

Terms and Conditions

1. UMBIUMBICLUB Program

1.1. UMBI UMBI CLUB is TAAG's customer loyalty program, through which members accumulate miles that can be used to redeem several Prizes and benefits.

1.2. Any changes made to the brands – TAAG AND UMBI UMBI CLUB – do not affect the contracts made with natural or legal persons.

2. UMBI UMBI CLUB program regulations

2.1. The General Terms and Conditions herein defined, are the Basic rules for entering the Umbi Umbi Club program, and are subject to modification. Whenever versions in another language are published or made available, to all effects, and namely for interpretation issues, only the Portuguese version is binding.

2.2. TAAG has the right to modify the Terms and Conditions at any time, without prior notice. Any new rules and/or modifications to the General Terms and Conditions of the Umbi Umbi Club program will be binding for all Members, including SILVER and GOLD Members, as soon as these are available on the Internet.

3. UMBI UMBI Club Members

3.1. When joining the program, Members enter into a contract with TAAG, which is governed by such General Terms and Conditions, defining the rights and obligations connected to their participation in the program.

TAAG reserves the right to completely or partially change the Umbi Umbi Club program, to terminate it, and/or any other collaboration with partners, under the Umbi Umbi Club program, at any time, without prior notice.

3.2 Joining the Umbi Umbi Club program

3.2.1. Joining the Umbi Umbi Club program can be made by filling-in an application using the paper form or the form made available through the site, or by calling our call centre. This subscription is subject to subsequent approval from TAAG.

3.2.2. Subscribing the Umbi Umbi Club program is available to all natural persons, above twelve years of age. The subscription is also allowed to employees of companies with which TAAG has commercial relations promoted by TAAG's corporate management area, and subject to a written commercial agreement between parties. Multiple participations are not allowed.

3.2.3. Members only have the right to use the advantages of Umbi Umbi Club program after their details have been registered at the program's database.

3.3 Termination of the Umbi Umbi Club program subscription

3.3.1. Participation will be automatically cancelled in case the program subscription is terminated.

3.3.2. TAAG may terminate a Member participation in the **Umbi Umbi Club** program, effective immediately, if the Member in question:

- Does not comply with the General Terms and Conditions of Umbi Umbi Club program/or other rules and regulations incorporated in such terms and conditions by reference, as long as such terms, rules and regulations have been fully and timely communicated to the Member;
- Tries to obtain benefits and prizes of Umbi Umbi Club program by providing false information or information that is, in any other way, improper or abusive. In such case, the Member is liable for any damage therein, and the benefits and miles thus obtained will be deemed invalid;
- Behaves in a disorderly manner on board or on the facilities of any partner airline participating in the Umbi Umbi Club program;
- Does not earn miles with the program for 3 consecutive years, in which case there will be no written notice to the Member.

3.3.3. TAAG offers the Umbi Umbi Club program as a benefit for its most frequent customers and in the scope of a customer loyalty relation. If Members fail to accept the Umbi Umbi Club program rules/or certain prizes or benefits offered by the program, or simply wish to leave the program, these may terminate their participation at any moment, and with no need for prior notice, through postal mail, fax or e-mail.

3.3.4. Once the termination of the participation is verified, any miles accumulated and not used until that date under these Terms and Conditions will be deemed void.

3.4 Umbi Umbi Club Number and Member Card

3.4.1. Access to prizes and benefits of the Umbi Umbi Club program will only be granted if the Member presents the Umbi Umbi Club Member card and/or Number.

3.4.2. All customers subscribing the Umbi Umbi Club program will be given their Umbi Umbi Club Member Number immediately, at the moment of subscription. The Member card hard copy will be available within approximately 30 work days after the subscription.

The Member card is personal and non transferable and cannot be used after the expiry date and/or the Umbi Umbi Club program subscription termination.

3.4.3. The card will be redeemed by the Umbi Umbi Club Member at a TAAG agency of his/her choice, from the universe of available agencies to that effect, which the Member shall check.

4. Umbi Umbi Club Miles

4.1. Miles are the currency unit of the Umbi Umbi Club program. Bonus points or miles of other programs cannot be converted into Umbi Umbi Club miles or points, except if TAAG has entered into a written agreement with such other programs.

4.2. Miles account and credit

4.2.1. Each Member will have his/her own personal Umbi Umbi Club miles account, on which the miles he/she accumulates/uses will be credited/debited.

4.2.2. From the moment of subscription, for each flight made with TAAG or a company that participates in the Umbi Umbi Club program, or by using a service rendered by the Umbi Umbi Club selected programs, Umbi Umbi Club miles will be granted to Members of the program, subject to the present General Terms and Conditions.

4.2.3. These miles will be credited starting November 1st 2011.

4.2.4. TAAG decides the type and the number of miles to be credited by each partner of the program and by each service rendered to the Member. The type and number of miles to be credited are subject to modification without prior notice.

4.2.5. The miles to be credited to the Umbi Umbi Club Member's account will be calculated as follows:

a) TAAG flights, and with all TAAG network, and selected flights from the program's partner airlines.

- The number of miles corresponding to the value of the ticket will be credited, deducted from airport fees, promotions, discounts and other benefits offered by at the moment of purchase, after the club Member as effectively flown with such ticket.

- TAAG may, without prior notice, attribute a fixed number of miles, regardless from the ticket's purchase price.

- This program's miles will be given by trips made in any class. Members may be offered bonus miles, according to their card type.

b) Services rendered by Umbi Umbi Club program selected partners

- Members will accumulate a fixed number of miles set by TAAG.

4.2.6. Offering promotions for a given preset group is admissible only under the rules of the present program. Members excluded from such offers, cannot redeem the same benefits, and the Umbi Umbi Club program is not obliged to communicate the selection criteria for the definition of any group in question.

4.2.7. Promotions can be exclusively communicated by e-mail, Internet and/or SMS.

4.2.8. TAAG and Umbi Umbi Club program partner airlines reserve the right to exclude, in full or in part, certain fee categories, payment methods and/or passenger categories, as well as certain flights or flight categories, from this program, at any time.

4.2.9. Miles cannot be accumulated from tickets of the BP, DG, DM, GE, IN, RG or UD categories, according to IATA's rules. Miles owed for using services rendered by Umbi Umbi Club program selected partners will be credited according to the booking terms, payment terms and service use terms set by Umbi Umbi Club program's partners.

4.2.10. For fee categories ID and AD, miles corresponding to 25% of the amount paid for the ticket will be credited.

Miles will not be credited for trips earned as a prize or offer, nor through other services that constitute a Prize or any type of offer. In Prize upgrades – the modification to a superior service class against miles discount – miles will be credited according to the original fee booked. Unused, expired or returned tickets for monetary compensation, Children's tickets, Prize upgrades, Discount tickets for the industry or additional bookings for the same Umbi Umbi Club program Member, do not accumulate miles. The same applies in case an Umbi Umbi Club program Member obtains benefits from another customer loyalty bonus program for services offered.

4.2.11. At the time of this program's start-up and, exceptionally, miles from every flight effectively flown by the Member will only be credited after de November 1st 2011. From this date, miles will be normally credited into the Member's personal account within a ten (10) weeks period after the rendering of the flight/service to which they correspond. The expiration date of such miles will be established according to the start date of the trip or the services in question. In order to ensure the credit of the correct number of Umbi Umbi Club miles to the miles account, Members of this program must present their Member number when booking or checking-in.

It is important that the name on the booking is the same the customer uses in his/her program Member profile, so that miles are automatically credited.

4.2.11.1. If, by any reason, the miles of a flight made or a service used are not credited into your personal account, Members may request this credit, retroactively, in a period of three (3) months after flying or using the service in question, sending, to that effect, a written communication, or through the site, together with the proper proof documentation (original/copy of the boarding pass, and/or copy of the passenger receipt).

4.3. Validity and transfer of miles

4.3.1. Umbi Umbi Club miles are valid for thirty six months (36) from the date of the service rendering, except where otherwise stated.

4.3.2. Umbi Umbi Club miles accounts are non transferable.

4.3.4. It's possible to buy a fixed number of Bonus Miles by paying an administrative fee. The frequency for purchasing miles and the number of miles to acquire are limited.

5. Prizes and Benefits

5.1. Current Prizes and Benefits offers are available for consultation through the TAAG Call Centre. TAAG reserves the right to change, complement, or cancel the individual Prizes and Benefits offered on the program.

5.1.1. TAAG does not accept responsibility for taxes or other charges, or disadvantages, to which the Umbi Umbi Club Members may be subjected to during the process of redeeming miles from this program.

5.1.2. All other rates (airport, fuel, safety or others), as well as other taxes regarding the credit card, will be of the Umbi Umbi Club Member's responsibility.

5.1.3. When they book or request a Prize or a Benefit, Members must declare in advance

that they are booking a Prize or a Benefit. Bookings or normal orders cannot be converted into Prize or Benefit bookings or orders.

5.1.3.1. TAAG and airlines partners of the do Umbi Umbi Club or of this program may refuse to grant a Prize or Benefit, if the Member already made a booking for a flight or service without clearly declaring that such booking constituted a Prize or Benefit.

5.1.3.2. Any documentation concerning prizes, which has been obtained illegally or by means of an infraction of these General Terms and Conditions, will not be honoured.

5.1.4. The availability of seats for Prize-Tickets varies according to the flight's date and destination. The number of seats is limited, even in flights that aren't full yet. The entire Member's personal documentation, presented concerning the trip, is the Member's exclusive responsibility (ID Card number, Passport, Visas or others).

5.1.4.1. Restrictions may be applied during certain periods and for a certain type of Prize.

5.1.5. Flight Prizes issued expire within one (1) year after issuance, except for prizes issued under a promotion, which are valid only for the period of the promotion, and other benefits which will be valid, according to the booking terms and/or according to the provisions of this program.

5.1.6. Prizes and benefits issues cannot be transferred, replaced, extended, changed, or reimbursed, except if explicitly declared otherwise.

5.1.7. A separate rate is charged for processing Prize-Tickets, if the Member misses the boarding.

5.1.8. Prizes and benefits can only be endorsed to people that gather all the conditions necessary to subscribe the Umbi Umbi Club program or that are already Members of the aforementioned program.

5.1.9. Prize tickets and upgrades can be issued for a person other than the Umbi Umbi Club holder's miles account, provided written consent from the corresponding miles account holder is presented, along with a copy of his/her identification details.

5.1.10. After issuance, Prizes and benefits can't be endorsed.

5.1.11. No modifications to the class of the booking or the routes are allowed for Prizes and benefits issued. The date or number (hour) of the flight can only be changed if included in Prizes and benefits that have already been issued.

6. Processing Members personal details

6.1. Members expressly authorise TAAG, the administrator, the program's partners, and the travel agencies of the Member and companies providing services associated with the program, to use any personal data supplied, concerning the program's operations, for flights in the program's airlines and/or for other marketing activities.

6.2. All Members have access to their personal data and may require their correction. Additionally, when the program's subscription is made online, at www.umbiumbiclub.com, there's a risk of entities not involved in the process accessing personal data due to the

open network data circulation.

7. Internet services

7.1. TAAG reserves the right to change any part of the content described on their sites, at any moment, and without prior notice.

7.2. While accessing the Umbi Umbi Club program site, Members commit not to use any automatic device, or manual process, to monitor or copy any page, nor to interfere with the site's correct operation, and not to proceed with any action imposing an unreasonable load on this program's internet infrastructure.

7.3. Information, software, products and services included or available through the Umbi Umbi Club program site may include inaccuracies or typographic errors.

In any case, shall TAAG, its affiliates, supplier and associated agencies, or corresponding employees be liable for any damage either direct, indirect, punitive, incidental, special, consequential, nor by any other damage including, but not limited, damage due to loss of the use of data or profit, originated or in any way related to the use or performance of the Umbi Umbi Club program site, with the delay or inability to use the site or services related, or in any way derived from the use of the site.

8. Miscellaneous

8.1. Members are solely responsible for informing any third parties, companies (such as their employers) or governmental entities of their participation in the Umbi Umbi Club program and the Prizes and benefits accessed through the aforementioned program. TAAG is not liable for any agreements set between Members and other third parties (such as employers).

8.2. In some countries, local legislation may impose some restrictions on the Members and/or the General Terms and Conditions of the Program, its administrator and partners. Additionally, their suppliers are entitled to undergo any action they deem fit to ensure the compliance with such restrictions, and can't be responsible for any damage suffered by the Members deriving from such actions.

8.3. TAAG reserves the right to deliver the Umbi Umbi Club program's operation to successor companies or third parties, and to transfer agreements with the program's Members and successor companies or a third party for such purpose.

8.4. TAAG reserves the right to implement administrative fees for services related to the program's operation, such as rendering specific program information, or managing Prize booking.

8.5. The Umbi Umbi Club program is ruled by the Angolan legislation in force, and the exclusive competence to settle any issues deriving from the program will be the County Court of Luanda.

The Terms and Conditions of the program do not antagonize nor breach any legal precept of the Angolan legislation in force.

8.6. When using the telephone line, Members agree that the calls may be recorded, for control and service improvement purposes, or for training. For the Member's identification, only the Member number and the Personal Identification Number (PIN) are accepted, which can be obtained through TAAG's site or Call Centre. Members are sole responsible for all damage or omissions occurred in their personal accounts due to the wrongful use of their corresponding PIN.

8.7. The way Members browse the site can be monitored, for statistical purposes.

8.8. In case there's evidence of illicit use of the Member account, all bookings active under that account will be automatically cancelled, without prior notice.