



## Dohop Connect Guarantee

The purpose of the Dohop Connect Guarantee is to make the passenger journey secure and comfortable in the case of travel disruptions. To fulfill this purpose we offer to help passengers find and book alternative flights to the original destination when the booked flight(s) is/are rescheduled, delayed or cancelled by the airlines in question and the situation will prevent the passenger from catching his originally booked flight.

The Dohop Connect Guarantee only applies in cases when flights are rescheduled, if a flight has been diverted to an alternative location, delayed or cancelled due to factors, which can occur in the standard course of air transportation and have been verified by our Dohop Connect Service Centre. The Dohop Connect Guarantee does not apply in situations where the tickets are invalid for whatever reason or in the case of force majeure.

Any changes to the original booking made by the customer will immediately invalidate the Dohop Connect Guarantee.

### 1. Definitions:

**Flight leg:** A flight between any two airports.

**Inbound:** The flight to the connecting airport from the departure airport en route to Your final destination.

**Outbound:** The flight from the connecting airport to Your final destination.

**Minimum Connection Time (MCT):** The time between Your inbound and outbound flight and is at a minimum 2 hours.

**Reasonable Option:** When finding a replacement flight option we will always try to ensure that it is as close to Your original booking as possible but the connection time can not be lower than our MCT and the duration of the replacement flight shall be as close to the duration of the original as possible.

**DC itinerary:** A flight itinerary that contains two connected but distinct flight legs via a connecting airport from original to destination, one way or round trip protected by the Dohop Connect Guarantee.

**Booking agent:** The airline or travel agent that issues the flight tickets.

**Coverage** is split into three parts, flight, hotel and meal. Flight coverage, We will refund a substitute flight that gets You to Your destination that is as close to your original flight, in cost, duration, flight class, ancillaries and etc. If a substitute flight is only available the day after, We will refund a hotel room for the booked passengers, maximum 2 night with the maximum cost of up to €60 Per night per passenger. If the passengers has to wait for substitute flight at the airport We will refund them a meal of their choosing, maximum of €15 per passenger.

All refunds will be based on receipts.

**Dohop Connect Guarantee, Guarantee:** Your connection will be protected in the event that a delay to Your inbound flight causes You to miss the subsequent outbound flight. If required, we will be responsible for booking an alternative flight to your original destination as well as covering the cost of overnight accommodation. (See section 4.B below about when overnight accommodation will be an option).

**Order:** Your purchased Dohop Connect Guarantee from Dohop and the purchased and booked flight ticket(s) from the ticket seller.

**Our fee:** The fee charged for the Dohop Connect Guarantee as displayed on the booking page.

**Terms:** The terms and condition set out in this document.

**We/our/us:** Dohop ehf.

**You/Your:** The customer purchasing the Dohop Connect Guarantee.

## 2. Our contract with You

These are the terms and conditions by which We supply the Dohop Connect Guarantee and our additional services to You.

Please ensure that You read these terms carefully, and check that the details on your Order are complete and accurate, before You submit the order.

We do not act as an agent on behalf of airlines or other booking agents. You are booking directly with the booking agents and are subject to their terms and conditions. Before Your purchase, the booking page will clearly outline our fees and the cost of individual flights, and You will be required to accept the booking agent terms and conditions. Our fees may change at any time, but price changes will not affect orders that You have already completed.

These terms will become binding when We issue You with the written confirmation of an order, at which point a contract will come into existence between You and Us. Such written

acceptance shall only be issued by Us to You upon receipt of full payment in cleared funds of the Dohop Connect Guarantee and confirmation from the airlines that they have also received their payments for the purchased tickets in cleared funds.

When You book with Dohop Connect Guarantee You confirm that You have the authority to accept or decline on behalf of Yourself and all members of Your party these terms and, if You are making a booking for more than one person, You are responsible for all payment due from each and every party member for whom You are making the booking.

By submitting an order You confirm that You are responsible for ensuring that the payment information provided is accurate and that any information provided by You will be passed on to all members of Your party.

We shall assign a confirmation number to the order and inform You of it after We have confirmed payment for the order. Please quote the confirmation number in all subsequent correspondence with the relating order. When travelling, and You have to contact us please ensure that You have the confirmation number with You to verify the order.

All contracts with Us and all matters arising from them are subject to Icelandic law.

The Dohop Connect Guarantee is not a replacement for travel insurance. You are responsible for making sure that You have necessary travel insurance and Visa authorization for your travelling route in place as You see fit.

Where applicable, Dohop will hold full responsibility over the disputes opened by buyers, such as chargebacks, complaints of any kind, cancellations and refunds.

### 3. Order

You must provide us with all information which we request in order to submit Your order.

You must pay for the Dohop Connect Guarantee using one of the payment methods outlined on the booking page. The Dohop Connect Guarantee fee is non-refundable under any circumstances. On Your credit card statement You will see separate transactions, the payment for the Dohop Connect Guarantee Fee and the payment for the airfares will be charged separately.

Before purchasing You need to make sure that You have sufficient funds available on Your credit card. Otherwise, in the case of a partially booked itinerary due to insufficient funds You might have to contact the airline to cancel a partial booking. If You do are not able to cancel and receive a refund, We are not liable and the guarantee is void.

Once You submit Your order We will hold Your payment for the Dohop Connect Guarantee and will verify against Your card holder's details. Once Your payment has been approved We will send You a booking confirmation including an invoice via email.

Your payment to the booking agents will be dealt with by them directly and they will issue You with an email confirming Your flight booking and Your ticket(s). We do not make any representation or warranty as to the availability of any airline flight ticket and all fares are subject to availability.

#### **Partial Booking Due to Payment Failure**

In the event that Your booking has been partially completed, i.e. only one of the two tickets has been booked, this may be related to various problems with Your credit card. This can be due to insufficient funds, fraud control, or other issues.

Should Your booking only be partially completed due to credit card issues, a support ticket will be automatically created on Your behalf and Dohop Connect Service Centre will help You fully complete your booking. However, in this case we cannot guarantee that the second ticket will still be available and we cannot guarantee that Your partially completed booking will be refunded in that case, so it is always Your responsibility to ensure that You have sufficient funds available on your credit card. We will however help You out as best we can to complete Your booking.

## **4. Dohop Connect Guarantee protected connection**

If You miss Your outbound flight due to a delay or cancellation of Your inbound flight to the connecting, caused by the airlines, We will provide the following service, based on what is best for You:

- A.** An alternative flight(s) is booked to replace Your missed connection to Your final destination. You will have to book the alternative flights at Your own cost and We will refund according to the Coverage and confirmed with Dohop Connect Service Centre..
- B.** Overnight accommodation, if no other alternatives are available for Your final destination on Your chosen departure date. Accommodation will be booked by You and reimbursed by Dohop according to the Coverage after all other flight alternatives have been excluded, including the option on connected flight to the destination and the situation has been confirmed by Dohop Connect Service Centre.
- C.** For the avoidance of doubt, We will not provide You with an alternative flight to a destination other than the destination of the original booking, it could include a new connecting flight to Your destination if no direct flight is available.
- D.** In the event that Your flight is delayed or cancelled on the behalf of the airlines, You will need to contact Our service desk at [service@dohop.com](mailto:service@dohop.com) or by phone to the following number +442038680995 as soon as You are aware of that situation and our Dohop Connect Service Centre will book an alternative flight, and/or connected flight(s) if needed to Your destination, at no extra charge to You.
- E.** **In the event where You make changes to Your originally booked DC itinerary or flight(s) and not in collaboration with Dohop Connect Service Centre or did not notify Dohop Connect Service Centre,** Your purchased DC itinerary and nonrefundable Dohop Guarantee will no longer be valid.

For all changes You make, You need to contact the ticket seller and You need to cover the extra cost of each change to Your booking. The Dohop Connect Service Centre needs to be notified or the changes have to be done in collaboration with the service center. Passenger is allowed to make changes to his ticket even if he is not the contact person for the actual booking as long as terms and conditions are obligated.

- F. In the event where there is a schedule change due to changes from the airline involved with Your itinerary, and You inform Dohop Connect Service Centre on beforehand, which results in less than a 2 hour connection time, We will discuss Your best option to rebook the Dohop Connect Guarantee protected connection. This may result in suggestion to cancel the existing booking and an alternative booking will be provided to You. In the event that no Reasonable Option can be found to maintain the Minimum Connection Time, We will present You with all options including unreasonable and You may be advised to seek cancellation from one or both of Your airlines. Dohop reserves the right, but is not obligated to book an alternative connection of less than 2 hours connection time. For the avoidance of doubt, in the event that this schedule change results in more than the Minimum Connection Time, We will not amend Your rescheduled booking.

We shall not be liable for any costs associated if You choose not to travel on any of Your original booked flights or any alternative flights rebooked by Us.

In the event that You decide not to travel on or use any of the alternative options (including overnight accommodation) provided to You by Us, Your Dohop Connect Guarantee will be forfeited under these terms and You will not be entitled to a refund of Our fees as Dohop Connect Guarantee fee is nonrefundable.

- G. One (1) week after You have arrived at Your destination, one way DC itinerary, or back to the point of travel, round trip DC itinerary, claims are no longer valid.

## 5. Our liability to You

If We are in breach of these terms or if We are negligent in the performance of Our duties under these terms and as a result We cause You to suffer any damages, losses, expenses, claims of whatsoever nature, whether direct or indirect, Our total liability to You under these terms or otherwise in law shall be limited to the Coverage. In no circumstances shall We be liable to pay any other damages, costs, expenses or claims including but not limited to future connecting travel costs, accommodation, loss of business, loss of enjoyment and/or cancellation costs, any consequential losses or damages of any kind, including those suffered at Your intended final destination.

It is Your responsibility to maintain contact with Us and respond to all Our communications either by email or phone. In the event that You fail to respond to Our communications and/or follow Our procedure, as set out in section 4 - The Order, or You are uncontactable You will forfeit Your rights under these terms and We will have no liability to You in relation to the Dohop Connect Guarantee.

We shall not be liable to You in relation to Dohop Connect Guarantee including and to the provision of the Dohop Connect Guarantee protected connection amongst other stated in these terms and conditions in the following circumstance if:

- a. You fail for any reason to board Your inbound flight to the connecting airport and the flight departed from its scheduled point of origin and as result You fail to board Your outbound/connecting flight.
- b. The connecting outbound flight is cancelled by the airline or Your outbound airline is overbooked/oversold, or any other circumstance where the outbound airline has liability to provide You with an alternative flight or to compensate You.
- c. You are unfit or deemed unfit to travel and/or voluntarily fail to board and/or are offloaded from any flight, whether inbound, connecting or outbound.
- d. You arrive at the connecting airport with sufficient time to make the connection and You voluntarily fail to proceed to the departure gate without delay and as a result You fail to reach the departure gate by the required time.
- e. We will not be liable if You are prevented from boarding either Your inbound to Your connecting or outbound flight from the connecting airport and/or Your inbound, connecting or outbound flight is prevented from arriving at or departing from the connecting airport due to any of the listed or responsible for any failure to perform, or delay in performance of, any of Our obligations under these terms that is caused by a force majeure event. A **Force Majeure** Event means any act or event beyond Our reasonable control including without limitation strikes, lock-outs or other industrial action, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, hijacking, war (whether declared or not) or threat or preparation for war, acts of God, fire, explosion, storm, flood, snow, earthquake, subsidence, epidemic or other natural disaster, geological or catastrophic event such as volcanic eruption, volcanic ash or volcanic pollution, tsunamis, airline failure, CAA withdrawal of aircraft, infrastructure failure, airport asset failure or failure of public or private telecommunications networks or industrial action, geological, catastrophic events or CAA withdrawal of aircraft.
- f. You are unable to board a flight as a result of Your failure to obtain the necessary visas and/or have the necessary valid travel documents with You.
- g. You miss any flight(s) due to any delay arising as a result of a third party intervention, including but not limited to passport, customs and immigration control, Border Force, police intervention etc.
- h. You miss any flight as a result of You being involved in any malicious, reckless, illegal or criminal act.
- i. You amend Your booking directly with the Booking Agent, which results in a connection time of less than the Minimum Connection Time between the scheduled arrival of the inbound to, and the scheduled departure of the connecting flight from the connecting airport.
- j. Your inbound flight is diverted or delayed or the airport from which Your inbound flight is scheduled to depart is closed and You miss Your connection and You made Your own alternative arrangements to reach the connecting airport rather than those provided by Your airline.

- k. We rebook Your outbound flight and/or accommodation, in accordance with these terms, but You fail to accept or board, for any reason, the rebooked outbound or connecting flight and/or accommodation.
- l. You incur costs associated with accommodation and/or food as result of Your fadivertedilure to accept and/or board, for any reason, the rebooked outbound flight and/or accommodation.

## 6. Information about us and how to contact us

[service@dohop.com](mailto:service@dohop.com)

Phone: +442038680995 (English speaking, 24/7)

## 7. How we may use Your personal information

We will use the personal information You provide to Us to:

- a. Provide the Dohop Connect Guarantee to You in case of a need.
- b. Process Your payment for Dohop Connect Guarantee fee.
- c.

You have the right to:

- A. See/amend what data we hold.
- B. Receive a copy of the data in a acceptable format.
- C. Have us delete the data we hold if its not needed for the service we provide.

You agree that We may pass Your personal information to the Booking Agents or airlines for the purpose of the flight booking and payment and to airports for the purpose of providing the agreed on-site service.

We will not give Your personal data to any other third party, other than who will process and arrange Your bookings as Booking Agents and airlines for Your booking

Your personal data will be stored until the claims period is over, or three months after arriving at Your destination, one way, or returning back to the point of origin of travel, round trip, see section 4 - I.