

Terms and Conditions PartnerPlusBenefit

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1. Participation Terms	3
2. Participation	3
2.1. Membership Eligibility	3
2.2. Ineligibility	3
2.3. Commencement of Participation and Conclusion of the Contract	4
2.4. 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).	4
2.5. Term of Participation	5
3. BenefitPoints	5
3.1. General	5
3.2. Collecting BenefitPoints	5
3.2.1. Business flights	5
3.2.2. Tickets purchased in the United Kingdom, Ireland or Iceland	6
3.2.3. Flights with PartnerPlusBenefit partner airlines	6
3.2.4. Other BenefitPoints earning options	7
3.2.5. Exclusion of BenefitPoints collection	7
3.2.6. Capture of flown routes	8
3.2.6.1. Automatic capture of BenefitPoints with payment card details	8
3.2.6.2. Manual capture by means of ticket number entry	9
3.2.6.3. Capture of ticket data by means of a Company ID (OSI tracking)	9
3.2.6.4. Automatic capture of BenefitPoints for online-bookings initiated on www.partnerplusbenefit.com	9
3.3. BenefitPoints Account	10
3.4. Redemption of BenefitPoints	10
3.4.1. General	5
3.4.2. Services provided by Independent Suppliers	10
3.4.3. Redeeming BenefitPoints for Business Purposes	10
3.4.4. Award flights	11
3.4.5. Upgrades	12

3.4.6. Disbursement of BenefitPoints	13
3.4.7. BenefitSeatreservation	14
3.4.8. Lufthansa WorldShop	15
3.4.9. Awards from Independent Suppliers	16
3.4.10. Ordering Awards	16
3.4.11. Award Confirmations	16
3.5. Expiry of BenefitPoints	16
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, Blocking of Account, Exclusion from Participation	18
5.2. Validity of BenefitPoints in the event of Termination	18
5.3. End of Programme	18
6. Miscellaneous	19
6.1. Taxes, Fees	19
6.2. Bookings via Travel Agencies	19
6.3. Liability	19
6.4. Data Privacy Protection	20
6.5. Loss of the Username and Password	20
6.6. Amendments	20
6.7. Transfer of Rights to Third Parties	20
6.8. Applicable Law, Jurisdiction, Binding Version of Contract	20
6.9. Severability Clause	21
7. Contact – PartnerPlusBenefit Service Centre	21

1. Participation Terms

PartnerPlusBenefit is a travel incentive programme for companies and rewards your loyalty as a corporate client. On all business flights, you will collect BenefitPoints which can be redeemed for awards, in accordance with the Terms of Participation. Lufthansa German Airlines ("Lufthansa") is your contractual partner and issuer of PartnerPlusBenefit, on behalf of all PartnerPlusBenefit Partner Airlines.

Collection and redemption of BenefitPoints, as well as implementation of PartnerPlusBenefit, in general, will be governed by the Terms set out below.

PartnerPlusBenefit is a voluntary service offered by Lufthansa on behalf of the participating Partner Airlines and other Third Parties.

2. Participation

2.1. Membership Eligibility

Membership in the PartnerPlusBenefit corporate incentive programme is open to:

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 in the UK, Ireland or Iceland.

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.

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.

Company information for the UK and Ireland should be available at Companies House:

companieshouse.gov.uk. 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 PartnerPlusBenefit 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 another Star Alliance corporate incentive programme offered by any of the PartnerPlusBenefit partners.

2.2.5 The parties specified in Section 2.1 to the extent that 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 programmes, and cruise companies

2.2.6 Partnerships which have been set up for the sole 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.

2.4. 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.de for the first time. Once all these requirements are fulfilled the party can start to collect BenefitPoints.

If Membership is cancelled, the Member will be entitled to redeem hitherto collected BenefitPoints for up to six months after the deregistration date. For this purpose, deregistered Members will continue to be granted access to their BenefitPoints accounts during the relevant period. Six months after deregistration all BenefitPoints not yet redeemed will lapse. Furthermore, the username will no longer be able to access the Account or be used for a new registration in the PartnerPlusBenefit programme.

2.5. Term of Participation

Participation in PartnerPlusBenefit may be granted for an indefinite term - subject to the conditions stipulated in Section 5, notably, termination by Lufthansa of the programme as specified in Section 5.3. If a Member has not logged into the BenefitPoints account on www.PartnerPlusBenefit.com 12 months after registration and receipt of the password, the Member's BenefitPoints Account will be deleted. The Member will have received three reminder e-mails to the registered e-mail address before the Account is deleted. Participation will not be cancelled by Lufthansa if, within four weeks of receiving the notification the Member activates the Account by logging in on www.PartnerPlusBenefit.com, unless the account has been inactive for more than 36 months and has a BenefitPoints balance of 0.

3. BenefitPoints

3.1. General

BenefitPoints are 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 of the BenefitPoints Account.

3.2.1. Business flights

A Member or its employees or staff associated with the member can accrue BenefitPoints for flights taken in order to conduct business on behalf of the member. BenefitPoints will be credited if the flight is taken by either of 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 other parties or individuals who are not associated with the Member, do not qualify for the collection of BenefitPoints and PPB reserves the right to deduct BenefitPoints retro-actively.

3.2.2. Tickets purchased in the United Kingdom, Ireland or Iceland

BenefitPoints can be collected solely for flights for which tickets have been purchased in the United Kingdom, Ireland or Iceland. A ticket is deemed to have been purchased in the United Kingdom, Ireland or Iceland if it is purchased from an outlet, such as a travel agency, physically based in either of the countries or online on any of the PartnerPlusBenefit Partner Airline websites or third party websites, stating a billing address in the United Kingdom, Ireland or Iceland.

3.2.3. Flights with PartnerPlusBenefit partner airlines

BenefitPoints can be collected solely for flights operated by the PartnerPlusBenefit Partner Airlines and identified by flight numbers of the applicable PartnerPlusBenefit Partner Airlines. Eurowings and Germanwings flights can only be credited with BenefitPoints if booked and purchased through a Computer Reservation System (CRS) either by a travel agency, a ticket counter or a reservation centre. As Eurowings and Germanwings provide no ticket stock, these tickets have to be issued on electronic documents provided by any of the Lufthansa Group airlines, Austrian Airlines (tickets starting with 257), Brussels Airlines (082), Lufthansa (220) or Swiss International Air Lines (724). The BenefitPoints will be credited to the BenefitPoints account for each flown segment, subject to the arrangements under Section 3.2.5 (exclusion of certain promotional booking classes and special rates and terms). A flight segment is deemed to have been flown if the Member has actually been carried from its point of departure to its destination.

The following airlines currently participate in the PartnerPlusBenefit programme: Air Canada, Air China, All Nippon Airways, Austrian Airlines, Brussels Airlines, LOT Polish Airlines, Lufthansa, Swiss International Air Lines, TAP Portugal and United Airlines. Eurowings and Germanwings participates as a non-Star Alliance airline partner.

The number of BenefitPoints accrued per route depends on the booking class and is determined individually per PartnerPlusBenefit Partner Airline. The respective number of BenefitPoints that can be accrued per route and booking class is stated in the BenefitPoints collection overview applicable at the time of flight date on www.PartnerPlusBenefit.com under 'BenefitPoints account/ Earn Points'. On Germanwings / Eurowings flights BenefitPoints can be collected if the ticket is booked via a central reservation system and issued on LH/OS/SN/AC/LX/UA document and all tickets 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 via germanwings.com / eurowings.com cannot be incentivised.

BenefitPoints can currently be collected in the following booking classes:

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

	First Class	Business Class	Business Discounted	Economy Premium	Economy Class	Economy Discounted	Economy Low
All Nippon Airways / NH	A, F	C, J	D, P, Z	E, G	B, Y	H, M, U	K, L, Q, S, V, W
Austrian Airlines / OS		C, J	D, Z	E, G, N	B, M, Y	H, Q, S, U, V, W	K, L, T
Brussels Airlines / SN		C, J	D, P, Z	E, G, N	B, M, Y	H, Q, U, V	A, F, K, L, S, T, W
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, M, Y	G, H, Q, S, U, V, W	K, L, T
TAP Portugal / TP		C, D	J, P, Z		B, H, M, S, Y	Q, V, W	A, K, L, U
United Airlines / UA		C, J	D, P, Z	A, O, R	B, M, Y	H, Q, U, V, W	K, L, S, T

3.2.4. Other BenefitPoints earning options

Other BenefitPoints earning options and their conditions will be published separately in PartnerPlusBenefit communications. Special limited-term offers do not constitute a permanent entitlement for the Member and are only valid for the term indicated.

3.2.5. Exclusion of BenefitPoints collection

BenefitPoints cannot be collected in the following 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	F, I, R, S, X	
Air China / CA	I, K, N, O, P, X	
All Nippon Airways / NH	I, N, O, R, T, X	JP - JP
Austrian Airlines / OS	A, F, I, O, P, 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	E, I, N, O, R, X	
TAP Portugal / TP	E, F, G, I, N, O, R, T, X	
United Airlines / UA	E, F, G, I, N, X	

In addition to the above-mentioned booking classes, collection of BenefitPoints is also ruled out for flights at industry discount rates and airline employees discount tickets (ID, IP, AD, GE, UD, DG,

PEPs etc.), as well as for certain special and group rates, award tickets, child and youth fares, seafarer tariffs, PartnerPlusBenefit Award flights, Upgrades and services and flights incentivised under any other promotional or corporate discount scheme (Corporate Net Rates).

3.2.6. Capture of flown routes

3.2.6.1. Automatic capture of BenefitPoints with payment card details

BenefitPoints are automatically credited to the BenefitPoints Account if payment card numbers which have been stored for the capture of flights on all participating member airlines in PartnerPlusBenefit are used to pay for flights (in accordance with Section 3.2.3), with the exception of flights on LOT Polish Airlines and TAP Air Portugal. Flights on LOT Polish Airlines and TAP Air Portugal may only be tracked via manual ticket upload or Company ID - see sections below. Credit-/payment card numbers are stored and used exclusively for the purpose of capturing flights to credit BenefitPoints.

PartnerPlusBenefit will credit a one-off bonus of 500 BenefitPoints to the Member's BenefitPoints Account when at least one payment card is entered into a Member's account profile as tracking option for the Account for the first time. This is a promotional offer and can be withdrawn at any time without further notice.

As payment cards any credit and debit cards are accepted of the issuing institutes listed on www.PartnerPlusBenefit.com in section "BenefitPoints Account/payment card/payment card entry"

Payment card details can be entered and removed by the Member at any time.

PartnerPlusBenefit cannot be held liable for irregularities arising from entering invalid or incorrect payment card numbers as form of payment and the non-crediting of applicable BenefitPoints as a result thereafter. The Member is responsible for maintaining the correct account details, at all times. Discrepancies should be reported immediately to the PartnerPlusBenefit Service Centre (see Section 7).

Ticket data will be supplied in addition to the payment card numbers, eliminating separate manual entries normally required for tickets issued by airlines not participating in PartnerPlusBenefit (flight documents of third-party airlines including a flight segment that is eligible for BenefitPoints collection).

The Member must enter all payment card details once in the PartnerPlusBenefit programme under 'BenefitPoints account'/ 'Payment card'/ 'Payment card entry'. If a payment card should no longer be used to capture flights within PartnerPlusBenefit, or the payment card has become invalid, the payment card number concerned can only be deleted from PartnerPlusBenefit towards the end of the current month. If a payment card number is deleted from PartnerPlusBenefit before the end of a month, all BenefitPoints for flights booked with this payment card and actually flown will be credited to the BenefitPoints Account up to the last day of that month.

Payment card numbers can be entered in the PartnerPlusBenefit programme for up to a maximum of 12 months subsequent to the date of flight. 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 the flight, in each case. BenefitPoints will generally be credited to the Member's Account approx. 7-11 weeks after the date of the flight, provided the correct payment card details have been stored in PartnerPlusBenefit. If the ticket in question was issued by a non-PartnerPlusBenefit airline, the PartnerPlusBenefit Partner Airline coupon contained in the ticket must be entered under the heading "BenefitPoints Account/Flight tickets/Ticket number entry". In order to qualify for BenefitPoints collection the flight has to have occurred during or after the month during which the Member's Account was activated.

3.2.6.2. Manual capture by means of ticket number entry

If no payment card details have been stored in PartnerPlusBenefit, flights eligible for BenefitPoints accrual can be captured by manually inserting the relevant ticket number into the BenefitPoints account under the heading "BenefitPoints Account/Tickets /Ticket number entry". These tickets can be entered by the Member at any time over a period of 12 months as of the date of travel 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 travel (see Section 3.2.3). BenefitPoints will generally be credited to the BenefitPoints account approx. 7-11 weeks after the manual entry on the programme page. In order to qualify for BenefitPoints collection the flight has to have occurred during or after the month during which the Member's account was activated.

3.2.6.3. Capture of ticket data by means of a Company ID (OSI tracking)

Eligible tickets issued via a Computer Reservation System (CRS) can also be captured by means of entering an Other Service Information (OSI) element in the Passenger Name Record. This OSI element is referred to as Company ID within PartnerPlusBenefit. The company ID has to be requested online under 'BenefitPoints Account'/ Company ID' and will be issued by the PartnerPlusBenefit Service Centre within 7 working days after submitting the request from the Account in the PartnerPlusBenefit website. OSI tracking is currently available for capturing tickets issued and flown on Air Canada, Air China, All Nippon Airways, Austrian Airlines, Brussels Airlines, LOT Polish Airlines, Lufthansa, Swiss International Air Lines, Eurowings and Germanwings (issued on Lufthansa Group ticket stock), TAP Portugal and United Airlines.

3.2.6.4. Automatic capture of BenefitPoints for online-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 BenefitAccount. The number of BenefitPoints will be credited automatically in accordance to section 3.2.3. approx. 10-12 weeks after the date of flight. The successful capture of the online booking will be visible in the booking confirmation.

3.3. BenefitPoints Account

Credited BenefitPoints will be shown on the Member's BenefitPoints Account balance. Members receive a monthly e-mail with the current BenefitPoints Account balance. Claims about incorrect Account balances or BenefitPoints either not credited or credited incorrectly must be addressed within four weeks of receiving the Account statement by e-mail. After this period, the Account balance will be deemed accepted by the Member.

The current BenefitPoints balance can be retrieved online under www.PartnerPlusBenefit.com by accessing the Account details entering the personal username and password.

3.4. Redemption of BenefitPoints

3.4.1. General

BenefitPoints can generally be redeemed in return for awards, subject to a sufficient amount of BenefitPoints on the Account balance, in accordance with the following provisions.

The availability of awards may vary depending on the season, date, destination and booking class. 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, which can be retrieved on www.PartnerPlusBenefit.com under 'BenefitAwards'. Awards cannot be combined with any other services at reduced rates or promotional offers (in accordance with Section 3.2.5).

The Member is free to have awards issued at its discretion for any of its permanent employees or staff associated with the Member. BenefitPoints can be redeemed on all PartnerPlusBenefit Partner Airlines according to their general Terms of transportation. Every Partner Airline offering its services for redemption purposes is responsible to honour the entitlements as described in the programme. The general Terms & Conditions of business of the Partner Airline applies.

3.4.2. Services provided by Independent Suppliers

Additional awards may be provided by other Independent Suppliers. PartnerPlusBenefit will use reasonable endeavours to ensure availability of awards by other Independent Suppliers as advertised but will not be liable for any loss arising from failure of any such Independent Suppliers to provide such awards. Third party awards or redemption offers constitute a voluntary service and can be withdrawn without further notice. The Terms & Conditions of the external supplier apply.

3.4.3. Redeeming BenefitPoints for Business Purposes

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

- A party eligible under Section 2.1.1 or by the party's permanent employees, exercising a commercial function on behalf of the Member.
- A party eligible under Section 2.1.2 or by the Member's permanent employees, exercising a self-employed function on behalf of the Member.

- A party eligible under Section 2.1.3 or by the Member's permanent employees, acting on behalf of the Member.

3.4.4. Award flights

BenefitPoints can be used for Award flights with any of the PartnerPlusBenefit Partner Airlines specified on www.PartnerPlusBenefit.com under 'BenefitAwards' on any of the routes listed, subject to availability of the service in the requested booking class, on the requested day and time. The number of BenefitPoints listed always refers to one single sector. An Award return flight with two segments on the same route would, therefore, require twice the number of points compared to a one-way ticket in either direction. An indefinite number of Award flights can be combined, providing the Member has sufficient BenefitPoints on its Account and subject to availability of each requested service.

Award flights with 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	R	X
All Nippon Airways / NH	O	I		X
Brussels Airlines / SN		I		X
Lufthansa / LH	O	I	R	X
Swiss International Air Lines / LX	O	I		X
TAP Portugal / TP		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. One exception is SWISS International Air Lines for award flights in First Class – the listed booking class is available only for Senator and HON Circle card holders. All other PartnerPlusBenefit customers are excluded from this offer. If the specified booking classes are not available for certain flight connections, acquisition of Award flights for these connections will be ruled out. Waitlist bookings for Award flights cannot be accepted. The required BenefitPoints for the Award flight will be deducted from the BenefitPoints Account at the time of booking and confirmation of the booking of the award ticket. All tickets are issued as electronic tickets. The advance booking

period for Award flights is at least three working days (72 hrs) before departure of the outbound flight, counting from the first business hour after the request has been submitted, either in writing or by phone to the PartnerPlusBenefit Service Centre (see Section 7).

Award flight bookings can only be changed subsequently, subject to availability of the new flight requested. The first change of booking is free of charge, all subsequent changes incur a fee of 50 EUR or 950 BenefitPoints per ticket and transaction. Redemption tickets for Award flights can be cancelled up to 24 hrs before the scheduled departure and refunded at a service fee of 50 EUR or 950 BenefitPoints. If the scheduled departure is on a Sunday, Monday or the day after a bank holiday, the cancellation or change of booking has to be advised at least one working day before the scheduled departure. All changes and cancellations, without exceptions, have to be addressed to the PartnerPlusBenefit Service Centre, regardless if the Account has a nominated travel agent. BenefitPoints already deducted for an Award flight will be re-credited upon cancellation of the redemption ticket. The re-credited BenefitPoints will retain their original expiry date as specified in Section 3.5. If an Award flight is not cancelled at least 24 hours or one working day before departure, the deducted BenefitPoints cannot be re-credited. Award flights do not qualify for accruing BenefitPoints. The general Terms of Carriage of the operating airline apply to the Award flights.

3.4.5. Upgrades

BenefitPoints can also be used for Upgrades from Economy Class to Business Class and from Business Class to First Class with the PartnerPlusBenefit Partner Airlines, with Germanwings/Eurowings currently being exempt from Upgrades. Eligibility per airline is specified on www.PartnerPlusBenefit.com under 'BenefitAwards'/ 'Spending BenefitPoints'. All PartnerPlusBenefit Partner Airlines reserve the right to exclude certain routes from the Upgrade offer. Upgrades on codeshare flights are not possible.

Upgrades with 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	

	Booking class Upgrades to First Class	Booking class Upgrades to Business Class	Booking class Upgrades to Premium Economy
TAP Portugal / TP		I	
United Airlines / UA		I	RN
Air China / CA	O	I	

The booking classes listed may not be available for certain selected routes and at certain times. If the specified booking classes are partly not available or for the entire itinerary, an Upgrade cannot be issued

Upgrade bookings can only be changed if the required booking classes are available on the flight requested. Upgrade bookings, as well as changes and cancellations of Upgrades can only be made by the PartnerPlusBenefit Service Centre and must be made at least three working days (72 hrs) prior to departure, counting from the first business hour after the request has been submitted, either in writing or by phone to the PartnerPlusBenefit Service Centre (see Section 7). 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 BenefitPoints Account, providing the cancellation is made at least three working days before departure. 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 at least three working days before departure.

Upgrades can only be issued for Economy Class and Business Class tickets which are booked in the specified booking classes (see Section 3.2.3) with exception of P and Z Class (Discounted Business) which are currently excluded from Upgrades into First Class for all participating carriers. The number of BenefitPoints listed always refer to one single sector. An Upgrade with two segments on the same route would, therefore, require twice the number of BenefitPoints compared to a one-way Upgrade in either direction. An indefinite number of Upgrades can be combined, providing the Member has sufficient BenefitPoints on its Account and subject to availability of each requested service. The original ticket must have been issued by the operating airline; all flight segments must be confirmed before an Upgrade is requested. Upgrades can only be requested from the PartnerPlusBenefit Service Centre (see Section 7)

Flights upgraded to Business Class and First Class with a PartnerPlusBenefit 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.), of each PartnerPlusBenefit Partner Airline.

3.4.6. Disbursement of BenefitPoints

Members can also request to have BenefitPoints disbursed to either a payment card specified in the Account profile in PartnerPlusBenefit or to a bank account of its choice. The amount to be disbursed has to equal or exceed 150 GBP (150 EUR for customers in Ireland). Smaller amounts cannot be paid out. The Member has to enter the requested number of BenefitPoints to be redeemed on the programme page 'BenefitPoints Account'/ 'Redeem BenefitPoints'/ 'Cashback'. The amount to be

disbursed in Euros for customers based in Ireland will be determined by the rate of exchange, 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. BenefitSeatreservation

BenefitPoints can also be used to book a BenefitSeatreservation in Economy Class on all flights operated by Lufthansa with Lufthansa flight number, dependent on the chosen fare / the chosen booking.

BenefitSeatreservations are only applicable on confirmed bookings (no waiting list bookings). Advance booking period is not later than 5 working days (Mo – Fr) before departure (during the opening hours of the PartnerPlusBenefit Service Center).

BenefitSeatreservations can be made for standard seats (e.g. window or aisle seat) or for seats with more legroom. Please note that a confirmed seat reservation does not give you a legal claim to a certain seat, but only shows the selected category, e.g. aisle or window seat or seat with more legroom.

Seats with more legroom are distinguished by offering at least 10 cm (4") extra legroom. A number of these seats are located in the emergency exit rows for which apply special conditions:

- You are at least 16 years old.
- You are in a position to perform the required duties without the assistance of a flight attendant, parent or other relative.
- You are willing to assist in the unlikely event of an emergency.
- You are able to read and understand instructions, and comply with crew instructions in the event of an emergency.
- You are not travelling with someone who will be dependent on your assistance in an emergency.
- You do not have a condition or responsibility that might restrict your ability to perform these duties or could lead you to suffer physical injury or harm in the performance of these duties.
- You speak good German or English.
- You are not travelling with a pet in the cabin.

For safety reasons, Lufthansa is entitled to allocate another seat before departure to passengers who cannot satisfy these requirements.

If you have redeemed BenefitPoints for the seat reservation on the flight that you wish to change, please contact the PartnerPlusBenefit Service Center to try to book you an equivalent seat on your new flight. Please note that BenefitPoints already redeemed for seat reservations cannot be refunded if there are no seats or no equivalent seats available for reservation on the changed flight.

Should you wish to cancel your journey, contact the PartnerPlusBenefit Service Center to refund the

redeemed BenefitPoints according to the standard terms and conditions where applicable.

Seat reservations that have already been paid with BenefitPoints for are refundable in the following cases:

- A schedule change by Lufthansa, e.g. a change to the aircraft type deployed, means that no equivalent seat can be made available to you on the new flight.
- A disruption to your flight means that you must be rebooked on another flight on which no equivalent seat is available for you.

BenefitPoints 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 restored for the re-credited BenefitPoints.

Paid-for seat reservations cannot be refunded if:

- You cancel your flight and your ticket is non-refundable.
- You receive an upgrade from Lufthansa for operational reasons or as a gesture of goodwill.
- You change your seat, but the new seat is cheaper than the one you originally booked or is free of charge.
- You do not meet the above-listed conditions for a seat in an emergency exit row.
- You rebook your flight, but there are no longer equivalent seats available on the new flight, seat reservations on the new flight are free of charge or this flight is not operated by Lufthansa.
- You change your flight and in the process change the routing.

3.4.8. Lufthansa WorldShop

BenefitPoints can also be redeemed for non-flight awards consisting of an assortment of products stocked by the retailer Lufthansa WorldShop, subject to availability. A list of articles can be found on www.PartnerPlusBenefit.com under 'BenefitPoints Account'/ 'Redeem BenefitPoints'/ 'WorldShop Awards'. WorldShop items are normally delivered within a week of receipt of order. Delivery takes place on weekdays only (excluding bank holidays). For deliveries to the UK and the Republic of Ireland a flat charge of 400 BenefitPoints applies for the cost of transportation. The number of BenefitPoints deducted for deliveries to other countries may vary. Please refer to the WorldShop Terms and Conditions. PartnerPlusBenefit cannot be held liable for delays of the deliveries from external providers and Third Parties. WorldShop Awards can only be paid for with BenefitPoints - additional payment in currencies GBP and EUR is not possible.

The corresponding BenefitPoints are deducted from the Member's BenefitPoints Account when the order is submitted to the Lufthansa WorldShop. The Member will receive an order confirmation to the registered e-mail from the PartnerPlusBenefit Service Centre. WorldShop products redeemed with BenefitPoints can only be returned or exchanged if they are faulty or damaged. For the delivery of WorldShop items the WorldShop Terms and Conditions apply.

3.4.9. Awards from Independent Suppliers

PartnerPlusBenefit continuously aims to offer its Members additional Awards from Independent Suppliers which may include Awards redeemed against BenefitPoints or other exclusive offers for PartnerPlusBenefit Members. All services offered entailing the redemption of BenefitPoints can only be requested from the PartnerPlusBenefit Service Centre (see Section 7). For all services and products offered by Third Parties directly to the Member, Terms & Conditions of the Independent Supplier apply. Awards from Third Parties or offered on behalf of Third Parties constitute a voluntary service and can be withdrawn at any time without further notice. The range of non-flight redemption offers is subject to change and new Award offers and usage of BenefitPoints will be published separately as part of the regular PartnerPlusBenefit communication.

3.4.10. Ordering Awards

Awards can be requested from the PartnerPlusBenefit Service Centre (see Section 7) by the Member or on its behalf, stating the PartnerPlusBenefit User Name and a PIN for security measures, preceding the requested transaction. All flight and Third Party Awards have to be ordered at least three working days (72 hrs) before usage, counting from the first business hour after the request has been submitted, either in writing or by phone to the PartnerPlusBenefit Service Centre (see Section 7). For delivery of award items, such as WorldShop products, allow seven working days for delivery. Delivery times cannot be guaranteed and PartnerPlusBenefit accepts no liability for delays incurred by external providers and Third Parties.

3.4.11. Award Confirmations

Provided that the requested award is available, the request will be confirmed both in the Member's BenefitPoints account on www.PartnerPlusBenefit.com and by e-mail. Members should immediately check that the confirmation corresponds with their request. Printed e-mails serve as confirmation of the booking and should – where applicable – be presented when redeeming the Award (e.g. when departing on an Award flight). The required BenefitPoints will be deducted by the PartnerPlusBenefit Service Centre when the confirmation is sent.

Award tickets will only be issued as electronic tickets. Award flight documents will remain valid for 12 months from the date of issue. The validity period of other award documents is specified separately in the PartnerPlusBenefit communication. Issued Award documents cannot be transferred to Third Parties. No fares apply to award tickets, but all taxes, fees and surcharges have to be borne by the Member. Under exceptional circumstances, subject to country laws and regulations, certain fees or surcharges must be expressed on the award ticket as part of the fare. A non-refundable ticket service fee of GBP 20.00 and a credit card service fee of GBP 4.00 apply.

3.5. Expiry of BenefitPoints

BenefitPoints will remain valid for 36 months as of the date they are credited to the Member's BenefitPoints account. The BenefitPoints will lapse on expiry of this period. The date and number of BenefitPoints which are to expire in the following three months will be shown separately on the Member's Account statement, which is sent by e-mail on a monthly basis and can also be retrieved online on www.PartnerPlusBenefit.com under 'BenefitPoints Account/' 'Account Information'. Members are

responsible for keeping themselves informed about the date and the number of BenefitPoints about to expire. The Account statement sent out on a monthly basis is a voluntary service and constitutes no right for the customer. PartnerPlusBenefit cannot be held liable for incorrect information and losses resulting thereof.

3.6. Transfer of BenefitPoints

Points, Miles or credits from programmes other than PartnerPlusBenefit cannot be converted into BenefitPoints or combined with these. The BenefitPoints Account and the BenefitPoints balance is not transferable to Third Parties. If the Member as defined under Section 2.1 is already a Member in PartnerPlusBenefit, outside the UK, Ireland or Iceland ("foreign programme"), the Member cannot demand that the BenefitPoints collected in, or credited to the foreign programme will be transferred to the PartnerPlusBenefit programme. Under exceptional circumstances Lufthansa as the administrator of PartnerPlusBenefit may agree to merge two existing Accounts registered in the same programme (UK, Ireland or Iceland) if all parties involved are satisfied and have sufficient proof that the beneficiary of the two BenefitPoints Accounts is the same Member. In the event of transfer of a credit balance from one Account to another the BenefitPoints transferred will retain the same value and expiry date. Utilisation of the transferred BenefitPoints is governed by the applicable provisions and BenefitPoints overviews in the PartnerPlusBenefit programme.

4. Abuse

4.1. Abusive Actions and their Consequences

Anyone who registers an Account in PartnerPlusBenefit or acquires BenefitPoints and/or uses these although ineligible for participation (see Section 2.2), shall be deemed guilty of abuse. The same shall apply to anyone who uses BenefitPoints which have been credited to the BenefitPoints 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 avilment of Awards or Award documents without authorisation 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, the PartnerPlusBenefit administrator reserves the right to refuse to issue or reclaim Awards and/ or deduct the unlawfully collected BenefitPoints from the BenefitPoints 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 an Award flight Award, damages shall be equal to the sum of the equivalent amount of the fare published for the route being reclaimed in the case of BenefitPoints which have already been used. The affected PartnerPlusBenefit Partner Airline reserves the right to prove that smaller losses or no losses have actually been incurred.

5. Termination

5.1. Termination, Blocking of Account, Exclusion from Participation

The Member may terminate the contractual relationship at any time effective at the end of the month (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. PartnerPlusBenefit may terminate Membership without notice and may exclude Members from participation in the programme for good cause and without further notice.

Good cause shall be shown to exist, in particular, if the Member has acted in serious breach of the present Terms of Participation, of any of the PartnerPlusBenefit Partner Airlines' General Terms of Carriage, or of any other PartnerPlusBenefit regulation specified in the programme documents or PartnerPlusBenefit communication. 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 any of the PartnerPlusBenefit Partner Airline. The same shall also apply in the event of non-compliance with instructions by personnel, especially on board and in lounges. Other claims (including without limitation, claims for damages) shall remain unaffected. In such cases, Lufthansa reserves the right to block a Member's Account on behalf of the PartnerPlusBenefit Partner Airlines. This authority to block an account 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 Terms of Participation shall continue to apply during the termination of the relationship.

5.2. Validity of BenefitPoints in the event of Termination

In the event of a regular and unforced Termination by the Member or PartnerPlusBenefit, the BenefitPoints shall remain valid for a period of six months following receipt of notice of Termination, unless BenefitPoints are to expire 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 incentive programme is a voluntary service, operated by Lufthansa on behalf of all PartnerPlusBenefit Partner Airlines. Admission to participation in PartnerPlusBenefit for a certain period of time will not create an 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, fees and surcharges associated with the issuance or use of an award (Benefit Free Flights) are to be borne by the participating company and charged to a payment card/corporate travel account which is given to PartnerPlusBenefit Service Centre at time of reservation.

However, taxes, fees and surcharges for international flights, operated and marketed by Lufthansa, Austrian Airlines, SWISS, Brussels Airlines, Germanwings and Eurowings can also be paid for by redeeming BenefitPoints. The required amount of BenefitPoints will be calculated by the PartnerPlus Benefit Service Center based on a fixed point value and the respective route individually for each flight.

Please inform the PartnerPlusBenefit Service Centre which payment option you prefer at the time of reservation.

In case of a (partial) refund, the respective taxes and fees will also be refunded in the same form of payment that was used, i.e. if used BenefitPoints, then the equivalent amount shall be re-credited to the account.

6.2. Bookings via Travel Agencies

In case the Member itself commissions a dedicated IATA agency to administer their travel arrangements, the Member shall allow the BSP to transfer the Member's total BSP turnover figures to Lufthansa. Lufthansa shall have the right to analyse this data per IATA ID. If the Member also holds an Office ID, it shall transfer information of all reservations to Lufthansa in an aggregated form on a monthly basis. The Member shall enter into an agreement with the operator of the Computer Reservation System (CRS) necessary for this purpose and prove the existence of this agreement to Lufthansa.

6.3. Liability

Subject to the provisions under Section 2.4, the following shall apply relating to losses caused by a PartnerPlusBenefit Partner Airlines 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.

6.4. 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 the declaration on data protection.

6.5. Loss of the Username and Password

Loss of the username and password, as well as the possible abuse by Third Parties must be reported immediately to the PartnerPlusBenefit Service Centre (see Section 7).

6.6. Amendments

Lufthansa reserves the right to amend minor provisions of the present Terms of Participation at any time and without stating grounds, provided that such amendment does not lead to changes in the contractual relationship 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 amend the present Terms of Participation where necessary in order to eliminate difficulties in administering PartnerPlusBenefit due to previously unregulated circumstances created by the registration of a Member. This may be the case, in particular, if a court of law declares that one or more of the provisions of the present Terms of Participation are invalid.

The amended Terms of Participation 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 Terms of Participation. If Members exercise their right to object, the changes will be deemed to have been rejected and the Member retains the right to terminate the contractual relationship with immediate effect. The right of both contracting parties to terminate the contractual relationship in accordance with Section 5.1 shall remain unaffected.

6.7. Transfer of Rights to Third Parties

Rights under the present agreement may not be assigned or otherwise transferred to Third Parties.

6.8. Applicable Law, Jurisdiction, Binding Version of Contract

The PartnerPlusBenefit Programme and the interpretation and application thereof is governed by German Law and shall be subject to the jurisdiction of the German Courts. Frankfurt am Main, Germany, shall be agreed as the exclusive venue for jurisdiction of all claims arising from and in connection with the PartnerPlusBenefit programme.

6.9. Severability Clause

If any of the clauses of the above mentioned provisions should be rendered 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 Centre

The PartnerPlusBenefit Service Centre can be contacted by e-mail at partnerplusbenefithelpdesk@dlh.de. The Service Centre operates on weekdays, Monday to Friday, from 9.30 a.m. to 5.00 p.m. For all queries and requests in connection with PartnerPlusBenefit customers in the United Kingdom (incl. Northern Ireland) call 0371 521 2255. Calls from a landline cost 0.10 GBP/min at all times but may vary from a mobile phone network. Customers based in the Republic of Ireland call 1520 932 636. Calls from a landline cost 0.15 EUR/min at all times but may vary from a mobile phone network.