

FLYONE Club Terms and Conditions

1. General Information and Legislation

- 1.1. All FLYONE promotions and offers are subject to terms and conditions specifically pertaining to that offer.
- 1.2. Benefits of the FLYONE Club members cannot be combined with other offers.
- 1.3. In order to benefit from the FLYONE Club conditions, you must ensure that you are named as a Passenger in a booking. Benefits of the FLYONE Club members are personal and in case there are changes in the reservation and you are not a passenger in the reservation, the regular fare will be applicable to all remaining passengers and the fare difference shall be paid. Otherwise, the reservation will be cancelled. Also, one of the passengers in the reservation can become a FLYONE Club member and can keep the benefits for the other passengers in the reservation, by paying the membership fee.
- 1.4. When applying for a FLYONE Club membership, accurate and true information must be provided and shall be maintained when using any FLYONE Club benefits. In case of non-compliance with the above obligations, the company reserves the right to terminate the membership.
- 1.5. FLYONE company reserves the right to unilaterally amend these Terms and Conditions at any time by publishing them on the website.
- 1.6. These Terms and Conditions are subject to the laws of the Republic of Moldova and the non-exclusive jurisdiction of Moldovan Courts.

2. Eligibility and Registration

- 2.1. You can become a FLYONE Club member (i) via booking while completing the application form and by paying the annual Club membership fee;(ii) or via our Call Center.
- 2.2. Membership is conditioned to subscription to FLYONE offers and promotions. When joining the club, you will automatically subscribe for FLYONE offers and promotions with the email address that was provided when creating the account.
- 2.3. Membership cancellation can be done at any time.

3. Types of FLYONE Club Membership

FLYONE Club

5 EUR discount per flight for 2 passengers in a booking

FLYONE Club+

5 EUR discount per flight and 2 EUR * for luggage and other services for 2 passengers in a booking

*for services over 5 EUR

FLYONE Family:

5 EUR discount per flight and 2 EUR * for luggage and other services for 4 passengers in a booking

*for services over 5 EUR

FLYONE Family+:

5 EUR discount per flight and 2 EUR * for luggage and other services for 6 passengers in a booking

*for services over 5 EUR

4. Payment of the FLYONE Club Membership Fee

- 4.1 To become a FLYONE Club member, an annual membership fee shall be paid.
- 4.2. The membership fee is paid annually while booking.
- 4.3. Payment of the membership fee can be made by bank transfer.
- 4.4. Upon termination of the subscription, the membership fee is not refunded.

5. Benefits of FLYONE Club Membership

- 5.1. FLYONE Club membership entitles members to special FLYONE Club fares, which are not available to non-members, and other benefits, depending on the type of membership.
- 5.2. Benefits can be changed with prior notice.
- 5.3. The company reserves the right to change, enhance or reduce the benefits at any time.
- 5.4. Benefits are personal and apply only to you if you are named as a Passenger in a booking and to certain number of passengers (depending on the membership type), if they are in the same booking as you and the total number of passengers in the booking does not exceed the number of admitted beneficiaries in the selected type of membership.
- 5.5. Benefits are not available for passenger(s) who made a separate booking.
- 5.6. Benefits are not available for passenger(s) who booked tickets prior to the commencement of the FLYONE Club membership.

6. Validity and Termination

- 6.1. FLYONE Club membership commences when the membership fee is paid and the application is accepted.
- 6.2. The membership is valid for 12 (twelve) calendar months commencing on the day of the acceptance of passenger's application.
- 6.3. The subscription can be extended starting with one month before the expiry date. The extended term will start on the day immediately subsequent to the expiry date.
- 6.4. Membership cancellation can be done at any time on passenger's account.
- 6.5. Once membership is terminated, cancelled or expires, you will not be entitled to the FLYONE Club benefits.

7. Privacy Policy

- a. By registering for Club membership, you agree to FLYONE processing your data in accordance with the Privacy Policy.