

Terms of use of LIMITED LIABILITY COMPANY “SKYUP AIRLINES” gift certificates

1. Definitions

Passenger is an individual who is carried by an aircraft with the consent of the carrier in accordance with the contract of carriage of the airline – LIMITED LIABILITY COMPANY “SKYUP AIRLINES” (hereinafter the Airline).

Customer is a Passenger or any other person who purchases and/or activates and/or uses an Airline’s gift certificate.

2. The nominal value of the Airline’s gift certificates

The Airline's gift certificates are available with a nominal value of UAH 500, with the possibility of increasing by any amount that is a multiple of UAH 100.

3. Flights available to purchase using Airline’s gift certificates

Airline's gift certificates can be used to pay the cost of a new ticket, including the fare and fees, exclusively on any international flight of the Airline in any class of service and/or to pay for additional services on international flights of the Airline, for any Passengers at the choice of the Customer.

Airline's gift certificates can only be used to purchase tickets and services on the website www.skyup.aero.

4. Purchase, activation and use of Airline’s gift certificates

The client can purchase an Airline’s gift certificate when he/she makes a new booking or in an existing booking.

After receiving payment within 24 hours an Airline’s gift certificate will be sent to the e-mail specified by the Customer.

The Airline's gift certificate can be activated within one year from the day following the day of its purchase.

If the Customer who wishes to activate the Airline's gift certificate does not have a personal account on the Airline's website, such a Customer has to create a personal account on the Airline's website before activating the Airline's gift certificate.

After activating the Airline’s gift certificate in the Customer's personal account, the amount of funds corresponding to the nominal value of the activated Airline's gift certificate becomes available for use on his/her balance.

The client is obliged to take measures to preserve the confidentiality of the certificate and is independently responsible for its use by third parties.

If the full cost of the ticket or service is more than the nominal value of the Airline's gift certificate, the Customer has to pay the difference between the full cost of the ticket/service and nominal value of the Airline's gift certificate.

Services purchased from the Airline using a gift certificate are subject to the general requirements of the current legislation and the Rules of air transportation and servicing of passengers and baggage of "SKYUP AIRLINES" LLC, taking into account the specifics established by these Rules.

The funds for unused and/or non-activated Airline's gift certificates will not be returned.

Refunds for an unused ticket (a part of it) / additional services purchased using a gift certificate are carried out by the Airline exclusively by crediting funds to the Customer's balance in his/her personal account in the appropriate amount, in accordance with the procedure and taking into account the provisions of the AVIATION RULES OF UKRAINE "Rules of air transportation of passengers and baggage".

5. Other provisions

The Airline strictly prohibits Customers, Passengers and third parties from offering gift certificates for commercial purposes, especially on online auctions or other web platforms.

This offer is valid until canceled. The Customer confirms that agrees with the terms of these Rules. The Customer also further confirms that has duly informed the Passenger about the conditions of these Rules and that the Passenger understands and accepts the conditions of these Rules. The Passenger who has bought a ticket using a gift certificate has all rights in accordance with the Air Transportation Agreement of the Airline, Rules of air transportation and servicing of passengers and baggage of the Airline.

The Airline reserves the right to amend these Rules at any time without prior notice. The Airline shall post all changes to these Rules on its website www.skyup.aero.

The Airline is not responsible for any losses as a result of any improper use of the Airline's gift certificate, as well as for its loss or disclosure of information about it to unauthorized persons (except for the Customer and/or the Passenger).

These rules are interpreted in accordance with the current legislation of Ukraine. Disputes shall be primary resolved through negotiations between the Parties.