

Terms and Conditions PartnerPlusBenefit

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1. Participation Terms	3
2. Participation	3
2.1. Eligibility	3
2.2. Ineligibility	3
2.3. Commencement of Participation and Conclusion of the Contract	4
2.4. Password and PIN	5
2.5. End of Participation	6
2.6. Term of Participation	6
3. BenefitPoints	6
3.1. General	6
3.2. Collecting BenefitPoints	6
3.2.1. Business Flights	6
3.2.2. Tickets Purchased in Spain and Portugal	7
3.2.3. Flights with Lufthansa, Lufthansa Private Jet and PartnerPlusBenefit partner airlines	7
3.2.4. Other BenefitPoints Collection Options	9
3.2.5. Exclusion of BenefitPoints Collection	9
3.2.6. Capture of Routes Flown	10
3.2.6.1. Automatic Capture via Storage of Credit Card Details	10
3.2.6.2. Manual Capture via Ticket Number Entry	11
3.2.6.3. Automatic capture of ticket data via Company ID	11
3.2.6.4. Automatic capture of BenefitPoints of bookings initiated on www.PartnerPlusBenefit.com	11
3.3. BenefitPoint Account	11
3.4. Redemption of BenefitPoints	12
3.4.1. General	12
3.4.2. Redeeming BenefitPoints for Business Purposes	12
3.4.3. Free Flights	12
3.4.4. Upgrades	14
3.4.5. BenefitExcessBaggage	15
3.4.6. Disbursement of BenefitPoints ("Cashback")	16
3.4.7. Lufthansa Worldshop	16
3.4.8. Lufthansa FlyNet	16
3.4.9. Ordering Awards	16
3.4.10. Award Confirmations	16
3.5. Lapse of BenefitPoints	17

3.6. Transfer of BenefitPoints	17
4. Abuse	17
4.1. Abusive Actions and their Consequences	17
4.2. Amount of Damages	18
5. Termination	18
5.1. Termination, Freeze, Exclusion from Participation	18
5.2. Validity of BenefitPoints in the Event of Termination	18
5.3. End of Programme	19
6. Miscellaneous	19
6.1. Taxes, Fees	19
6.2. Liability	19
6.3. Data Privacy Protection	19
6.4. Loss of the Username and Password	20
6.5. Amendments	20
6.6. Transfer of Rights to Third Parties	20
6.7. Applicable Law, Jurisdiction, Binding Version of Contract	20
6.8. Severability Clause	20
7. Contact – PartnerPlusBenefit Service Center	21

1. Participation Terms

The PartnerPlusBenefit corporate incentive programme rewards your loyalty as a corporate client. On all business flights, you will collect BenefitPoints which can be redeemed in return for attractive awards. Deutsche Lufthansa Aktiengesellschaft ("Lufthansa") is your contractual partner and issuer of PartnerPlusBenefit. Members of the PartnerPlusBenefit incentive programme will receive BenefitPoints from Lufthansa and PartnerPlusBenefit partners, which can be redeemed in return for certain awards in accordance with the present Participation Terms. If you also participate in the Miles & More frequent traveller programme, you can also collect miles for Miles & More on your flights at the same time. Collection and redemption of BenefitPoints, as well as implementation of PartnerPlusBenefit in general, will be governed by the terms set out below. Special provisions can be found in the PartnerPlusBenefit communications (e.g. newsletter, Internet pages viewed on www.PartnerPlusBenefit.com). Lufthansa's PartnerPlusBenefit corporate incentive programme is a voluntary Lufthansa service.

2. Participation

2.1. Eligibility

The following parties are eligible to participate in the Lufthansa PartnerPlusBenefit corporate incentive programme.

- 2.1.1 All business establishments, i.e. natural or legal persons and partnerships that are permanently engaged in commercial activities and that purchase flight tickets for their commercial activities. Companies and organizations can be located worldwide, but tickets need to be purchased in Spain or Portugal.
- 2.1.2 Law firms and tax consulting firms, medical practices and other self-employed professionals (e.g. architects, management consultants, engineering offices), to the extent that their business establishment has been set up on an active and permanent basis and who purchase flight tickets for purposes associated with their professional activities; and
- 2.1.3 Registered associations or associations with legal capacity and corporate bodies - including without limitation, associations, chambers, churches and political parties - to the extent that they purchase flight tickets for the fulfilment of their purpose, unless contrary to Section 2.2.

All parties eligible to participate in the programme will hereinafter be referred to as "Members".

2.2. Ineligibility

The following parties are not eligible to participate in the Lufthansa PartnerPlusBenefit corporate incentive programme:

- 2.2.1 The parties specified in Section 2.1, to the extent that they are acting as private individuals, i.e. for purposes that are attributable neither to their commercial nor to their self-employed professional function

- 2.2.2 The parties specified in Section 2.1, if they are already participating in other corporate promotion programmes or incentive models offered by Lufthansa, or have been offered the chance to participate in a corporate promotion programme or incentive model but have declined such offer, unless their participation has been expressly approved in writing by Lufthansa;
- 2.2.3 The parties specified in Section 2.1, if an affiliated company as defined under Section 15 of the German Stock Corporation Act (AktG) (including without limitation, a majority shareholder company) is already participating in other corporate promotion programmes or incentive models offered by Lufthansa, or has been offered the chance to participate in a corporate promotion programme or incentive model but has declined such offer, unless their participation has been expressly approved in writing by Lufthansa;
- 2.2.4 The parties specified in section 2.1 if an affiliated company as defined by Section 15 of the German Stock Corporations Act (AktG) (especially an affiliate which holds a controlling interest in the participating company or an affiliate in which the participating company holds a controlling interest) is already participating in PartnerPlusBenefit, unless their participation has explicitly been approved by Lufthansa;
- 2.2.5 The parties specified in Section 2.1 insofar as they offer to purchase flight tickets as a service or to arrange the purchase of flight tickets - regardless of whether or not they receive a remuneration for their service -, including without limitation, travel agencies (in particular IATA and non-IATA travel agencies, consolidators), tour operators, persons acting as purchasing agents for various companies and other tour organizers (in particular companies providing supporting services, for example, within the framework of exchange programs, and cruise companies
- 2.2.6 Partnerships which have been set up for the purpose of acquiring BenefitPoints.

2.3. Commencement of Participation and Conclusion of the Contract

Eligible parties may only participate in the programme after full registration for participation on the Lufthansa PartnerPlusBenefit website (www.partnerplusbenefit.com). The registering company, represented by the authorized contact person, declares that all information provided during the registration process (company name, contact name, trade register number (if available) street and number as well as postal code and town) are true and complete. The respective person signing up on behalf of the company furthermore declares that she or he is entitled and authorized to sign and represent above mentioned company in context of this programme. By registering the company for the PartnerPlusBenefit programme, the contact person confirms that the Terms and Conditions applicable to the PartnerPlusBenefit Programme have been read, understood and accepted.

The company moreover confirms that the binding criteria for participation mentioned under the Terms and Conditions point 2.1. are met and that the company is among those, eligible to participate in the programme. In case the company does not meet the required criteria, an appropriate legal basis for pursuing the registration process and to conclude a contract with the PartnerPlusBenefit programme is not given. With its registration, above mentioned company declares as legally binding that neither the

company itself nor one of its affiliated companies (especially a majority shareholder company) are already participating in other corporate promotion programmes or incentive models offered by Lufthansa German Airlines in the respective market. Furthermore, above mentioned company declares as legally binding that the nominated payment card for point crediting and for debits of taxes and fees for award flights is subject to Lufthansa German Airlines' unrestricted right of disposal and free from rights of third parties. At all times, the company has to ensure that fraud of any kind is conscientiously prevented. For the purpose of preventing such fraud, the company guarantees that no unauthorized third party has access to the company's Benefit account (respectively unauthorized access to user name, password and PIN).

Lufthansa German Airlines explicitly reserves the right to verify all necessary information provided by the company. The positive result of the verification of above required criteria represents a mandatory precondition regarding the effective conclusion of the contract to participate in the PartnerPlusBenefit programme. Even if the company meets all necessary requirements, the final approval by Lufthansa German Airlines is to be considered as the mandatory and decisive prerequisite for the contract. There is no legal entitlement to participate in the programme. After registering via the Internet, a BenefitPoint account will be set up for the Member; the BenefitPoints collected by all the Member's employees will be credited to this account. The registration date will automatically be set to the first of the current month. After successful registration, the Member will receive an e-mail confirming registration and an initial password for log-in to the BenefitPoint account.

The contract concerning participation in the PartnerPlusBenefit corporate bonus programme will come into effect once the party is successfully registered, the provided registration details regarding information on the company as well as on the contact person have been verified and approved by Lufthansa German Airlines and the company has successfully logged-in into the BenefitPoint account on www.partnerplusbenefit.com for the first time. Once all these requirements are fulfilled the party can start to collect BenefitPoints.

2.4. Password and PIN

At registration for the programme, the Member will be sent a password for personal identification (e.g. in order to request awards and to view the online account balance). For additional security when booking awards, the Member can also set up a personal PIN on www.PartnerPlusBenefit.com. To prevent abuse, the Member must ensure that the password and PIN remain unknown to unauthorized third parties. If abuse is suspected, the PartnerPlusBenefit Service Center (see Section 7) must be notified immediately. If notification is culpably omitted or delayed, Lufthansa's liability for losses incurred until such notification is received shall be limited to cases of wilful intent and gross negligence. In cases of slight negligence, liability for loss of life, injury to limb or health shall be unlimited. In the event of slightly negligent breach of material contractual duties, liability shall be limited to property and financial losses typically attributable to such negligence in the amount of the foreseeable, typically occurring losses. Material duties shall be defined as such duties that must be complied with in the first place in order to permit correct performance of the contract, breach of which being detrimental to achievement of the contractual purpose, and

compliance with which the Member being generally able to rely on. All further liability for damages shall be excluded, except for claims based on product liability law. The same shall also be applicable with regard to liability of vicarious agents, taking into account the Member's possible contributory negligence.

2.5. End of Participation

In order to end participation in the PartnerPlusBenefit corporate incentive program, the Member must log in into the Benefit account on www.PartnerPlusBenefit.com with their password and then deregister from further participation via the "Resign" button on the T&C page of the program. Participation in the PartnerPlusBenefit corporate incentive program can only be cancelled with effect as at the end of the month. If Membership is cancelled in the course of a month, the date of deregistration ("deregistration date") will automatically be set at the last day of the current month.

If Membership is cancelled, the Member will be entitled to redeem the collected BenefitPoints for up to six months subsequent to the deregistration date. For this purpose, deregistered Members will continue to be granted access to their BenefitPoint accounts during the relevant period. Subsequent to expiration of the six-month period all BenefitPoints not yet redeemed will lapse. Furthermore, the username will no longer be able to be used for new registration with PartnerPlusBenefit.

2.6. Term of Participation

Participation in PartnerPlusBenefit may generally continue for an indefinite term - subject to the conditions stipulated in Section 5, notably, termination by Lufthansa of the program as specified in Section 5.3. If a Member has still not logged in into the BenefitPoint account on www.PartnerPlusBenefit.com 12 months after registration with PartnerPlusBenefit and receipt of their password, Lufthansa will be entitled to cancel the Member's participation in PartnerPlusBenefit after informing the Member accordingly by e-mail at the address specified by the Member at registration. Participation will not be cancelled by Lufthansa if, within four weeks of receiving the mentioned notification from Lufthansa, the Member logs in into their Benefit account under www.PartnerPlusBenefit.com.

3. BenefitPoints

3.1. General

The BenefitPoint is the calculation unit in the PartnerPlusBenefit programme. Acquisition (also called "collection") and redemption will be determined in accordance with the following provisions:

3.2. Collecting BenefitPoints

BenefitPoints can only be collected after the Member has logged in under www.PartnerPlusBenefit.com with the password provided subsequent to registration into their BenefitPoint account.

3.2.1. Business Flights

A Member or their permanent employees will generally only be able to acquire BenefitPoints if the flight in each case is for business purposes. This means that the Member or their permanent employees will only be able to collect BenefitPoints if the flight in each case is taken by the following parties:

- A party eligible under Section 2.1.1 in exercise of its commercial function

- A party eligible under Section 2.1.2 in exercise of its self-employed function
- A party eligible under Section 2.1.3 in fulfilment of its purpose.

Flights taken by third parties, especially individuals who are not permanent employees of the Member, do not qualify for acquisition of BenefitPoints.

3.2.2. Tickets Purchased in Spain and Portugal

BenefitPoints can be collected solely for flights for which tickets have been purchased in Spain or Portugal. A ticket is deemed to have been purchased in Spain or Portugal if it is purchased in the territory of Spain/Portugal or on the Spanish/Portuguese web site via www.lufthansa.com or one of our Spanish/Portugues partner airline web sites.

3.2.3. Flights with Lufthansa, Lufthansa Private Jet and PartnerPlusBenefit partner airlines

BenefitPoints can be collected solely for flights operated by Lufthansa or by the respective PartnerPlusBenefit partner airlines. The flight number is not important for the collection of points. Collection of BenefitPoints is not possible for Tickets operated by a non-PartnerPlusBenefit partner airline. The BenefitPoints will be credited to the BenefitPoint account for each flight segment actually travelled on a fully-paid regular flight, subject to the arrangements under Section 3.2.5 (low-cost booking classes and special rates and terms). A flight segment is deemed to have been travelled if the Member has actually been carried from their point of departure to their destination.

In addition to Lufthansa, the following airlines currently participate in the PartnerPlusBenefit corporate incentive programme: Air Canada, Air China, All Nippon Airways, Austrian Airlines, Eurowings, Brussels Airlines, Germanwings, LOT Polish Airlines, Swiss International Airlines, United Airlines and the members of Lufthansa Regional on selected routes. Please find attached the current PartnerPlusBenefit partner airlines which are subject to changes at any time.

Airline Code	Airline
NH	ANA (All Nippon Airways)
<i>including</i>	
EL	Air Nippon
OS	Austrian
<i>including</i>	
OS	Austrian Airlines
VO	Austrian Arrows by Tyrolean
NG	Lauda Air
SN	Brussels Airlines
EW	Eurowings
<i>including</i>	
4U	Germanwings
LO	LOT Polish Airlines
<i>including</i>	
K2	EuroLOT
LH	Lufthansa
<i>including</i>	
LH	Lufthansa operated by PrivatAir

Airline Code	Airline
LH	Lufthansa Private Jet *
	<i>Lufthansa Regional</i>
EN	Air Dolomiti
CL	Lufthansa Cityline
LX	SWISS
<i>including</i>	
LX	Swiss European Air Lines
LX	Swiss International Air Lines
UA	United Airlines
<i>including</i>	
UA	TED
	<i>United Express**</i>
ZW	Air Wisconsin
AX	American Connection
RP	Chautauqua Airlines
DH	Independence Air
YV	Mesa Airlines
S5	Shuttle America
OO	Skywest Airlines

* On Lufthansa Private Jet flights Star Points can only be collected not redeemed.

** Only when operated at UA flight number. On United Express flights Star Points can only be collected not redeemed.

The number of BenefitPoints accrued per route depends, notably, on the booking class in each case and is stated by Lufthansa and the PartnerPlusBenefit partner airlines. The respective number of BenefitPoints that can be accrued per route and booking class is determined by the BenefitPoints collection overview applicable at the time of flying, retrievable on www.PartnerPlusBenefit.com under "BenefitPoints account/Points collection list ("BenefitPoints Collection List") that can be changed at any time. Lufthansa Private Jet customers will receive 4,000 BenefitPoints one-way on all Lufthansa Private Jet flights. On Germanwings flights BenefitPoints can be collected if the ticket is booked via a central reservation system (e.g. via travel agency, Lufthansa Service Center or Ticket Counter) and issued on a Lufthansa document (220 ticket stock), Air Canada document (014 ticket stock), Austrian Airlines document (257 ticket stock), Brussels Airlines document (082 ticket stock), Swiss International Air Lines document (724 ticket stock) and United Airlines document (016 ticket stock) and all flights booked and issued via germanwings.com / eurowings.com if the PartnerPlusBenefit contract number will be entered during the booking process. Due to technical reasons all other tickets which are booked and issued in a different way cannot be incentivized. BenefitPoints can currently be collected in the following booking classes:

	First Class	Business Class	Business Discounted	Economy Premium	Economy Class	Economy Discounted	Economy Promo
Lufthansa / LH	A, F	C, J	D, P, Z	E, G, N	B, H, M, U, Y	Q, S, V, W	K, L, T

	First Class	Business Class	Business Discounted	Economy Premium	Economy Class	Economy Discounted	Economy Promo
Air Canada / AC		C, J	D, P, Z	E, N, O	B, H, M, U, Y	G, Q, S, V, W	K, L, T
Air China / CA	A, F	C, J	D, R, Z	E, G	B, M, Y	H, Q, U, V, W	L, S, T
All Nippon Airways / NH	A, F	C, J	D, P, Z	E, G	B, Y	H, M, S, U, W	K, L
Austrian Airlines / OS		C, J	D, P, Z		B, G, H, M, U, Y	Q, S, V, W	E, K, L, T
Brussels Airlines / SN		C, J	D, P, Z	E, G, N	B, H, M, U, Y	Q, S, V, W	A, F, K, L, T
Eurowings / EW		J	D	E, N	B, I, Y	H, M	G, K, L, Q, S, T, W, X
LOT Polish Airlines / LO		C	D, Z	A, P	B, M, Y	E, H, K, Q, T	L, S, V, W
Swiss International Air Lines / LX	A, F	C, J	D, P, Z		B, H, M, U, Y	Q, S, V, W	E, K, L, T
United Airlines / UA		C, J	D, P, Z	A, O, R	B, H, M, U, Y	Q, S, V, W	K, L, T

If you book a ‘Business Upgrade Europe’ with SWISS (Upgrade to booking class P in Business Class), the reference booking class for collecting BenefitPoints is the original Economy Class.

On LOT flights BenefitPoints can only be collected if the ticket contains the PPB company ID (as PPB OSI element) or if the customers enter the ticket number manually via the ticket entry function.

*On Eurowings (Germanwings) flights BenefitPoints can be collected if the ticket is booked via a central reservation system (e.g. via travel agency, Lufthansa Service Center or Ticket Counter) and issued on a Lufthansa document (220 ticket stock), Air Canada document (014 ticket stock), Austrian Airlines document (257 ticket stock), Brussels Airlines document (082 ticket stock), Swiss International Air Lines document (724 ticket stock) and United Airlines document (016 ticket stock) and all flights booked and issued via germanwings.com / eurowings.com if the PartnerPlusBenefit contract number will be entered during the booking process. Due to technical reasons all other tickets which are booked and issued in a different way cannot be incentivized.

3.2.4. Other BenefitPoints Collection Options

Other BenefitPoints collection options and their conditions will be published separately in PartnerPlusBenefit communications. Special limited-term offers do not create any continuation entitlement against Lufthansa. The participating carriers can delete or offer alternatives at any moment.

3.2.5. Exclusion of BenefitPoints Collection

BenefitPoints cannot be collected in the following low-cost booking classes and on the following routes:

	No points collectable on booking classes	No points collectable on routes
Lufthansa / LH	I, O, R, X	
Air Canada / AC	A, F, I, R, X	
Air China / CA	I, K, N, O, P, X	CN - CN
All Nippon Airways / NH	I, N, O, Q, R, T, V, X	JP - JP
Austrian Airlines / OS	A, F, I, N, O, R, X	
Brussels Airlines / SN	I, O, R, X	
Eurowings / EW	A, C, F, O, P, R, U, V, Z	
LOT Polish Airlines / LO	F, G, I, J, N, O, R, U, X	
Swiss International Air Lines / LX	G, I, N, O, R, X	
United Airlines / UA	E, F, G, I, N, X	US - US

In addition to the above-mentioned booking classes, collection of BenefitPoints is also ruled out for flights at industry discount rates (ID, IP, AD, GE, UD, DG, PEPs etc.), as well as for special rates (marine/offshore/seaman fares), corporate rates, award services, child and youth fares, free flights, upgrades and services for which Members receive benefits from other Lufthansa promotional programmes or incentive models like for example Dynamic Flex. This also apply for the Brussel Airlines Check & Go fares over all booking classes.

3.2.6. Capture of Routes Flown

3.2.6.1. Automatic Capture via Storage of Credit Card Details

BenefitPoint are automatically credited to the BenefitPoint account if credit-/payment card numbers, which have been initially stored for the capture of flights in PartnerPlusBenefit, are used to pay for flights (in accordance with Section 3.2.3). Credit-/payment card numbers are stored and used exclusively for the purpose of capturing flights to credit BenefitPoints. Lufthansa will credit 500 BenefitPoints to the Member's BenefitPoint account when credit card data is entered into PartnerPlusBenefit for the first time. There will be no further bonus for subsequent credit card entries.

The Member must enter all credit card details once in the PartnerPlusBenefit programme under "Company profile/Credit/payment card"; they must also be updated there if credit card numbers change. If individual credit card numbers are no longer used to capture flights within the framework of PartnerPlusBenefit, the credit card numbers concerned can only be deleted from PartnerPlusBenefit at month-end. If a credit card number is deleted from PartnerPlusBenefit in the course of a month, all BenefitPoints for flights booked via this credit card and actually flown will be credited to the BenefitPoint account up to the last day of that month.

The credit card number can be entered in the PartnerPlusBenefit programme for up to a maximum of 12 months subsequent to the date of flight occurrence. The number of BenefitPoints per route will be in accordance with the BenefitPoints Collection Overview (see Section 3.2.3) applicable at the time of flying the route, in each case. BenefitPoints will generally be credited to the Member's account approx. 10-12 weeks subsequent to the date of flight occurrence, provided the credit card details have been stored in PartnerPlusBenefit. The precondition for points collection is that the flight date is subsequent to the date of PartnerPlusBenefit registration.

3.2.6.2. Manual Capture via Ticket Number Entry

If no credit card details have been stored in PartnerPlusBenefit, for capture of flight details the ticket numbers must be entered manually into the BenefitPoint account under the heading "BenefitPoints account/Ticket data/Entry of ticket numbers". They can be entered by the Member at any time over a period of 12 months as of the date of flight occurrence simply by entering the ticket number(s) under "Ticket number entry". The number of BenefitPoints per route in each case will be in accordance with the BenefitPoints Collection Overview applicable at the time of flying the route concerned (see Section 3.2.3). BenefitPoints will generally be credited to the BenefitPoint account approx. 10-12 weeks after the date of manual capture on the programme page. The precondition for crediting BenefitPoints is that the flight date in each case is subsequent to the date of registration in PartnerPlusBenefit.

3.2.6.3. Automatic capture of ticket data via Company ID

Eligible tickets issued via a travel agency can also be captured by means of entering a Company ID in the Passenger Name Record. Lufthansa will credit 500 BenefitPoints to the Member's BenefitPoint account when a Company ID is requested via PartnerPlusBenefit. The company ID has to be requested online under Company Profile => Company ID and will be issued within a few working days after submitting the request from the Account in the PartnerPlusBenefit website. Company ID tracking is available for tickets flown on Air Canada, Air China, All Nippon Airways, Austrian Airlines, Brussels Airlines, Eurowings, Germanwings, LOT Polish Airlines, Lufthansa, Swiss International Air Lines and United Airlines. The number of BenefitPoints will be credited automatically in accordance to section 3.2.3 approx. 10-12 weeks after the date of flight.

3.2.6.4. Automatic capture of BenefitPoints of bookings initiated on www.PartnerPlusBenefit.com

After successful login on www.PartnerPlusBenefit.com, online bookings initiated via www.PartnerPlusBenefit.com are automatically captured in the Benefit account.

3.3. BenefitPoint Account

Credited BenefitPoints will be shown on the Member's BenefitPoint account. Lufthansa will inform the Member by e-mail of points crediting. Complaints about the current points account must be filed within five weeks after receipt of such e-mail. Subsequent to expiration of this time-limit, the balance of account will be deemed accepted by the Member. Attention will be specifically drawn to this in the e-mail notifying

about the BenefitPoints account.

The current BenefitPoint balance is retrievable on the programme's website under www.PartnerPlusBenefit.com by means of the personal username and password. If the BenefitPoint balance is not retrieved, the Member will be reminded three months later by e-mail.

3.4. Redemption of BenefitPoints

3.4.1. General

BenefitPoints can generally be redeemed in return for awards provided the BenefitPoint account shows a corresponding balance in accordance with the following provisions.

The availability of awards may vary depending on the date, season and destination. Individual awards may not be available at certain times. The awards offered at a given time and any special applicable provisions will be posted in the applicable awards list, retrievable on www.PartnerPlusBenefit.com under "Redeem BenefitPoints". The awards can be modified at any time.

The Member will be free to have awards issued for itself or at its discretion for any of its permanent employees. Lufthansa also permits Members to redeem BenefitPoints at certain, obligatorily selected PartnerPlusBenefit partner airlines and partner companies. Lufthansa will have no direct influence on such companies. Lufthansa will therefore not be responsible for the unrestricted availability of services, such as flights, and proper performance of the contract insofar as BenefitPoints are redeemed with partner companies. The general terms and conditions of business of the respective partner companies will be applicable.

3.4.2. Redeeming BenefitPoints for Business Purposes

Awards obtained in exchange for BenefitPoints must be used exclusively for business purposes. This means that a Member may only redeem BenefitPoints in return for awards if the award in question is used by the following:

- A party eligible itself under Section 2.1.1 or by the party's permanent employees in exercise of the Member's commercial function
- A party eligible itself under Section 2.1.2 or by the Member's permanent employees in exercise of the Member's self-employed function
- A party eligible itself under Section 2.1.3 or by the Member's permanent employees in fulfilment of the Member's purpose.

3.4.3. Free Flights

BenefitPoints can also be used for free flights with Lufthansa and the PartnerPlusBenefit partner airlines as specified under www.PartnerPlusBenefit.com under "Redeem points/BenefitFreeFlight". Separate BenefitPoints must be expended for each flight segment: A free return flight will require twice the number of points.

Free Flights with Lufthansa and the PartnerPlusBenefit partner airlines can be booked in the following booking classes:

	Booking class First Class	Booking class Business Class	Booking class Premium Economy Class	Booking class Economy Class
Air Canada / AC		I		X
Eurowings / EW		P		U
LOT Polish Airlines / LO		I		X
Austrian Airlines / OS		I		X
All Nippon Airways / NH		I		X
Brussels Airlines / SN		I		X
Lufthansa / LH	O	I	R	X
Swiss International Air Lines / LX	O	I		X
United Airlines / UA		I		X
Air China / CA	O	I		X

The booking classes listed in the table will only be available for certain selected routes and at certain times. If the specified booking classes are not available for certain flight connections, acquisition of BenefitFreeFlights for these connections will be ruled out. Waiting-list bookings for free flights will not be possible. The required BenefitPoints for the BenefitFreeFlight will be deducted from the BenefitPoint account at the time of the booking of the award ticket.

BenefitFreeFlights will always be issued as etix® (electronic tickets). The advance booking period for FreeFlights is three working days (Mo-Fr) before departure of the outbound flight. Moreover all booking enquiries have to be placed during the opening hours of the PartnerPlusBenefit Service Center (see section 7).

BenefitFreeFlight bookings can only be changed if and insofar as a FreeFlight booking is available on the new flight.

Changes can be made up to one working day (Mo-Fr) before departure of the outbound flight to the extent permitted by availability and conditions relating to the award flight (the precondition for all changes and cancellations is that the enquiry is made at the PartnerPlusBenefit Service Center during their opening hours, see Section 7). The first Re-booking of a FreeFlight can be made free of charge before departure. For any additional change a fee of 50 Euro will apply. This fee can be deducted against a reduced point amount of 2.000 points from the Member's BenefitAccount. Route changes are not allowed.

Cancellations can be made up to one working day (Mo-Fr) before departure of the outbound flight. BenefitPoints for cancelled FreeFlights which have already been deducted will be re-credited to the Member's BenefitPoint account less a cancellation fee of 2.000 BenefitPoints. The re-credited BenefitPoints will retain their original expiry date as specified in Section 3.5. The taxes will be refunded to the credit/debit card used for payment.

FreeFlights do not generate new BenefitPoints. The general terms of carriage of the operating airline will be applicable to the used FreeFlights.

3.4.4. Upgrades

BenefitPoints can also be used for Upgrades on Lufthansa flights and flights of PartnerPlusBenefit partner airlines as specified under www.PartnerPlusBenefit.com under “Redeem points/BenefitUpgrade”. Upgrades will not be possible on domestic flights, unless the flights in question are connecting flights for intercontinental flights for which a Upgrade has been requested. The BenefitPoints expended for the intercontinental upgrade will include the domestic upgrade in this case.

Upgrades with Lufthansa and the PartnerPlusBenefit partner airlines can be booked in the following booking classes:

	Booking class Upgrades to First Class	Booking class Upgrades to Business Class	Booking class Upgrades to Premium Economy
Air Canada / AC		I	N
LOT Polish Airlines / LO		I	
Austrian Airlines / OS		I	R
All Nippon Airways / NH	O	I	
Brussels Airlines / SN		I	
Lufthansa / LH	O	I	R
Swiss International Air Lines / LX	A	I	
United Airlines / UA		I	RN
Air China / CA	O	I	

The booking classes listed in the table will only be available for certain selected routes and at certain times. If the specified booking classes are not available for certain flight connections, the acquisition of Upgrades will be ruled out for these connections.

Upgrade bookings, as well as changes and cancellations of Upgrades can only be made by the PartnerPlusBenefit Service Center and must be made at least three working days prior to departure (Condition: the booking enquiry is made during PartnerPlusBenefit Service Center opening hours, see section 7.). Upgrade bookings can only be changed if and insofar as a Upgrade is available on the flight to be changed. In the event of cancellation of an upgrade, however, the availability of the original flight in the original booking class can no longer be guaranteed. BenefitPoints for the cancelled Upgrade which have already been deducted will be re-credited to the Member's BenefitPoint account. The original expiry date as specified in Section 3.5 will be retained for the re-credited BenefitPoints. BenefitPoints cannot be re-credited if an Upgrade is not cancelled within the specified time-limit.

Upgrades can only be issued for Economy Class, Premium Economy Class and Business Class tickets booked in booking classes which are entitled for Upgrade Awards. An overview of the booking classes that qualify for upgrades as well as the routings which are excluded from upgrades per airline is provided at:

www.PartnerPlusBenefit.com -> Europe -> Spain/Portugal -> Redeem BenefitPoints -> Upgrades -> Booking classes overview

Each upgrade only applies for one flight route: twice the number of BenefitPoints will be needed to upgrade a return flight. The original ticket must have been issued before booking the Upgrade; all the flight segments must have been confirmed. The required BenefitPoints will be deducted at the time of booking the upgrade.

Flights upgraded to Business Class and First Class with an Upgrade are governed by the conditions for Business Class and First Class flights (e.g. minimum duration of stay, baggage regulations, check-in times, use of the lounge, etc.).

3.4.5. BenefitExcessBaggage

BenefitPoints can also be used to take BenefitExcessBaggage. It is not allowed to use BenefitPoints to add checked-in luggage to a Light fare. BenefitExcessBaggage bookings can only be made through the PartnerPlusBenefit Service Center (see Section 7.) and must be made at least 5 days before departure and during the opening hours of the PartnerPlusBenefit Service Center.

BenefitExcessBaggage can be requested for flights operated by Lufthansa with Lufthansa flight number, flights operated by Austrian Airlines with Austrian flight number and flights operated by SWISS with SWISS flight number. Separate BenefitPoints must be expended for each flight segment. Flight confirmation is preconditional. It is not sufficient for this that the Member or their permanent employees are on the operating airline's waiting list. The required BenefitPoints will be deducted at the time of booking BenefitExcessBaggage.

With PartnerPlusBenefit, BenefitExcessBaggage bookings can be changed or cancelled free of charge up to one working day before the date of departure. BenefitPoints which have already been deducted for cancelled BenefitExcessBaggage bookings will be re-credited to the Member's BenefitPoint account. The original expiry date as specified in Section 3.5 will be restored for the re-credited BenefitPoints. BenefitPoints cannot be re-credited if an BenefitExcessBaggage booking is not cancelled within the specified time-limit.

In addition, the following provisions are applicable to BenefitExcessBaggage:

Each item of baggage may weigh 45 kg maximum. At certain airports, the maximum weight is limited to 32 kg per item of baggage. Details are available at the PartnerPlusBenefit Service Center (see Section 7)

3.4.6. Disbursement of BenefitPoints ("Cashback")

If desired by the Member, BenefitPoints can also be disbursed to a credit card specified in PartnerPlusBenefit. If the Member has selected the automatic credit card update function (see Section 3.2.6.1), the BenefitPoints can only be disbursed to one of the company credit cards used for the automatic credit card update. For disbursement of points, the Member must enter the required number of BenefitPoints to be redeemed on the programme page "Points/Redeem points/Credit". For system-related reasons, BenefitPoints will only be disbursed in euros time-delayed by one or two months. Disbursement can only be requested for sums exceeding at least EUR 50. The amount to be disbursed in euros will be determined by the ROE applicable at the time of request for disbursement. This rate will be published on www.PartnerPlusBenefit.com under "BenefitPoints account/Redeem BenefitPoints/Cashback".

3.4.7. Lufthansa Worldshop

BenefitPoints can also be redeemed for certain non-cash awards, subject to availability. A catalogue of non-cash awards can be found on www.PartnerPlusBenefit.com under "BenefitPoints account/Redeem BenefitPoints/WorldShop Awards".

3.4.8. Lufthansa FlyNet

BenefitPoints can also be redeemed for certain non-cash awards, subject to availability. A catalogue of non-cash awards can be found on www.partnerplusbenefit.com under "BenefitPoint account/spend points", terms and conditions of the provider T-Mobile Hotspot GmbH apply and can be found via a separate Download".

3.4.9. Ordering Awards

Awards can be requested at the PartnerPlusBenefit Service Center (see Section 7) by the Member or on their behalf by an authorized person, stating the name of the company and the contract number.

3.4.10. Award Confirmations

Provided that the requested award is available, the request will be confirmed both in the Member BenefitPoint account mailbox on www.PartnerPlusBenefit.com and by e-mail. In their own interests, Members should immediately check that the content of the confirmation matches their request. The printout of the e-mail serves as confirmation of the booking and should – where applicable – be presented when redeeming the award (e.g. when departing on a FreeFlight). The required BenefitPoints will be deducted when the confirmation is sent.

Award tickets will only be sent as paper documents if standard electronic storage as etix® is not possible. Tickets for certain traffic areas will be issued exclusively as etix®. Award flight documents will remain valid for 12 months from the date of issue. The validity period of other award documents is specified in the respective PartnerPlusBenefit communications. Issued award documents cannot be transferred to third parties. A reasonable service fee will be charged for re-issue of documents to replace lost or stolen award documents. A service fee will not be charged for documents which are lost in the post during despatch to the Member by Lufthansa, provided that the Member reports the loss without delay to the PartnerPlusBenefit Service Center (see Section 7), at the latest within 5

working days (not including Saturday) of request of the award.

3.5. Lapse of BenefitPoints

BenefitPoints will remain valid for 36 months as of the date they are credited to the Member's BenefitPoint account. The BenefitPoints will lapse on expiry of this deadline period. The date and number of BenefitPoints which are about to expire in the following three months will be shown separately in the Member's statement of account, which can be retrieved on the programme's Internet pages. Members will be responsible for informing themselves about the date and the number of points in the BenefitPoints account about to expire in future. In addition, Lufthansa will inform the Member voluntarily via e-mail with regard to impending lapse of BenefitPoints and the number of BenefitPoints about to expire in the following three months.

3.6. Transfer of BenefitPoints

Bonus points and credits from programmes other than PartnerPlusBenefit cannot be converted into BenefitPoints or combined with these. The BenefitPoints account and the BenefitPoints balance are not transferable to third parties. If the Member as defined under Section 2.1 is already a Member in the PartnerPlusBenefit incentive programme, PartnerPlusBenefit or Swiss PartnerPlusBenefit outside Spain and Portugal ("foreign programme"), the Member cannot demand that the points collected in, or credited to, the foreign programme will be transferred to the Spanish PartnerPlusBenefit bonus programme. Lufthansa may, however, approve such transfer at the Member's request. In the event of transfer of a credit balance from a foreign programme to the Spanish PartnerPlusBenefit incentive programme, exactly the number of points in credit will be transferred. Utilization of the BenefitPoints is governed by the applicable provisions and points overviews in the Spanish and Portuguese PartnerPlusBenefit programme.

4. Abuse

4.1. Abusive Actions and their Consequences

Anyone who registers with PartnerPlusBenefit and/or acquires BenefitPoints and/or uses these although ineligible for participation (see Section 2.2), shall be deemed guilty of abuse. The same shall also apply to anyone who uses BenefitPoints which have been credited to the BenefitPoint account although not acquired in accordance with the provisions pursuant to Section 3 of the present Terms. If awards are requested by individuals other than those with entitlement in accordance with Section 3.4.9 and/or if the awards are not used for the Member's commercial purposes (relating to eligible parties as determined under Section 2.1.1), for professional purposes (relating to eligible parties as determined under Section 2.1.2) or for fulfilment of the object (relating to eligible parties as determined under Section 2.1.3) (cf. Section 3.4.2), this shall also constitute abuse. The sale or redemption of awards, offering of awards for auction or passing on awards to third parties in any other way is prohibited, unless such passing on has been expressly permitted under Section 3.4.1. Equally, arranging the purchase or sale of BenefitPoints or awards, as well as availment of awards or award documents without authorization is prohibited. All the cases mentioned in this paragraph will hereinafter be referred to as "abuse".

In the event of abuse for which the Member is responsible, Lufthansa or third parties authorized by

Lufthansa will, on the one hand, reserve the right to freeze or reclaim awards or to refuse to issue or redeem awards, and, on the other, to deduct the unlawfully collected BenefitPoints from the BenefitPoint account. Section 5 will remain unaffected. Similarly, the right to assert further claims against the Member, including claims for damages, shall remain unaffected.

4.2. Amount of Damages

In respect of the awards "FreeFlight" and "ExcessBaggage", damages shall be equal to at least a sum in the amount of the rate or fare published for the route used (IATA Published Fare, Lufthansa rate for BenefitExcessBaggage), the sum disbursed being reclaimed in the case of BenefitPoints which have already been disbursed as equivalent value in euros. The Member reserves the right to prove that smaller losses or no losses have actually been incurred.

5. Termination

5.1. Termination, Freeze, Exclusion from Participation

The Member may terminate the contractual relationship at any time effective at month-end (last day of current month) in accordance with Section 2.5, without observing any period of notice. The right to terminate the relationship without notice for good cause shall remain unaffected. Termination by Lufthansa shall only be possible on two weeks' notice effective at month-end (last day of current month), unless termination is without notice for good cause. Lufthansa may terminate membership without notice and may exclude Members from participation in the programme for good cause with future effect.

Good cause shall be shown to exist, in particular, if the Member has acted in serious breach of the present Terms of Participation, of Lufthansa's or a PartnerPlusBenefit partner company's General Terms of Carriage, or of any other PartnerPlusBenefit regulations specified in the programme documents or PartnerPlusBenefit communications. The same shall also apply in cases of abuse pursuant to Section 4, as well as in the event of significant misrepresentations and harassment or harmful conduct towards employees or passengers of Lufthansa or a partner company. The same shall also apply in the event of non-compliance with instructions by personnel, especially on board and in lounges. Further-reaching claims (including without limitation, claims for damages) shall remain unaffected. In these referenced cases, Lufthansa shall also be entitled to freeze the Member's account. This authority to freeze shall also apply if there is objective reason to suspect good cause, in which case, the account may be frozen for the period necessary to permit reasonable investigation of the circumstances. The Member shall not be entitled to assert any claims on account of such freezing. Renewed participation in PartnerPlusBenefit will not be permitted subsequent to termination by Lufthansa. The present Participation Terms shall continue to apply during wind-up of the relationship following termination.

5.2. Validity of BenefitPoints in the Event of Termination

In the event of ordinary termination by the Member or Lufthansa, the BenefitPoints shall remain valid for a period of six months following receipt of notice of termination, unless they lapse earlier in accordance with Section 2.5. If the relationship is justly terminated without notice by Lufthansa in accordance with Section 5.1, the BenefitPoints will lapse when the Member receives the declaration of termination.

5.3. End of Programme

The PartnerPlusBenefit corporate incentive programme is a voluntary Lufthansa service. Admission to participation in PartnerPlusBenefit for a certain period of time will not create entitlement to renewed participation at a later date.

Lufthansa reserves the right to end the PartnerPlusBenefit programme or to replace it by a different programme at any time subject to prior announcement via the PartnerPlusBenefit website. Subject to a special arrangement in the replacement programme, both cases shall constitute termination by Lufthansa.

6. Miscellaneous

6.1. Taxes, Fees

All taxes (e.g. airport taxes), fees (e.g. security fees), public charges and other surcharges associated with the granting or avilment of awards (e.g. BenefitFreeFlights) shall be borne by the Member and must be settled by credit card. On European and intercontinental flights operated and marketed by Lufthansa, Austrian Airlines, SWISS, Brussels Airlines, Germanwings and Eurowings these taxes, fees and surcharges can also be paid for by redeeming BenefitPoints. The required point amount (rounded up to the next full ten BenefitPoints) will be calculated by the PartnerPlusBenefit Service Center based on a fixed point value and your individual routing.

6.2. Liability

Subject to the provisions under Section 2.4, the following shall apply relating to losses caused by Lufthansa, a partner company or their respective vicarious agents, incurred by Members in connection with their participation. Liability shall be unlimited in cases of wilful intent or gross negligence and if guarantee is shown to exist. In cases of slight negligence, liability for loss of life, bodily injury or damage to health shall equally be unlimited. If material contractual duties are breached through slight negligence, liability shall be limited in amount to the foreseeable, typical loss for property damage and financial loss attributable to such breach. A material duty shall be deemed a duty that must be complied with in order to permit proper performance of the contract in the first place, breach of which putting attainment of the contractual purpose at risk and compliance with which the Member being regularly able to rely on. All further-reaching liability for damages shall be excluded, except for claims based on product liability law.

6.3. Data Privacy Protection

Personal and company data associated with participation in PartnerPlusBenefit will be recorded and processed in accordance with the applicable data privacy protection regulations and will only be used for purposes associated with implementation of the PartnerPlusBenefit programme. Where necessary for the conclusion or handling of contracts and services by Lufthansa, personal data relating to the Member and/or their employees may be transmitted to service providers and/or other third parties.

The Member guarantees that all data protection requirements provided by law, relating to the processing of employee's personal data for the purpose of participating in PartnerPlusBenefit, through Lufthansa, are complied with. The Member also guarantees that its employees have been made aware of these Terms and Conditions, to the extent that they agree to the collection, processing and transmission of their personal data for the booking and fulfilment of PartnerPlusBenefit Awards by Program-Partners.

Further details can be found on www.PartnerPlusBenefit.com in the section “Data Protection” in our declaration on data protection.

6.4. Loss of the Username and Password

Loss of the username and password, as well as their transfer to third parties must be reported immediately to the PartnerPlusBenefit Service Center (see Section 7.).

6.5. Amendments

Lufthansa is entitled to amend minor provisions of the present Participation Terms at any time and without stating grounds, provided that such amendment does not lead to changes in the contractual structure as a whole. Major provisions include, in particular, provisions concerning the system of collecting and redeeming BenefitPoints, as well as the term and termination of the contract.

In addition, Lufthansa is entitled to modify or supplement the present Participation Terms where necessary in order to eliminate difficulties in executing the PartnerPlusBenefit programme due to loopholes which have arisen following registration by the Member. This may be the case, in particular, if a court of law declares that one or more of the provisions of the present Participation Terms are invalid.

The amended Participation Terms will be sent to the Member by e-mail at least six weeks prior to their coming into force. The amendments will be deemed to have been accepted if the Member does not object to them in writing. Such objection must be received within six weeks of receiving the amended Participation Terms. Lufthansa will draw the Member's attention to their right to object and the significance of the six-week period of notice in notifying the Member of the amended Participation Terms. If Members exercise their right to object, the changes desired by Lufthansa will be deemed to have been rejected. In this case, participation will continue without the proposed changes. The right of both contracting parties to terminate the contractual relationship in accordance with Section 5.1 shall remain unaffected.

6.6. Transfer of Rights to Third Parties

Rights under the present agreement may not be assigned or otherwise transferred to third parties.

6.7. Applicable Law, Jurisdiction, Binding Version of Contract

German law shall apply exclusively. Insofar as the Member is a merchant (Kaufmann), a legal person under public law or a special public law fund, Frankfurt am Main, Germany, shall be agreed as the exclusive venue for jurisdiction of all claims arising from and in connection with the Lufthansa PartnerPlusBenefit corporate incentive programme.

6.8. Severability Clause

If any of the clauses of the above provisions should be invalid, in whole or in part, this shall not affect the validity of the remaining clauses. The invalid clause shall be deemed to have been replaced by a clause which, customarily, reflects to the greatest possible extent, in legally effective terms, the economic purpose and intent of the invalid clause. The same shall be applicable in the event of possible regulatory gaps.

7. Contact – PartnerPlusBenefit Service Center

The PartnerPlusBenefit Service Center will be available Monday to Friday (excluding holidays) for all queries, wishes or complaints in connection with PartnerPlusBenefit via email or phone:

Spain: PPB.spain@dlh.de or via telephone: 91 375 45 78, from 09h to 18h.

Portugal: partnerplus.pt@dlh.de or via telephone: 21 060 8036, from 09h to 17h.