

Product Rules

KLM Flight Bundle Terms

When you buy a KLM Flight Bundle to travel on KLM flights, you enter into a contract with KLM n.v.. Koninklijke Luchtvaart Maatschappij n.v. (also known as KLM Royal Dutch Airlines), having its registered office and principal place of business at Amsterdamseweg 55, Amstelveen, the Netherlands, registered in the Trade register of the Chamber of Commerce and Industry of Amsterdam under number 33014286, hereinafter to be referred to as "KLM". Your ticketed booking is governed by KLM's General Conditions of Carriage; the conditions in your ticket or itinerary and receipt, any tariffs which apply and regulations.

The Flight Bundle Service is administered by Optiontown Ireland Limited, an Ireland limited liability company, having its registered address at Mespil Business Center, Mespil House, Sussex Road, Dublin 4, Ireland, along with Optiontown, Inc., a Massachusetts Incorporation with its mailing address as PO Box 42 East Walpole, MA 02032, USA hereinafter referred to as "Optiontown" or "OT", on behalf of KLM N.V.

Please note that these Flight Bundle Terms, together with the Optiontown Terms of Service constitute the entire agreement between You, KLM and Optiontown. In the event of any contradiction between the Optiontown Terms of Service and these KLM Flight Bundle Rules, these KLM Flight Bundle Rules shall prevail.

DEFINITIONS

"Advance Booking" refers to the minimum number of days or hours before your Journey that are required for you to make a booking with Flight Bundle.

"Fare Type" or "Ticket Option" refers to the type of fare selected for KLM Flight Bundle, namely, Light, Standard or Flex. Different amenities and services are available with different travel packages, like flight change, flight cancel, Go-show, bags, upgrades, etc.

"Cabin" or "Travel Class" refers to the travel class, e.g. Economy Class or Business Class.

"Customer" refers to one or more persons that have bought a KLM Flight Bundle or one or more of the OT Services.

"Flight Bundle Credits" refers to the number of single flights that are still valid in your Flight Bundle.

"Passenger(s)" refers to the total number of distinct Passengers who can take the advantage of KLM Flight Bundle to book Flights and fly. Choose more Passengers in order to provide Flight Bundle accessibility to more people.

"Flight" or "Flights" refers to the flights operated, marketed, designated or any combination thereof by KLM. "Number of Flights" refers to the number of one-way Flights you can take between selected destinations. Round-trip and Single Open-jaw bookings are allowed with KLM Flight Bundle. Two flights are needed for one passenger to fly a round-trip between two selected destinations. An Open-jaw is a return trip where either the destination or the origin are not the same in both directions. Example, a trip from City A to City B, and then from City B to City C. Two flights are needed for one passenger to fly a single open-jaw trip between three selected destinations.

"KLM Flight Bundle" or "Flight Bundle" refers to the pass provided by Optiontown under the Flight Bundle Service, which makes customers eligible to book KLM Flights falling under criteria mentioned in these Flight Bundle Rules.

"Journey" refers to a segment of Flights that may have more than one Flight (like a segment may have both outbound and return Flights or may have connecting Flights).

"Minimum Stay" refers to restrictions (if any) on stay during travel booked with Flight Bundle. For those who choose the "Minimum 3 Night/Weekend Stay" option, at least one of the following conditions must be satisfied for booking with Flight Bundle.

- The return flight departs on Saturday or Sunday.
- The return flight departs at least 3 nights after the outbound flight.

"Optiontown" refers to the brand name and "www.optiontown.com" refers to the domain name and website of OT.

"OT Services" comprises of the various services offered by OT, wherein each such service is in general referred to as "OT Service". Flight Bundle is one of the OT Services, and the only service administered for KLM n.v.

"Flight Bundle Service" refers to Flight Bundle, the service being administered by Optiontown on behalf of KLM n.v.

"Travel Period" refers to the time period, whereby You can fly on flights departing during said time period by booking a flight with your Flight Bundle.

"Website" is the KLM hosted webpage on the domain klmflightbundle.klm.com on which the Flight Bundle is being offered, sold and administered.

"You" refers to a Customer of KLM Flight Bundle.

"Travel Zone" or "Zone" refers to destination pairs (cities/countries) for which Flight Bundle is valid.

CONDITIONS

1. Purchase of a Flight Bundle and subsequent exchange of Flight Bundle for ticketed bookings can only be done through the Website. You will NOT be able to make changes to your Flight Bundle, or any flights booked using your Flight Bundle, through KLM My Trip KLM contact centers or Airport tickets offices.
2. Flight Bundle Purchase: Upon completing your Flight Bundle purchase,:
 - a. You get the right to book and fly on 'X' one-way flights for the selected 'Destination(s)', departing during the 'Travel Period', of the Flight Bundle. (Where X= Number of Flights you have chosen while purchasing the Flight Bundle). Flights can be booked up to 1 year in advance of the departure date.
 - b. **Type of Bookings** - You agree that a round-trip booking for one Passenger will consume 2 Flights at a time. You can use your Flight Bundle to book only round-trip flight bookings from/to any airport within your selected travel zone as will be listed in the departure and arrival airports in your Flight Bundle. One-way trips are not allowed.
 - c. **Travel zone** - You agree that if you have selected multiple destinations you are allowed to travel a maximum of 80% of the flights in your Flight Bundle to one or more specified destinations as mentioned in your pass.
 - d. **Passenger Name Add time limit** - You can add new Passengers until the maximum limit of Passengers is reached;
 - e. **Infant and Children Rule** - You agree that Flight Bundle is only available for use by adults and children over 2 years of age. For travel with Infants you must contact KLM contact centers.
 - f. **Amenities** - You will receive all standard services and amenities associated with your selected cabin in your designated flight which may be subject to change as per normal KLM operating procedures;
 - g. **Baggage Allowance** - You will receive the following baggage allowance when You make a booking under Flight Bundle:
 - i. **Hand Baggage** - You will be allowed 1 carry-on bag and 1 personal item both together of up to 12 kg maximum.
 - 1 carry-on bag (max 55 x 35 x 25 cm / 21.5 x 13.5 x 10 in)
 - 1 accessory (e.g. laptop bag) max. 40 x 30x 15 cm / 15.5 x 12.0 x 6.0 in
 - ii. **Check-in Baggage** - The check-in bag allowance will be based on the ticket option (or fare type) purchased and thus depends on your ticketed bookings.
3. **Flight Bundle conditions**
 - a. **Flight Bundle Change** - You can change any one or more of the Flight Bundle parameters ((Travel Zone, Number of Flights, Cabin, Travel Period, Advance Booking, Passengers, Minimum Stay) after paying the fees and fare difference (if applicable) through the klmflightbundle.klm.com website only. Changes apply to all flights in your Flight Bundle, it is not possible to change a portion of the flights in your Flight Bundle. Changes can be done via the Manage My Pass section after login on to your Flight Bundle account;
 - b. Once purchased a Flight Bundle is NON refundable.
 - c. No portion of the total Flight Bundle price will be refunded in case of any unused Flight credits. However, if and only if KL stops flying to any destination and you have unused flight credits for that destination, then you may request refund for only that unused Flight

Bundle credits. In this event, you will need to contact Optiontown to make your refund request.

- d. Flight Bundle is NOT transferable, and cannot be sold or exchanged for cash. The Journey entitlement under a Flight Bundle cannot be altered except as notified otherwise by Optiontown.
- e. Once a Flight Bundle has been exchanged for a ticketed Flight booking, Flight tickets are NON refundable for cash. Tickets can be refunded by reinstating a credit, subject to your ticket conditions.
- f. **Passengers Name Correction** - Once you have added a name to your Flight Bundle, you can only change a maximum of 3 misspelled characters in your name. Please make sure that you have added the name on the Flight Bundle as it appears in your passport.

4. Flight Bundle Ticket conditions

a. Flight Change

- i. Light: Flight change is permitted. The cost for a change is 70 euro if within the chosen parameters. If flight is outside parameters an additional fare difference will be calculated and charged.
- ii. Standard: Flight change is permitted. The fare for a change is 70 euro if within the chosen parameters. If flight is outside parameters an additional fare difference will be calculated and charged.
- iii. Flex: Flight change is permitted at no costs.

b. Flight Cancellation

- i. Light: Cancellation before and after departure is not allowed.
- ii. Standard: Cancellation before and after departure is not allowed.
- iii. Flex: Cancellation is allowed at no cost before and after departure, and once cancelled the flight credits will be added back to your Flight Bundle.

c. Go Show

- i. Light: If you are not present in time for boarding, this ticket is not refundable and you are not eligible for a free rebooking.
- ii. Standard: If you are not present in time for boarding, this ticket is not refundable and you are not eligible for a free rebooking.
- iii. Flex: If you are not present in time for boarding, you are eligible for a rebooking, or you may request your credit to be added back to your Flight Bundle.

d. Baggage Allowance

- i. Light: Hand baggage included.
- ii. Standard: Hand baggage and 1 Check-in baggage included of maximum 23 Kg.
- iii. Flex: Hand baggage and 1 Check-in baggage included of maximum 23 Kg.

e. Frequent Flyer Miles

- i. Light: Flying Blue miles included. Number of miles based on the moment of booking.
- ii. Standard: Flying Blue miles included. Number of miles based on the moment of booking.
- iii. Flex: Flying Blue miles included. Number of miles based on the moment of booking.

f. Sky Priority

- i. Light: Sky priority not included.
- ii. Standard: Sky priority not included.
- iii. Flex: Sky priority is included.

- g. The Flight Changes can be done online by logging to your Flight Bundle account on klmflightbundle.klm.com. Contact Flight Bundle Contact Centre at Webform to cancel your flight or to reinstate your Go Show credit.

- h. **Infant Rule** - You can add infants on the booking after the booking is created by paying the appropriate fares, fees and taxes which may be levied and changed by KLM from time to time. To add Infants, you may do so by contacting the KLM contact center.

- i. **Special Service Requests (SSRs)** - You can add Special Service Requests (SSRs) to your flight, such as for special meals, baggage, special requests like wheel chair, disability assistance or others, at KLM.com or by telephone via the KLM contact Centre. Please note KLM may levy an additional charge for these additional service requests as per regular KLM policy.

5. You agree and understand that the real time ticket fare may be lower or higher than the regular price displayed, hence the savings may be more or less than the displayed amount. You agree and confirm unconditionally that you have taken the informed decision with the clear understanding and knowledge of the above. You irrevocably and unconditionally agree that you will not hold KLM and/or Optiontown responsible in any manner whatsoever for any difference in regular prices and/or savings displayed and you cannot cancel the Flight Bundle due to this.
6. Flight Bundle price includes the base fare, taxes and fees for all the Flights purchased, excluding any surcharge that may be levied if you pay by credit card. Service fees may apply for changes to your Flight Bundle or for changes to your bookings. However, in the event, the government and third party taxes and fees change between the time of Flight Bundle purchase and the time of actual flight booking, then in that case, there may be additional taxes to be paid at the time of flight booking or at the airport before departure subject to operating procedures.
7. Flight Bundle prices may vary across different Customers whether booked on the same Flight and having the same parameters.
8. Flight Bundle bookings are based on last seat availability. You understand that if a flight is fully booked, and therefore no vacant seats are available, you are not able to make a booking on that flight.
9. Specific policies and rules, if applicable to KLM, will be displayed under the FB Terms and Conditions and would accordingly be applicable to you.
10. The total Flight Bundle amount paid will appear in the name of Optiontown but is collected on behalf of KLM. Customers agree that they cannot challenge or dispute a charge if the name appearing on their credit card statement is different than the one mentioned above.
11. To the extent permissible by local law or regulation, these Flight Bundle Terms shall be governed by and construed in accordance with laws of Amsterdam, The Netherlands. KLM and each Customer submits to the NON-exclusive jurisdiction of the courts in Amsterdam, The Netherlands to resolve any disputes that may arise out of them.
12. If any provision of these Terms and Conditions are declared void or unenforceable by any competent authority or court shall, to the extent of such invalidity or unenforceability, be deemed severable and shall not affect the other provisions remaining which shall continue unaffected.
13. KLM and Optiontown accept no responsibility for damage or loss resulting from misdirected or incomplete entries arising from computer malfunctions, viruses, bugs or other such causes. KLM and Optiontown are in no way liable for the reproduction or indirect access via third party web site or home page access which reproduction misstates or omits any of the information or terms and conditions connected with the Flight Bundle.
14. KLM reserve the right to change these Terms and Conditions at any time.