

“FLEXIBLE TICKET GUARANTEE”

Terms and Conditions of purchase and use of the service

The **FLEXIBLE TICKET GUARANTEE** allows customers to request to change the date of their airline ticket. The **FLEXIBLE TICKET GUARANTEE** must be requested at the time of booking and may be used only after the confirmation of the booking (settlement of the payment) of the relative airline ticket. This contractual guarantee is active starting from the time of booking and expires 72 hours before departure.

In supplying the **FLEXIBLE TICKET GUARANTEE** service, Lol.travel exclusively carries out an intermediation regarding the airline ticket service agreement between the Customer/Passenger and the airline. As the Customer accesses the **FLEXIBLE TICKET GUARANTEE** service through LOL TRAVEL, not being able to contact the airline directly, all requests to rebook a ticket using the **FLEXIBLE FLIGHT DATE GUARANTEE** must be made through the Lol.travel Customer Service (See Section 3.1 of these Terms and Conditions of purchase of the service).

1. Conditions applicable to the guarantee

The **FLEXIBLE TICKET GUARANTEE** allows flights to be rebooked under the following conditions:

- The rebooking must be carried out strictly in compliance with Section 2 of these Terms and Conditions of purchase of the service and at least 72 hours before the original departure time.
- The new booking can be made only with the same airline with which the original reservation was made and for the same route. It is therefore possible to only rebook a flight operated and sold by the same airline and with the same departure and destination locations as those of the original ticket booked at the time of purchase. The flight segments must be used in the same order in which they were originally booked.
- The Customer may not switch to different cabin classes nor rebook on the same flight.
- The rebooking of a ticket for the so-called “intermediate stopover” is not permitted (to extend the stay in the stopover city with respect to the original booking). It is not permitted to change the departure and/or destination city for the outbound or return flight.
- The **FLEXIBLE TICKET GUARANTEE** does not allow for changing or correcting the passenger's name.
- The Customer may take advantage of the **FLEXIBLE TICKET GUARANTEE** only once for a specific booking. Once the change has been confirmed, the **FLEXIBLE TICKET GUARANTEE** is considered as having been used.
- In case of rebooking, the journey must be made within a year from the date of the original booking. The new journey may not start earlier than 72 hours from the time of the change request.
- The **FLEXIBLE TICKET GUARANTEE** does not reimburse the cost of the original booking, but only the difference in cost between the first booking and the rebooking.
- The use of the **FLEXIBLE TICKET GUARANTEE** shall apply to all passengers included in the booking.
- The Passenger must make the second reservation exclusively through Lol.travel. If a flight is not rebooked with Lol.travel, the **FLEXIBLE TICKET GUARANTEE** shall not be considered valid.
- The **FLEXIBLE TICKET GUARANTEE** must be requested and paid for together with the original booking and cannot be added after confirmation of the original reservation. The **FLEXIBLE TICKET GUARANTEE** can only be used by paying the agency fees related to the flight change (Euro 55 per booking and not per person). These fees shall not be charged to the Customer when purchasing the *PREMIUM SUPPORT* service during the booking phase of the airline ticket through Lol.travel.

2. How to use the FLEXIBLE TICKET GUARANTEE:

- To change their ticket, the passenger must contact our Customer Service using the appropriate form available in the reserved area of Lol.travel (by clicking on “Login or Register” from the Lol.travel home page) or by sending an email, from the same email account used at the time of booking, to voli@lol.travel specifying the reservation code (PNR).
- The rebooking shall be confirmed only after receipt of the confirmation sent by Lol.travel via email. In the absence of a confirmation, the Customer must contact the Company’s Customer Service.
- The confirmation of the rebooking of the new flight using the **FLEXIBLE TICKET GUARANTEE** is subject to availability. If the desired change requires a more expensive ticket, or the change concerns a passenger who is no longer entitled to a special rate (for example in the case of a newborn), any additional costs shall be charged to the Customer. Lol.travel shall not be responsible for any effects of the rebooking on additional services provided directly by the airline (such as booking extra baggage or seat selection). In this case, the cost of the additional service purchased and not used shall not be refunded.
- The cost of the **FLEXIBLE TICKET GUARANTEE** is not refundable in case the Customer cancels the flight. Moreover, if the Customer does not show up for boarding to use even one segment of the booked flight, the option to rebook using the **FLEXIBLE TICKET GUARANTEE** shall no longer be valid and shall lose all its effectiveness.

3. The **FLEXIBLE TICKET GUARANTEE** does not include:

- The cost of the **FLEXIBLE TICKET GUARANTEE** purchased with the original airline ticket;
- Any insurance premium paid by the Customer;
- Any additional costs not related to the airline booking (as defined therein), e.g. hotel, car rental, excursions, etc.;
- Any changes to the passenger name or other information related to the passenger for the flight rebooked, with respect to the original flight.