



Dohop Connect

The purpose of Dohop Connect is to make a self-connecting journey secure and comfortable in case of travel disruptions. Subject to the conditions specified herein, Dohop Connect applies when a flight is rescheduled, delayed or cancelled by the airline in question, due to factors which can occur in the standard course of air transportation and have been verified by Dohop Connect Service Centre.

1. The Order

The Order

- 1.1. These are the terms and conditions by which Dohop supplies Dohop Connect (the "Terms") and other additional services to the Customer.
- 1.2. When the Order is submitted the Customer must provide Dohop with all information that is requested and be aware that it is always the Customer's responsibility to ensure that sufficient funds are available on the credit card that shall be used to pay for the DC itinerary and Dohop Connect. The Customer is responsible for reading the Terms carefully, and checking that the details on the Order is complete and accurate, before submitting the Order.
- 1.3. The Customer acknowledges that Dohop does not act as an agent on behalf of airlines or other Booking Agents. The Customer is booking directly with the Booking Agent and is subject to their terms and conditions. It is therefore the responsibility of the Customer to study and accept the terms and conditions of the Booking Agent before a purchase of DC itinerary and submitting the Order.
- 1.4. These Terms will become binding when the Customer receives a booking confirmation with a confirmation number of the Order via email; at which point a contract will come into existence between Dohop and the Customer. Such written acceptance shall only be issued by Dohop to the Customer upon receipt of full payment in cleared funds for the Order i.e. of Dohop Connect and a confirmation from the airlines that they have also received their payments for the purchased tickets in cleared funds.
- 1.5. If a Customer makes a booking for more than one person, the Customer confirms and has the responsibility to ensure that;
 - 1.5.1. any relevant information provided in relation to Dohop Connect will be passed on to all members of the party; and
 - 1.5.2. the Customer has the authority to accept or decline all terms and conditions on behalf of all members of the party.
- 1.6. Dohop will provide the Customer with all necessary documents i.e. confirmations and invoices, however it is the Customers responsibility to check that all documents have been received and are in order and shall contact and inform Dohop Connect Service Center immediately if the Customer beliefs some of the documentation is missing or inaccurate. Dohop is not responsible for any issues arising due to the Customers failure of ensuring that he/she has received all the correct and adequate documents.

Payment

- 1.7. Before making a purchase and submitting the Order, the booking page will clearly outline the Dohop Connect Fee and the cost of individual flights. The Dohop Connect Fee may change at any time, but price changes will not affect Orders that have already been completed.
- 1.8. The Customer must pay for Dohop Connect using one of the payment methods outlined on the booking pages and by submitting an Order the Customer confirms that he/she is responsible for ensuring that the payment information provided are accurate.
- 1.9. If the Customer is making a booking for more than one person, the Customer is responsible for all payments due from each and every party member for whom the Customer makes the booking.
- 1.10. Once the Customer submits the Order, Dohop will hold the Customers payment for Dohop Connect and verify against the Customers card holder's details. Once the payment has been approved Dohop will send the Customer a booking confirmation via email.
- 1.11. The payment to the Booking Agents might be dealt with by them directly. The Booking Agents will issue the Customer with an email confirming the flight booking and the ticket(s). Dohop does not make any representation or warranty as to the availability of any airline flight ticket and all fares are subject to availability.
- 1.12. After confirming payment for the Order, Dohop will assign a confirmation number to the Order. Please quote the confirmation number in all subsequent correspondence with the relating Order.
- 1.13. On the Customer's credit card statement there will be either a single transaction from Dohop for the overall purchase or separate transaction i.e. the payment for the Dohop Connect Fee and the payment for the airfares will be charged separately.
- 1.14. The Customer is responsible for ensuring that there is sufficient funds available on the Customers credit card before making a purchase and submitting an Order. Otherwise, in the case of a partially booked itinerary due to insufficient funds, the Customer might have to contact the airline to cancel a partial booking. If the Customer is not able to cancel and receive a refund, Dohop is not liable and Dohop Connect is void.
- 1.15. Should the Customers booking only be partially completed due to other reasons, Dohop Connect Service Center will help the Customer to fully complete the booking. However, in this case Dohop cannot guarantee that the second ticket will still be available and that the partially completed booking will be refunded in the case.

2. Dohop Connect

- 2.1. Dohop Connect, and its Terms, applies to the Customer and all members that are booked on the same booking number as the Customer.
- 2.2. Dohop Connect establishes, under the conditions specified herein, rights;
 - 2.2.1. when the Customer receives a booking confirmation via email, inter alia regarding Dohop Connect;
 - 2.2.2. when the Inbound flight of an Order is rescheduled, delayed or cancelled by the airline in question, due to factors which can occur in

- the standard course of air transportation and have been verified by our Dohop Connect Service Centre;
- 2.2.3. and the Customer has followed the instructions of the airline that is the provider of the Inbound flight on how to get to the connecting Airport;
 - 2.2.4. and the situation prevents the Customer, and members booked on the same booking number as the Customer, from catching the originally booked Outbound flight according to the Order;
 - 2.2.5. and the Customer contacts Dohop Connect Service Center for activation of Dohop Connect at service@dohop.com or by phone to the following number +44 1200 401410 as soon as the Customer is aware of the situation;
 - 2.2.6. and Dohop Service Center confirms and verifies a reasonable alternative Flight coverage, Accommodation coverage and/or Meal and beverage coverage, subject to the conditions specified herein;
 - 2.2.7. Or when a respective airline announces a change or cancellation of a flight of the originally booked DC itinerary in advance, which negatively impacts the Customers ability to reach the original final destination and the Customer has informed the Dohop Service Center of such change or cancellation without undue delay.
- 2.3. The Coverage of Dohop Connect:
- 2.3.1. **Substitute Outbound flight(s) Compensation:** Dohop Connect Service Center will help the Customer to find a Reasonable Option and book an alternative flight(s), to the final destination of the original booking/Order, as a replacement of the Customers missed connection. The substitute flight(s) is/are initially booked and paid by the Customer after the flight(s) has been confirmed and verified by Dohop Connect Service Center. Dohop will refund the substitute flight(s) subject to that claim brought under the conditions specified herein. (For the avoidance of doubt, if there is/are no direct flight(s) to the Customers originally booked final destination according to the Order, the Reasonable Option could include an additional connecting flight en route to the final destination. Dohop also reserves the right, but is not obligated, to book an alternative connection of less than 2 hours connection time).
 - 2.3.2. **Overnight Accommodation Compensation:** If it has been confirmed and verified by Dohop Connect Service Center that no alternative flight(s) or Reasonable Option are available on the originally chosen departure date to the Customers final destination, and all other flight alternatives have been excluded (including the option on connected flight(s) to the originally booked final destination), the Customer can book and pay an Overnight Accommodation that Dohop will reimburse up to a total of €60 (sixty Euros) per night per passenger.
 - 2.3.3. **Meal & Beverage Compensation:** If the Customer has to wait for more than three (3) hours at the airport for the substitute Outbound flight(s), that has been confirmed and verified by Dohop Connect Service Center, Dohop will either provide a voucher or refund the cost of refreshments up to a total of €15 (fifteen Euros) per passenger.

- 2.4. All refunds and the amount of Coverage is based on receipts. Along with the request for a refund, the Customer must submit to Dohop an unequivocal and intelligible copy of the receipt of payment for;
- 2.4.1. The Substitute Outbound flight(s) and the ticket for the alternate flights(s) and at least one of these documents must contain intelligible flight data (specifically the date and time of the flight(s) and the place of departure and arrival), price information and the passenger's name;
- 2.4.2. The Accommodations and the document must contain a date, location, price information and the Customer's name (or the name of members booked on the same booking number as the Customer);
- 2.4.3. The meal and the document must contain a date and price information.
- 2.5. The Customer shall make every effort to keep the claim as low as possible and avoid anything that could lead to an unnecessary increased cost. Dohop shall not be liable for any cost associated if the Customer chooses not to travel on any of the originally booked DC itinerary or any alternative flight(s) of a Reasonable Option rebooked by Dohop Connect Service Center.

3. **Limitations**

- 3.1. Dohop Connect does not apply and/or is immediately invalid under, including but not limited to, the following conditions;
- 3.1.1. when an Inbound flight is rescheduled, delayed, diverted or cancelled due to Extraordinary Circumstances (e.g. Force Majeure and/or Air Traffic Control decisions), which could not have been avoided even if all reasonable measures had been taken;
- 3.1.2. if any changes to the original booking/Order of DC itinerary are made, by the Customer, directly with the Booking Agent, without first confirming with Dohop Connect Service Center and seeking their approval of such change;
- 3.1.3. when the flight ticket(s) is/are invalid and/or the missed connection is due to the Customer's own fault e.g. if the Customer is unfit or deemed unfit to travel, voluntarily fail to board, are offloaded from any flight, ect.;
- 3.1.4. when the Customer missed connection is due to Dohop's failure to perform any of the obligations under these Terms that is caused by a force majeure event;
- 3.1.5. the missed connection is 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;
- 3.1.6. when Dohop Connect Service Center rebooks an Outbound flight and/or accommodation, in accordance with these Terms, but the Customer fails to accept or board, for any reason, the rebooked Outbound or connecting flight and/or accommodation;
- 3.1.7. when the Customer makes its own alternative arrangements to reach the connecting airport rather than those provided by the airline providing the Inbound flight according to the Order;
- 3.1.8. when the Customer fails to fulfil its obligation to maintain contact with Dohop and fails to respond to Dohop's communications and/or follow

Dohop's procedure as set out in these Terms. If the Customer is uncontactable he/she will forfeit its rights under these Terms and Dohop will have no liability to the Customer in relation to Dohop Connect.

- 3.2. If Dohop is in breach of these Terms or is negligent in the performance of its obligations under these Terms which will cause the Customer to suffer any damages, losses, expenses, claims of whatsoever nature, whether direct or indirect, Dohop's total liability to the Customer under these Terms or otherwise in law shall be limited to the Coverage.
- 3.3. In no circumstances shall Dohop be liable to pay any other damages, costs, expenses or claims, including but not limited to, future connecting travel cost, accommodation, loss of business, loss of enjoyment and/or cancellation costs, any consequential losses or damages of any kind, including those suffered at the Customers intended final destination.

4. **Miscellaneous**

- 4.1. All agreements, contracts, matters and claims that may arise in relation to Dohop Connect shall be governed by and construed in accordance with Icelandic law and The District Court of Reykjavik (Iceland) will retain exclusive jurisdiction with respect to any such claims.
- 4.2. When travelling, the Customer must ensure that it has the confirmation number to verify the Order when contacting Dohop Connect Service Center. It is the Customers responsibility to maintain contact with Dohop Connect Service Center and to respond to all communications either by email or phone.
- 4.3. Dohop Connect is not a replacement for travel insurance. The Customer is responsible for making sure that it has necessary travel insurance and Visa authorization for the travelling route in place as the Customer sees fit.

5. **How we may use Your personal information**

The personal information provided by the Customer as a natural person in accordance herewith:

- a. Will be used by Dohop to provide the Dohop Connect service to the Customer if needed;
- b. Will be used by Dohop to process the Customers payment for Dohop Connect Fee;
- c. Will be passed 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-side service;
- d. Will only be disclosed to a third party that processes and arranges the bookings as Booking Agents and airlines for the Customers booking;
- e. Will be stored until the claim expires; and
- f. Is protected and will only be processed by Dohop in accordance with the governing Privacy law, Act No. 90/2018 on the protection of personal data and processing of personal data, as well as EU regulation 2016/679, as well as by Dohops Privacy Policy, which is available online on <https://www.dohop.com/media/content/PrivacyPolicyEN.pdf>. The Privacy Policy forms an inseparable part of these Terms and Conditions and the Customer is obligated to read it before accepting the Terms of Dohop Connect.

6. Definitions

Customer: A person who books and pays for a DC itinerary and Dohop Connect service;

Flight leg: A flight between any two airports;

Inbound flight: The flight leg to the connecting airport from the departure airport en route to the Customers final destination according to the Order;

Outbound flight: The flight leg from the connecting airport to the Customers final destination according to the Order;

Dohop Connect itinerary (DC itinerary): A flight itinerary that contains two (or more) self-connecting flights, i.e. an inbound and outbound flight via connecting airport, one way or round trip, that is protected by Dohop Connect;

Booking Agent: The airline or travel agent that issues the flight tickets;

Self-Connecting flight: a booking of two (or more) flights through a connecting airport(s), where each flight leg of the journey has separate booking numbers;

Minimum Connection Time (MCT): The time between the Customers inbound and outbound flight and shall be minimum 2 hours;

Order: the Customer's request to purchase Dohop Connect from Dohop and to book and purchase flight ticket(s) from the ticket seller i.e. Booking Agent;

Dohop Connect: is provided by Dohop, and establishes, under the conditions specified herein, rights to the Customer, to make a self-connecting journey secure and comfortable in case of travel disruption as further specified under these Terms.

Coverage: Details regarding what is included in Dohop Connect that is further specified herein i.e. Substitute outbound flight(s) Compensation, Overnight Accommodation Compensation and/or Meal and Beverage compensation;

Reasonable Option: A replacement flight option with the minimum connection time of the MCT i.e. substitute outbound flight, that has been verified by Dohop Connect Service Center, and is compatible to the original booking/Order subject to cost, duration, flight class, ancillaries and ect.;

Dohop ConnectFee: The fee charged for Dohop Connect as displayed on the booking page;

Terms: The terms and conditions set out in this document, by which Dohop supplies Dohop Connect;

Extraordinary Circumstances: Such circumstances may, in particular, occur in cases also referred to as force majeure, including but not limited to; political instability i.e. war (whether declared or not) or threat or preparation for war, civil commotion, riot, invasion; meteorological conditions incompatible with the operation of the flight concerned i.e. acts of God, fire, explosion, storm, flood, snow, earthquake, subsidence, epidemic or other natural disaster, geological or catastrophic event such as a volcanic eruption, volcanic ash or volcanic pollution, tsunamis; security risks and/or unexpected transport safety shortcomings i.e. terrorist attack or threat of terrorist attack, hijacking, 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; strikes that affect the operation of an operating air carrier, lockouts or other industrial action, significant limitation of airport(s) operation; Air Traffic Control decisions that cause the travel disruptions; as well as bankruptcy, insolvency or termination of 50% or more of all flights of the Selected Carrier or any other effect which significantly limits or disables the Selected or operating Carrier to provide its services.