlines operating under the SkyUpTM brand, namely SkyUp Airlines LLC (hereinafter also referred to as SkyUp Airlines), EDRPOU code 41403314, address 02121, Kyiv, 201-203 Kharkivske Shosse, Office 2A); SkyUp MT Limited, (hereinafter also referred to as SkyUp MT) code C - 103645, address Ewropa Business Centre, Level 3, Suite 701, Triq Dun Karm, Birkirkara, BKR9034, Malta), hereinafter referred to collectively as SkyUp.

### *Section 1. Terms of use SkyUp Balance (hereinafter – Terms):*

1. SkyUp Balance is available online in your account on the SkyUp website.
2. Any refund and return due to flight cancellation is transferred to SkyUp Balance, which is linked to the account used to make the reservation.
3. SkyUp Balance can be used to book
  - tickets exclusively for scheduled flights of SkyUp airlines. All additional services provided by the Airlines directly (transportation of additional baggage, choice of seat in the cabin, etc.)
  - certain services provided by partners (insurance, catering, etc.) on scheduled flights of the airlines.
4. SkyUp TM airlines reserve the right to limit the passenger's ability to use the balance to pay for the reservation in full. The passenger will be able to use only a certain % of the total cost of the ticket tariff.

The passenger can see information about the maximum amount that can be debited from the balance when placing an order on the website.

5. In case of using the balance for cancelled SkyUp Airlines flights to pay for SkyUp MT flights in full or partly (hereinafter referred to as “balanced or reduced fare tickets”), the balance holder agrees and confirms that further refund of funds previously credited to his/her balance for SkyUp Airlines flights is not possible, regardless of the grounds for crediting funds to the balance.

In case of purchasing a ticket for a SkyUp MT flight, the balance that was credited for SkyUp Airlines flights is debited in the equivalent value according to the commercial exchange rate on the day of issue.

6. If the passenger's booking includes 2 flights (Round trip) and the one-way flight is cancelled, only the ticket price of the cancelled flight will be credited to the balance. To get the full ticket price of the flight that was not cancelled, the passenger must contact the airline's contact center by sending an email or by phone, which is indicated on the website and give consent to the cancellation of the return ticket, but no later than 7 days

before the departure of the flight. If you apply within a shorter period of time, the credit will be applied according to the rules of the selected ticket fare.

7. In case of flight cancellation, the cost of such additional services as Gift, Change date is not refundable.

#### *Section 2: Validity of the balance sheet:*

The balance has no limited validity period.

Funds credited for cancelled flights and credited bonuses (promotional cashback, airline rewards, etc.) have no restrictions on the period of storage on the balance, unless another period of their use is specified while crediting.

These bonuses are not redeemable for cash.

#### *Section 3. Balance transfer:*

1. The balance cannot be gifted to a third party.
2. The balance holder can use the balance to purchase tickets and additional services for third parties.

#### *Section 4. Amendments to the Rules:*

1. The Airlines reserve the right to make any changes to these Rules at their own discretion and without the consent of the balance holders. The Airlines inform about all changes by publishing in the Terms of Service using the Balance SkyUp section on the official website and/or by e-mail.

#### *Section 5. Responsibility:*

1. Airlines are not responsible for the loss or use of balance due to unauthorized access to the user's account.

#### *Chapter 6. Withdrawal of the balance:*

1. We have provided an option to withdraw funds from your balance to your card, except as described in these terms and conditions. Click the 'Withdraw to card' button and follow the instructions to send a request for a refund. After reviewing the claim, we will credit the funds to be refunded to the bank card used to pay for the ticket in accordance with the [General conditions of carriage of passengers and baggage](#).

2. The account balance is credited in the currency in which the ticket and additional services were purchased, for SkyUp MT - euros, for SkyUp Airlines - hryvnias. Any SkyUp Balance can be withdrawn only in the currency in which the refund was made.

#### *Section 7. Other terms and conditions:*

1. [The General Terms of Carriage of SkyUp Airlines](#) apply to bookings made and services purchased using the balance as well as to the tickets purchased using bonus costs and/or cashback (reduced fare tickets). Any assignment of rights arising from such reduced fare tickets are subject to the written consent of the airline concerned.

2. The processing of passengers' personal data is carried out in accordance with the procedure established by the current legislation and in accordance with the terms of the privacy policy available at the link - <https://skyup.aero/en/privacy-policy> .

*\*Balance SkyUp*

*\*Gift*

*\* Change the date*