

# JOINT-STOCK COMPANY

## “AZIMUTH AIRLINES”

### Public Rules of the Loyalty Program “A+”

The Loyalty Program “A+” (hereinafter referred to as – the Program) is the marketing event of JSC “AZIMUTH Airlines” aimed at attracting of new customers and retaining of existing ones as well as developing of the client base. In order to increase the activity of the Participants in purchasing of services of JSC “AZIMUTH Airlines”, the latter are entitled to attract any Partners to participate in the Program.

While registering in the Program, the Participant confirms that he/she fully and unconditionally agrees with all the terms and conditions of the Program Rules.

### 1. Terms and Definitions

**Azimuth** means Joint-Stock Company “AZIMUTH Airlines” (hereinafter referred to as – the Airlines). Carries out air transportation of passengers, baggage, cargo, and mail, and also provides services on the basis of an operator’s certificate and relevant licenses.

**Program “A+”** (also the Program or “A+”) is a program implemented by JSC “AZIMUTH Airlines” for its clients, according to which the Program Participant has the opportunity to receive A-roubles in accordance with the Program Rules.

**A-roubles** means conventional units of the Loyalty Program “A+”, credited to the bonus account of the Participant and used by him/her in accordance with the Program Rules.

**Handling class** means the scope of services and the level of comfort provided to passengers in accordance with the air carriage agreement.

**Booking code (PNR – Passenger Name Record)** means a personal booking number automatically assigned to a passenger when making a booking.

**Flight documentation** is a package of documents consisting of an original/copy of the itinerary receipt (which contains: ticket number, flight number, booking class, flight date), a printout of the booking with obligatory indication of the ticket number and originals/copies of boarding passes.

**Flight leg** is a part of transportation carried out by one carrier between one point of departure and one point of arrival, without changing the flight number, class of handling or stopover. For example, Rostov-on-Don – Moscow – the first flight leg, Moscow – Rostov-on-Don – the second flight leg.

**Qualifying flight** is a flight leg carried out by the Program Participant and meeting the terms and conditions of the Program.

**Azimuth flights** means flights under the A4 code operated by JSC “AZIMUTH Airlines”.

**Program website** means section of the Program “A+” on the website: <https://azimuth.aero/ru>.

**Participant** is an individual participating in the “A+” Program who accepts and complies with these Rules.

**Bonus account** (hereinafter referred to as – the account) is an account opened upon registration in the Program in the name of the Participant, designed to account for the movement of accrued/spent A-roubles.

**Partner** is an organization, under cooperation with which, the accrual of A-roubles is provided for the purchase of goods/services and/or use of A-roubles for goods/services provided by this organization.

**Transaction** is the transaction of crediting or debiting A-roubles to the bonus account or from the bonus account of the Program Participant.

## **2. Conditions of Participation:**

### **2.1. General rules:**

2.1.1. Any passenger over 14 years old can become a Participant of the “A+” Program.

2.1.2. Participation in the Program is free and individual for everyone.

2.1.3. Each Participant can register in the Program only once.

2.1.4. Registration is carried out on the Airlines website by filling out a special form.

2.1.5. The Participant who has filled out the registration form for participation in the Program confirms his/her agreement with the Program Rules, including his/her consent to receive advertising and informational mailings of the Airlines.

2.1.6. The date of commencement of participation in the Program is the date of registration in the Program. Azimuth reserves the right to accept, for an indefinite period, as the date of commencement of participation in the Program, the date one calendar year earlier than the date of registration of the Participant.

2.1.7. The Airlines creates an account of the “Standard” level for each Participant who has registered in the Program, providing all the necessary data for this.

2.1.8. The Participant can restore the flights made 12 months prior to registration in the Program. To do this, you shall submit an application after registration, indicating information about the flights you have taken. The processing time for a request is up to 30 calendar days.

2.1.9. The Airlines accounts for flights in accordance with the original fare paid in cash and then accrues A-roubles.

2.1.10. The Airlines reserves the right to change, increase or decrease the participation levels for the Program Participants with changes to the specified conditions in order to stimulate sales.

2.1.11. Information on the status of the Participant’s account is available in the personal area on the Airlines website.

2.1.12. The Participant’s account cannot be reissued to another person.

2.1.13. The Airlines is entitled to combine different accounts belonging to one Participant without notifying the Participant. In this case, the amounts will be summed up, except for doubled transactions.

2.1.14. The Airlines is entitled to refuse registration in the Program without explaining the reasons.

2.1.15. The Airlines reserves the right to change the Program Rules unilaterally, with or without prior notice. Changes come into effect from the date of publication on the website.

2.1.16. By entering the Program, the Participant agrees to JSC "AZIMUTH Airlines" (91 Suvorova St., office 801, 344022, Russia, Rostov-on-Don) and its authorized representatives to process his/her personal data, including full name, date of birth, gender, postal address, and e-mail address, phone number, passport data, for the next action (operation) or set of actions (operations) to be carried out with his/her personal data, including collection, recording, systematization, accumulation, storage, clarification (update, change), extraction, use, depersonalization, blocking, deletion, destruction of personal data using automation tools, including in information and telecommunication networks, or without using such means, if processing of personal data without using such means corresponds to the nature of the actions (operations), committed with personal data using automation tools, that is, it allows you to carry out in accordance with the specified algorithm search for personal data recorded on a tangible medium and contained in card files or other systematized collections of personal data, and/or access to such personal data. The Participant confirms that the personal data of the Participant transferred to JSC "AZIMUTH Airlines" – Name, Surname, Patronymic, information about the date and place of birth, residence addresses, telephone numbers, passport data, e-mail addresses – are reliable and can be processed by JSC "AZIMUTH Airlines" with the stated purpose. Consent is given for the period of participation in the "A+" Program (and before the expiration of 5 (five) years after the end of the year in which participation in the "A+" Program was terminated) and can be withdrawn by the Participant at any time by sending a written notice.

By joining the Program, the Participant agrees to the following action (operation) to be carried out with his/her personal data, including transfer (distribution, provision, access) of these personal data to the partners of JSC "AZIMUTH Airlines": ORS LLC, MAR LLC, IAT VT LLC, in order to implement the "A+" Program. The Participant confirms that the personal data of the Participant transferred to JSC "AZIMUTH Airlines" – Name, Surname, Patronymic, information about the date and place of birth, residence addresses, phone numbers, passport data, e-mail addresses – are reliable and can be processed by the partners of JSC "AZIMUTH Airlines" with the stated purpose. Consent is given for the period of participation in the "A+" Program (and till the expiration of 5 (five) years after the end of year in which participation in the "A+" Program was terminated) and can be withdrawn by the Participant at any time by sending a written notice.

## 2.2. Changes in personal data:

2.2.1. Each Participant is responsible for maintaining the relevance of his/her own personal data.

2.2.2. The Participant can change personal data: full name of the participant, e-mail address by sending a request to the Airlines.

2.2.3. Requests made in any form and sent by the Participant to the Program shall contain the signature of the Participant (parents/guardians/trustees of the Participant).

2.2.4. Change of surname/name shall be made after receiving a written application from the Participant. An application for changing the surname/name shall be accompanied by copies of confirming documents (new passport, marriage certificate, divorce certificate, etc.).

### **3. Rules for A-Roubles Accrual:**

#### 3.1. General rules:

3.1.1. The main unit of account of the Program is an A-rouble.

3.1.2. The accrued A-roubles cannot be bequeathed, bought or sold, donated, assigned the right of claim, as well as it is impossible to carry out other civil transactions aimed at transferring rights under A-roubles to other persons.

3.1.3. The Participant's number specified when booking/issuing an air ticket cannot be changed when checking in for a flight.

3.1.4. Accruals of A-roubles are made to the individual account of the Program Participant who made the flight, provided that the ticket was paid in full, and also provided that the loyalty card number was entered when the ticket was issued.

3.1.5. While purchasing air tickets of the Airlines in installments, the accrual of A-roubles is made only after the flight has been made and the full amount for the flight has been paid.

3.2. A-roubles are accrued for regular flights of the Airlines.

3.3. The conditions for accrual of A-roubles are published on the Airlines website <https://azimuth.aero>.

3.4. The Airlines accrues A-roubles to the account of the Program Participant:

3.4.1. Once and only for one personal account of the Participant.

3.4.2. The accrual takes place for the completed and paid air flight to the Participant who is registered in the Program, in accordance with terms and conditions of the Program in force at the time of accrual, and whose loyalty card number is indicated when purchasing the ticket/s.

3.4.3. The accrual takes place automatically within 30 calendar days after the flight.

3.4.4. If no automatic accrual has occurred within 30 calendar days, the participant can submit an application, but no later than 12 months from the date of the flight, use of the Airlines service.

3.4.5. In case of the forced change in the class of handling, A-roubles are accrued according to the originally issued ticket.

3.5. A-roubles are not accrued:

3.5.1. For a part of the cost of air ticket, service, goods, which has been paid in A-roubles.

3.5.2. For agency fees paid when issuing air tickets.

3.5.3. Goods / services of the Partner paid by the Participant before the date of registration in the Program.

3.5.4. For the following tickets: - free; - with a discount over 50% of the tariff, including service, premium.

3.5.5. For air tickets for which Award flights have already been issued earlier as well as for Award flights that have been received from the Airlines as a gift.

3.5.6. In case of the flight cancellation for technical reasons, meteorological or other conditions, flights with unused tickets for this flight will not be taken into account in the Program, A-rubles are not accrued.

3.5.7. If the flight is canceled and the passenger is transferred to a flight of another airline that is not the Program Partner, the flight will not be taken into account.

3.5.8. While booking the air ticket or purchasing services / goods, if the personal data do not correspond to the Participant's data specified during registration in the Program.

3.5.9. In case of erroneous accrual or on other grounds by the Airlines decision and may be debited from the Participant's account without notice.

3.5.10. If the Participant is transferred to / from a flight of another carrier that is not the Program Partner, A-rubles will not be accrued.

3.5.11. The Airlines reserves the right to prohibit issuance of air tickets / services of the Airlines using A-rubles when opening sales for flights operated on the dates determined by the Airlines in accordance with Appendix No. 2.

3.6. Methods of payment in A-rubles:

3.6.1. The Participant can use A-rubles to pay for air tickets at the rate of 1 A-rouble = 1 rouble.

3.6.2. To pay in A-rubles, you shall enter your personal area.

3.6.3. While paying in A-rubles, the Participant shall pay at least 1 rouble by bank card.

3.6.4. The rules and conditions for registration / exchange / return (non-return) of the Airlines services and services / goods of the Partners are published on the Airlines website <https://azimuth.aero>.

3.6.5 The exchange / refund of the air ticket and / or services of the Company, the purchase of which involved the use of money, is made in accordance with the conditions of application of the airline tariff.

3.6.6 Charges for the transaction of exchange / refund of the air ticket and / or services are charged from the monetary part regardless of the method of payment.

3.6.7. A-rubles spent on the purchase of the airline ticket shall not be refunded and shall be considered to be cancelled when returning the transportation.

3.7. Account closing:

3.7.1. The Participant is entitled to close the account, for this it is necessary to contact the Airlines.

3.7.2. The Airlines is entitled to close the Participant's account without prior notice if no transactions have been made on the account within 12 months and the account amount is zero.

3.7.3. The Airlines is entitled to cancel the amount on the Participant's account if within 12 months the Participant has not made any flights or has not used at least one of the Airlines services, goods / services of the Partner.

3.7.4. In case of suspicion of fraudulent activities, the Airlines reserves the right to freeze the Participant's account for the period necessary to verify this information.

3.7.5. While closing the account, in the future, if the Participant registers again, the amount previously on the account will be impossible to recover.

3.7.6. A-roubles are not reimbursed in cash or any other compensation.

3.7.7. The Airlines is entitled to cancel the Participant's account, cancel participation in the Program without reimbursement of any expenses, losses, and compensation to the Participant in each of the following cases:

- the Participant's violation of the aviation security rules;
- the Participant's violation of the rules of conduct for passengers during pre-flight handling and on the board of aircraft of JSC "AZIMUTH Airlines";
- the passenger's (Participant's) non-fulfillment of the terms of the air carriage agreement, Rules for carriage of passengers and luggage of JSC "AZIMUTH Airlines", which are an integral part of the air carriage agreement;
- the Participant's violation of the Terms and Conditions of the "A+" Program;
- placement by the Participant of publications containing deliberately false information and/or information discrediting the business reputation of JSC "AZIMUTH Airlines" on the Internet and/or print media;
- the Participant's actions against the employees of JSC "AZIMUTH Airlines", committed both personally and through reviews and publications addressed to them on the Internet and/or print media, and aimed at humiliating the honor and dignity of person, expressed in an indecent form or in a negative assessment of the person personality or appearance, qualities, behavior in a form that contradicts the generally accepted rules of behavior;
- in other cases specified by law and/or other legal act giving the Airlines the right to terminate the contract of carriage (refuse to perform the contract).

#### **4. Legal Liability of the Parties**

4.1. Considering that the legislation of some countries may contain restrictions on application of Frequent Flyer Programs, JSC "AZIMUTH Airlines", in order to comply with such legislation, is entitled to change the legal requirements for the Program Participants or change the content of the Program considering the requirements of legislation of the respective country without prior notifying the Program Participants of these changes.

4.2. The Program Rules and the legal relations of JSC "AZIMUTH Airlines" and the Participants, arising from them are governed by the Russian Federation legislation.

4.3. If there is any suspicion of unauthorized use of the Participant's account by malefactors, the Participant shall immediately inform the Airlines about it by sending a message or contacting the Airlines contact center.

#### **5. Miscellaneous**

5.1. Azimuth reserves the right to change the terms and conditions of the “A+” Program unilaterally without prior notice. Text of the Rules and alterations to them are published on the website <https://azimuth.aero/ru>. The Participant is obliged to independently monitor the alterations made to this Program.

5.2. Azimuth reserves the right to change the directions of routes along which A-roubles are accrued.

5.3. It is not allowed to use A-roubles for commercial purposes, including sale/resale to third parties. Sale, purchase, and exchange of A-roubles (commercial use) are not allowed. Azimuth is entitled to independently draw a conclusion about the commercial use of A-roubles, based on any information available to Azimuth, including information obtained from publications in print and online publications, and the media, or statements and complaints from passengers, or based on the results of independent internal checks. In case of revealing the facts of commercial use of A-roubles, Azimuth is entitled to cancel the ticket and/or services of the Airlines with a refund of the paid fees for services that were not provided.

5.4. Bonuses from other programs do not participate in the “A+” Loyalty Program, unless otherwise provided by the Program Rules.

5.5. The Participant’s actions in the personal area are considered to be the own actions of the account holder, and confirm his/her legal capacity and ability to carry out transactions in the personal area.

5.6. Azimuth reserves the right to cancel the “A+” Program with prior notification of the Participants two months before the planned date of cancellation. In this case, air tickets, services issued using A-roubles and issued before the date of the Program cancellation can be used during their validity period.

5.7. The “A+” Program can be expanded by attracting other airlines, hotels, trade, service organizations, etc. as the Partners, about which the Participants will be additionally informed.

5.8. In case of discrepancies on interpretation and application of the Rules and Conditions or other “A+” documentation arising from inaccuracies in translation into other languages, the original is the Russian text of the Program Rules and other documents.

5.9. The Program Participant is solely responsible for payment of applicable fuel, airport taxes and/or other taxes and fees of other government agencies levied in connection with air travel.

5.10. Payment of taxes and fulfillment of obligations related to the Participant’s participation in the Program are included in the Participant’s responsibility.

5.11. The Program Participant bears full responsibility to third parties in case of deliberate or unintentional input into the information systems used by JSC “AZIMUTH Airlines” of contact data that do not belong to him/her (e-mail address, mobile phone number), to which information messages are sent to the Participant.

5.12. The Airlines is entitled to impose restrictions on use of A-roubles for individual flights, air ticket tariffs, and types of additional services.

5.13. The Airlines is not responsible for any losses caused to the Participant or third parties as a result of provision of inaccurate information by the Participant.

5.14. The Airlines is entitled to refuse to the Participant the accrual and/or use of A-roubles as well as fully or partially cancel the accrual of A-roubles and/or issued air tickets, services / goods of the Airlines / Partners, issued using A-roubles in the following cases:

- personal data specified when booking air tickets and/or services of the Airline do not correspond to the Participant personal data specified during registration in the Program;
- provision of incomplete, incorrect information;
- attempts to accrue A-roubles for flights that have not been carried out or for which A-roubles have not been accrued;
- attempts to accrue A-roubles for flights made by third parties and/or services / goods of the Airline / Partner provided to third parties;
- selling, buying, exchanging of A-roubles in violation of the specified rules of the Program;
- obtaining of benefits from fraudulent activities;
- cancellation of the Program or change in conditions;
- canceled A-roubles shall not be refunded, monetary or other compensations shall not be paid.



## Appendix No. 1

## Type of Participation

Types of participation:	Accrual of A-roubles for flights:	Conditions:
Standard	0.5%	Assigned upon registration in the Loyalty Program. Accruals for booking codes U, T, V, X of the brand Light.
Standard	2%	Assigned upon registration in the Loyalty Program. Accruals for all other booking codes.

Dates on which the Airlines tickets / services are not issued using A-roubles:

- January 01-13;
- February 19-27;
- March 04-10;
- April 28 – May 11;
- June 11–15;
- November 03–07;
- December 25–31.\*

\*- Dates may be changed annually.