

## Terms and Conditions: HTS Disruption Assistance™ for Wizz Air

Hopper, Inc. and its affiliates (“HTS”) provide the HTS Disruption Assistance™ service (the “Service”) to you through the websites and mobile web pages (the “Sites”) of Wizz Air Holdings Plc (“Wizz Air”).

The Service is provided subject to and in accordance with the terms and conditions set forth below (the “Disruption Assistance Service Terms”), HTS’s [Terms of Service](#) applicable to all HTS services and apps, and HTS’s [Privacy Policy](#). By purchasing the Service, you agree to HTS’s Disruption Assistance Service Terms, Terms of Service and Privacy Policy.

Your use of the Sites is subject to Wizz Air’s [Terms of Use](#) and [Privacy Notice](#).

- 1. Disruption Assistance Purchase Fee.** The fee to purchase the Service is a service fee and **is non-refundable in all cases**, with the limited exception stated in Section 4(b)(ii) below.
- 2. How it works.** The Service offers the purchaser (“you”) a rebooking service at no additional cost in the event that, within the 24 hours prior to your scheduled departure, (i) the departure time of your original scheduled flight is delayed for more than the time specified to you at purchase and re-stated in your confirmation email or (ii) your flight is canceled by the airline, in each case due to a reason outside your control (each of (i) and (ii), a “Disruption”). If you experience a Disruption, HTS will offer to rebook you on a new flight, or a new connecting flight (as applicable) to your destination at no cost, up to a maximum cost per passenger that will be specified at the time of purchase of the Service (a “Service Cap”) and subject to the paragraphs below. If no decision to use the Service is made, or if your flight is cancelled, the Service will expire twenty-four (24) hours after the last flight of your booked trip was scheduled to arrive. **A purchased Service may be used for booking multiple new flight(s) in the event you experience multiple Disruptions on an itinerary, subject to Section 5 and the Service Cap, but only one Service Satisfaction Guarantee refund may apply per itinerary.**
- 3. Passenger Rights Regimes.** Certain jurisdictions, including Canada and the European Union, have adopted laws and/or regulations requiring airlines to compensate passengers in the event of certain cancellations, delays or other disruptions to scheduled air travel (a “Passenger Rights Regime”). You may have rights under these Passenger Rights Regimes regardless of whether you purchase the Service. For more detailed information regarding the circumstances in which you may be entitled to a refund even if you do not purchase the Service, see Wizz Air’s [Carriage Rules](#).

**Eligible Reasons for a Disruption.** To be eligible to use your Service, the Disruption must occur within twenty-four (24) hours prior to the scheduled departure of the flight in question. The Disruption must also be due to an eligible reason outside of your control.

Eligible reasons include, but are not limited to, delays due to airline issues, customs issues or weather. All determinations of whether a Disruption was due to an eligible reason will be at the sole discretion of HTS.

**4. Flight Changes Outside the Service.**

- a. Voluntary Cancellation. In the event you make a voluntary cancellation before your departure time, the Service will no longer be valid. However, if you make a voluntary change to your flight prior to your departure time, subject to the other terms of this Agreement, the Service will remain valid.
- b. Involuntary Changes (Airline Initiated).
  - i. Changes by Airline. If Wizz Air makes a change to any flight subject to the Service more than 24 hours before your first scheduled departure and you accept the updated or rebooked flight on the same ticket confirmation number, the original terms of your purchased Service, including any Service Cap, will apply to your new flight.
  - ii. Cancellation by Airline. If Wizz Air cancels any flight subject to the Service more than 24 hours before your first scheduled departure and you are not rebooked by Wizz Air, your purchased Service will be void, and the fee for the Service will be refunded to you.

**5. Things to Know About Booking a New Flight.** If you elect to purchase the Service, HTS will monitor your flight and if you experience a Disruption, HTS will notify you to present your options. You will then be able to rebook through HTS on a new flight subject to the following conditions: (i) the new flight must be to the same destination; (ii) the new flight may be on any airline, but must be in the same or similar corresponding fare class as the original booking; and (iii) you must be able to make it to the gate of the new flight in time to board. HTS is not responsible for ensuring you arrive at the gate on time and will not pay any additional costs if you miss your new flight. If you have checked luggage, you are responsible for coordinating with the original airline to retrieve your luggage before or after your new flight to your destination. If you paid for carry-on and/or checked baggage on your original disrupted flight, HTS will pay the cost of the same baggage on your new flight, up to the applicable Service Cap. You may be required to contact HTS, in accordance with Section 12 below, to request reimbursement for such costs. If for any reason you believe you have experienced a Disruption but have not received a notification from HTS, please contact customer support through your purchase confirmation email.

**6. Service Satisfaction Guarantee.** The Service comes with a satisfaction guarantee, as set forth in this Section. If you are eligible for and elect to use the Service, and you are not satisfied with the rebooking options offered to you, HTS will refund back to you a

percentage of the cost of your original flight ticket(s) (including taxes and any ancillary products such as seats or luggage you purchased from Wizz Air) for which the Service was purchased. The amount (in percentage terms) of the satisfaction guarantee will be provided to you prior to your decision to purchase the Service, and will also be included in your confirmation email. All refunds shall be paid in accordance with and subject to the terms of Section 7 of these Disruption Assistance Service Terms. The election to receive a satisfaction guarantee refund shall be in lieu of using the Service; if you elect to receive a satisfaction guarantee refund, the Service shall be immediately null and void.

7. **Getting Refunded.** HTS will utilize one of the following alternative payment services (each a “Third Party Payment Service”):
  - a. HTS may utilize Wise to facilitate the refund. These services are subject to the [Wise Terms of Service](#) and [Wise Privacy Notice](#). Please note that these services are not supported if you are accessing them from [a country that is not supported by Wise](#).
  - b. HTS may utilize Hyperwallet payment services to deliver the refund to you. Such refund payment services are subject to the [Hyperwallet Terms of Service and the Hyperwallet Privacy Policy](#). You may be required to create an account with Hyperwallet if you do not already have one, in order to receive your refund. The receiving bank account details that you provide for the purpose of refund must belong to the same original customer whose name is on the ticket associated with the Service and the flight(s).

The Third Party Payment Services are services provided by third-parties not affiliated with Wizz Air or HTS. Third Party Payment Services may collect certain information from you and conduct compliance checks in accordance with applicable laws and regulations. Your completion of these compliance checks and receipt of the refund will be subject to direct agreements between you and the applicable Third Party Payment Service, without further involvement from Wizz Air or HTS in the terms of such agreements. If you do not satisfy any of the compliance requirements, you will be required to directly contact Wizz Air (who is not ultimately responsible or liable for the refund process and/or its outcome), and you may ultimately not be entitled to any refund. Wizz Air and HTS shall not be liable if the Third Party Payment Service is unable to process payments due to any incorrect or incomplete information provided by you, sanctions, compliance restrictions, or geographic limitations. Refunded amounts will be processed within ten (10) business days of request. By submitting your refund request, you acknowledge and agree to the terms and conditions of the applicable Third Party Payment Service.

8. **Who is Included in the Service.** The fee to purchase the Service is assessed per flight booking and provides the Service for all passengers included on the travel itinerary at the time of booking, up to the maximum value of the Service Cap per passenger. If there is

more than one passenger on the booking, the passenger who made the booking shall determine how to exercise the Service, which shall apply to any other passenger included on the booking.

**9. Other Restrictions.**

- a. If you elect to use the Service, HTS will not be responsible for any fees and costs incurred by you other than the costs of the new flight (including any applicable baggage re-check fees) up to the Service Cap per passenger. The Service does not carry over to any future bookings made with HTS or through Wizz Air. The Service is only offered on select bookings. HTS reserves the right to deny the purchase of the Service to any customer for any lawful reason.
- b. For bookings originally made for two or more passengers that are subsequently split into separate reservations, the Service will remain attached to the reservation with the original reference. Any subsequent reservations generated by the split will not benefit from the Service.

**10. SMS Consent.** By purchasing the Service, you hereby consent to receive SMS messages for the purpose of HTS communicating updates to you regarding your purchased Service.

**11. Not Insurance.** The Service is a guarantee that if you experience a Disruption, HTS will rebook you on, as applicable, a new flight to your original destination or a new connecting flight ending at your original destination. In the event HTS is unable to provide the Service to your satisfaction, HTS will refund to you a percentage of the cost of your original ticket, in the amounts and in the forms described in these Disruption Assistance Service Terms. HTS provides its customers with the Service to provide a more seamless and flexible travel experience for Wizz Air customers. The Disruption Assistance Service Terms are not intended to constitute an offer to insure, do not constitute insurance or an insurance contract, and do not take the place of insurance obtained or obtainable by you.

**12. Contact.** For any questions, please reach out to HTS customer service from your confirmation email or the Services FAQ page.