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General Terms and Conditions

SkyTeam Global Meetings Terms and Conditions:

Thank you for choosing SkyTeam. These SkyTeam Global Meetings Terms and Conditions ("Terms and Conditions") as well as any other terms and conditions referred to in these Terms and Conditions apply to participants of a registered SkyTeam Global Meetings event ("Participant") booking their travel via the SkyTeam.com website (the "Website"). To the extent a Participant books any travel products or services on this Website through this Website or a call center agents/helpdesk, such Participant agrees that these Terms and Conditions shall apply to all such transactions. If a Participant does not accept all of these Terms and Conditions, he shall not use this Website or make bookings through our call center agents. SkyTeam reserves the right to change these Terms and Conditions at any time without prior notice, so please check regularly for the most recent version of SkyTeam Global Meetings Terms and Conditions.

Flight applicability

The SkyTeam Global Meeting discounts ("SkyTeam Global Meeting Discounts") apply for travel from and to congresses/events/conventions/meetings supported by SkyTeam member carriers participating ("Participating Carriers") in a registered SkyTeam Global Meetings event ("Event").

In general, the SkyTeam Global Meetings Discounts are offered on all SkyTeam operating and code share flights including flights operated by regional partner airlines. Bookings and discounted fares are subject to availability on chosen flights, as on any flight of a Participating Carrier.

Please note that, due to U.S. government restrictions, a ticket that includes travel to/from/via Cuba may not be sold in the USA nor originate in the USA nor include flight segments for travel on Delta Air Lines operated or marketed flights. Such ticket cannot be sold to US citizens and cannot be issued on Delta Air Lines stock. Destinations in Cuba cannot be purchased online via the SkyTeam Global Meetings booking website.

Eligibility

The SkyTeam Global Meetings Discounts are only available for Participants who have received an "Event ID" to log in.

Only Participants and one companion traveling with the Participant within the designated travel period (7 days prior/post the Event date) to and from the Event and able to provide the qualifying "Event ID", are eligible to benefit from the discount offer. Please note that for flights on Air France or KLM, a proof of participation to an Event may be requested at any time during a Participant's journey.

SkyTeam Global Meetings Discount Offer

- **The SkyTeam Global Meetings Discounts are valid on published fares, as well as promotional fares when they are lower and for applicable booking classes from and to any point worldwide and for journeys from/to the Event location (see exceptions above under "Flight Applicability") on Participating Carriers only.**
- **The SkyTeam Global Meetings Discounts are applicable for round-trip journeys only; one-ways, circle trips, open-jaw and round-the-world journeys are not permitted.**
- **The SkyTeam Global Meetings Discounts are not applicable to negotiated company fares, travel agency/industry discounted fares and other promotional or already discounted fares. This includes SkyTeam Round the World and Regional Passes.**

Changes and cancellation

Any change or cancellation of a booking of a Global Meetings discounted ticket is subject to availability, limitations and restrictions of the relevant Participating Carrier(s) a Participant has chosen to travel with. In particular the fare, taxes and surcharges are only valid as of the day a ticket is purchased and might be subject to recalculation in case of any changes requested by a Participant. An administration fee may be charged for ticket changes, rebookings, cancellations and refunds as stated in the terms and conditions of the respective Participating Carrier. For further information, please contact the ticket office of the relevant Participating Carrier or the SkyTeam Global Meetings call center.

In case a Participant's flight is cancelled or changed by the relevant Participating Carrier(s), the rights and remedies of such Participant will be governed by such Participating Carrier(s)'s conditions of carriage.

E-tickets

Some Participating Carriers offer only electronic confirmation of a reservation, or "e-ticketing". SkyTeam cannot be held responsible if a Participants' (or Participant's companion) does not arrive due to an incorrect email address or junk email settings. A Participant (and/or Participant's companion) must notify SkyTeam immediately if he changes his email address or contact telephone number after making a booking via SkyTeam. In addition, a Participant (and/or Participant's companion) should check that the name(s) on the passport(s) matches the name (s) on his ticket(s) and/or booking confirmation. It is a Participant's responsibility to advise SkyTeam if he (or the Participant's companion) has not received his e-ticket confirmation.

Travel destinations – administrative formalities

By offering for sale travel to particular international destinations, neither SkyTeam nor

any SkyTeam member airline represent or warrant that travel to such points is advisable or without risk, and is not liable for damages or losses that may result from travel to such destinations.

Participants are required under their own responsibility to procure all specific documents, visas and permits required for their journey and where applicable for passengers for who they are responsible (including Participant's companion, if any) and/or for animals traveling with them, and must also comply with all provisions of law of the departure, arrival and transit States, as well as with the relevant Participating Carrier(s)'s regulations and the instructions relating thereto.

Neither SkyTeam nor any Participating Carrier shall be liable for the consequences suffered by Participants (and/or Participant's companion) in the event of failure to comply with the obligations referred to above.

Frequent Flyer Programs

Accrual of miles is allowed for SkyTeam Global Meetings discounted tickets according to the rules of the chosen Participating Carrier loyalty program.

Baggage

You are permitted to travel with a certain amount of baggage free of charge, or for a charge, as stated in the Conditions of Carriage of the respective Participating Carrier(s). The free baggage allowance, if any, is shown in your flight ticket, respectively on your passenger receipt. It can also be found under the link baggage fees on the booking screen. Please refer to the operating Participating Carriers' baggage policy.

Currency rates

Some banks and credit card companies impose fees for international transactions. Please note that Global Meetings discounted tickets are only sold in the following three currencies: USD, GBP and EUR. If the bank account or credit card used to make a booking is outside of these currency zones, the bank and/or credit card company may convert the payment amount to the local currency and charge its holder a conversion fee. This means the amount listed on the relevant credit or bank card statement may be in local currency and therefore a different figure than the figure shown on the billing summary page for a reservation booked on the Website. In addition, a foreign transaction fee may be charged if the bank or credit card company is located outside of the country of residence, origination or otherwise. Booking international travel may be considered to be an international transaction by such bank or credit card company, since Trisept Solutions (on behalf of SkyTeam) may pass on the payment to an international Participating Carrier. The currency exchange rate and foreign transaction fee is determined solely by the bank and/or credit card company on the day that the transaction is being processed. If you have any questions about these fees or the exchange rate applied to your booking, please contact your bank.

Other Terms and Conditions

Terms and conditions of purchase imposed by the relevant Participating Carrier(s), including, but not limited to, payment of all amounts when due and in compliance with the relevant Participating Carriers' rules and restrictions regarding availability and use of fares and services will apply to the purchase of Global Meetings discounted tickets. Participant understands that any violation of any such carrier's rules and restrictions may result in cancellation of his reservation(s), in him being denied access to the applicable flight, in him forfeiting any monies paid for such reservation(s), and/or in the debiting of his account for any costs incurred as a result of such violation.

SkyTeam reserves the right to cancel a booking in the event SkyTeam has reasonable grounds to believe it is fraudulent, such as for example the use of an EventID by a person not qualifying as a Participant. In such circumstances, SkyTeam will attempt to contact the relevant person using the email address provided at the time of booking or such person's bank. In the event SkyTeam is not able to contact the person or his bank, SkyTeam may cancel such booking with no liability whatsoever.

The carriage of passengers, baggage and cargo is subject to the conditions of carriage of the respective Participating Carrier(s) transporting the passenger, baggage and/or cargo and can be found [here](#).

LIABILITY DISCLAIMER

The SkyTeam member airlines providing travel services on this Website are independent contractors and not agents or employees of SkyTeam.

SkyTeam does not control or operate any airline. When booking a Global Meetings discounted tickets, Participants agree to be bound by applicable international conventions as well as the conditions of carriage of the relevant Participating Carrier(s).

SkyTeam will be acting as an agent for the relevant Participating Carrier(s) and is not a party to the contractual relationship. SkyTeam shall, thus, not be liable for the acts, errors, omissions, representations, warranties, breaches or negligence of any such airlines or for any personal injuries, death, loss, property damage or other damages or expenses resulting therefrom.

SkyTeam has no liability and will make no refund in the event of any delay, cancellation, overbooking or other event affecting a Participant's (or Participant's companion) journey, strike, failure in the information technology infrastructure or failure in internet connections, force majeure or other causes beyond its direct control, and SkyTeam has no responsibility for any additional expense, omissions, delays, re-routing or acts of any government or authority. Participants will be subject to the relevant Participating Carrier(s) terms and conditions, which could limit or exclude liability to Participants (often in accordance with various applicable international conventions, such as the Warsaw or Montreal conventions).

Data Protection

Please refer to the SkyTeam Global Meeting Privacy Policy.

General

These Terms and Conditions shall be governed and construed in accordance with the laws of The Netherlands and the courts of Amsterdam, The Netherlands shall have jurisdiction. If any part of these Terms and Conditions is found to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions will not in any way be affected or impaired. The invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision.

Last updated March 2014

Global Meetings reward program

Tickets purchased on the following SkyTeam Airlines will be eligible for the SkyTeam Global Meetings reward program:

- Aerolineas Argentinas
- Aeromexico
- Air Europa
- Air France Airlines
- China Airlines
- China Eastern
- Czech Airlines
- Delta Air Lines
- Garuda Indonesia
- ITA Airways
- Kenya Airways
- KLM Royal Dutch Airlines Airlines
- Korean Air
- Middle East Airlines
- Saudia Airlines
- TAROM - *Intercontinental reward tickets will not be offered*
- Vietnam Airlines
- Virgin Atlantic Airlines
- Xiamen Airlines.

Tickets purchased and flown on domestic routes of ITA Airways, Air France and KLM will not be eligible to count towards productivity rewards.