

## TERMS AND CONDITIONS

### 1. Introduction

**1.1** These terms and conditions form the basis of the TAAG Frequent Flyer Program called Umbi Umbi Club and are binding on all members. The terms and conditions have the function of simultaneously protecting the members and TAAG - Angola Airlines E.P. The reading and acceptance of all the provisions below are the sole responsibility of the members.

**1.2** These Terms and Conditions are effective from the date of publication.

**1.3** TAAG - Linhas Aéreas de Angola EP reserves the right at all times to modify, limit, restrict or cancel these terms and conditions in whole or in part. TAAG may notify members of substantial changes, but it is the responsibility of the member to consult future changes at [www.taag.com](http://www.taag.com).

**1.4** All monetary amounts and percentages established under these terms and conditions are subject to change without notice. TAAG reserves the right not to justify such changes within the scope of its discretion, and current internal policies.

**1.5** The terms and conditions applicable at the time of an award redemption are those that are effective at that date.

**1.6** When certain dates are mentioned to obtain certain benefits of the program or promotions, unless otherwise stated, such specifications will be according to Angola time.

**1.7** Nothing in the Terms and Conditions shall be considered for the purpose of illegally harming or refraining from any rights and obligations of either the members, third parties or TAAG - Angola Airlines

**1.8** The Terms and Conditions are originally written in Portuguese and may be translated into other languages.

**1.9** Only the Portuguese version is binding for interpretation purposes. The customer service line is available in the following languages: Portuguese, English and French.

**1.10** Members shall be deemed to have read and accepted unconditionally all the provisions contained in these terms and conditions, as well as those to which the terms may refer.

**1.11** These terms and conditions fully supersede any prior provision relating to the TAAG frequent flyer program and shall prevail over any information, even if contained in any material published by TAAG.

### 2. DEFINITIONS

**2.1 "Umbi Umbi Club"** means TAAG - Angola Airlines frequent flyer program.

**2.2 "Active Member"** means a member who accumulates or spend miles on his membership account within a period of twelve (12) consecutive months.

**2.3 "Prize"** means a product or service, provided by TAAG or a program partner, whose enjoyment depends on the miles payment.

**2.5 "Document Award"** means a physical or digital document issued by TAAG or any partner defined by TAAG, as the title of enjoyment of a particular good or service.

**2.6 "Base Miles"** means miles earned by any eligible activity either in TAAG or one of the selected partners. Base miles are for assessing member status.

**2.7 "Bonus Miles"** means miles attributed to the members by TAAG or partners, contributing to the accumulation of miles, but which nevertheless are not accounted for status purposes. The following miles are considered bonus miles:

- Registration Miles
- Miles of Appreciation
- Compensation Miles
- Special Promotions Miles

**2.8 "Flight in Code Share"** means a flight that TAAG in partnership with another airline, attributes its designation code to a flight operated by another airline.

**2.9 "Upgrade"** means that the member spends miles as payment for travel in the next higher cabin compared to the originally purchased.

**2.10 "Benefits"** means an advantage provided by TAAG or its selected partners. Benefits apply differently to each member by status within the program. These may be embodied in facilities, discounts and courtesies available to members at certain locations and periods.

### **3. UMBI UMBI PROGRAM**

**3.1** Umbi Umbi Club is the loyalty program of TAAG – Angola Airlines P.E, in which its members accumulate miles through travel and can be used in various prizes and benefits.

**3.2** Any changes to the level of brands - TAAG and UMBI UMBI – do not affect the contracts made with individuals or legal entities.

### **4. MEMBERS**

**4.1** Acquires member quality, any individual of two (2) years old duly registered in the program.

**4.2** Members can join online at [www.taag.com](http://www.taag.com), or through the contact center in Angola and Portugal respectively +244 923 190 000 - Angola, or +351 707 100 040 - Portugal subject to subsequent approval by TAAG.

**4.3** The following groups are not entitled to program membership: legal entities, governments, groups, companies, associations.

**4.4** The name in the member profile must match the travel title name.

**4.5** Children with two (2) years old may be accepted as members, provided the application is requested by the legal guardian. All requests of minors account can only be in favor of their own.

**4.6** Each member may have only one (1) member account.

**4.7** A person acquires membership after making the first trip with TAAG. After making the first trip the member receives the digital member card, which should be displayed as proof of membership whenever requested.

**4.8 “Member Number”:** any member after enrollment in the program receives a number followed by DT prefix, this number must be provided in all interactions with the duly preceded company's membership information. The member number as well as the name should always be confirmed after receipt of travel ticket, after check-in at the airport and whenever you use the services and / or benefits of the program. The submission of incorrect number in the interactions with the Company, can not be changed at the check-in act.

#### **4.9 Personal identification number (PIN)**

**4.9.1** After registration in the program, a number of personal identification is assigned. The PIN can be obtained in [www.taag.com](http://www.taag.com) or through the contact center.

**4.9.2** When the member contacts the service line must be identified by PIN or membership number.

**4.9.3** Members are solely responsible for all damages or omissions in their personal account due to improper use of their PIN.

#### **4.10 Statute of Members**

According to the number of accrued miles during the 12 (twelve) months the members can acquire the following statutes: **Classic, Silver and Gold.**

### **5. Miles**

#### **5.1 General information**

**5.1.1** The basis of calculation for the award of miles is: **1 mile = 1 dollar** spent on airline tickets in TAAG, goods purchased and services in its partner as specified in the program.

**5.1.2** Miles may only be used for the specific purpose set forth in the terms and conditions.

**5.1.3** The calculation is performed as follows: **Ticket base price equals the miles to be credited after the flight.**

**5.1.4** TAAG may set a number of miles for each flight on some routes and without prior notice.

**5.1.5** Members can purchase one (1) blocks of 2.000 (two thousand) bonus miles per award request and a total amount of five (5) miles blocks per year, against payment of an administrative fee.

#### **5.2 Types of miles**

There are in the program two types of miles: **bonus miles and status miles.** Bonus miles are miles awarded at the discretion of the program for free. Status miles are miles that directly correspond to amounts spent on products and services. These miles guarantee the holder a status corresponding to the number of miles accumulated in a tax year.

#### **5.3 Other Loyalty Programs**

Miles of other programs cannot be calculated, accounted for or converted into Umbi Umbi Club miles. Except if TAAG establishes a contract with these programs, any such contracts will have their provisions published on the website for general knowledge.

#### **5.4 Transfer and marketing of miles**

It is prohibited to transfer miles and the marketing of miles, in whole or in part, by any means. Whenever TAAG becomes aware of these practices, it will block the member's account and cancel the mileage assignment.

#### **5.5 Mileage account**

After registration in the program, every member will have at their disposal a personal area at [www.taag.com](http://www.taag.com) which will include all the important information including miles transactions.

#### **5.6 Accumulation of miles**

After the date of enrollment in the program, in case of acceptance of the enrollment and subsequent registration in the database in the program, the member begins to accumulate miles in specific TAAG products. Miles are only credited for products that the member personally has used, regardless of who made the payment.

#### **5.7 Special provisions for flights**

**5.7.1** For each segment flown with TAAG and selected partners, the member account will be credited, provided the following requirements are cumulative:

- Member account name must be the same as the ticket name;
- Insertion of membership number upon reservation or check-in;

**5.7.2** TAAG may exclude from the scope of mileage credit certain products and / or services without information.

#### **5.8 Other forms of mileage accrual**

Other forms of permanent or temporary miles will be duly announced and published.

#### **5.9 Mileage Credit Exclusions**

**5.9.1** The following ticket categories are excluded from miles accumulation: **BP, DG, DM, GE, IN, ID, SU, ID** and **AD**, as defined by the IATA standards. Miles due for the use of services provided by selected partners of the program are only credited in accordance with the terms of booking, payment and use of services set by program partners, to be published for the information of members.

**5.9.2** Mileage may not be accrued on upgrades, premium tickets, discounted tickets or any other benefits affecting the normal market value of the fare.

**5.9.3** Mileage cannot be accrued on unlawfully acquired, fraudulently acquired tickets or otherwise in contravention of the company's customary ticketing rules.

#### **5.10 CREDIT PROCEDURE**

##### **5.10.1 Redemption of miles**

**5.10.1.1** The mileage credit process occurs automatically as long as the service user informs the membership of the club at the time of purchase of the service or product and confirms the affixing of the name in accordance with the name of registration in the program.

**5.10.1.2** Members can retroactively request mileage credit for a period of sixty (**60**) days after the use of the service by sending the supporting travel documents (**boarding pass, ticket, and passport**) scanned by email to: umbiumbiclub @ flytaag.com

**5.10.1.3** In the event of wrong credit, TAAG has the right to reverse the transaction and transfer the miles.

## **5.10.2 General Miles Redemption Provisions**

**5.10.2.1** Miles can be converted into upgrades and premium tickets as long as the member has sufficient miles available in their miles account.

**5.10.2.2** Miles cannot be converted into cash.

**5.10.2.3** When booking or requesting a prize or benefits, members must declare in advance that they are booking an award or benefit. Normal reservations or orders cannot be converted into reservations or orders for awards or benefits.

**5.10.2.4** The availability of places in the premium rates will vary depending on the destination, and the date of the flight. The number of seats is limited, even on flights that are not yet fully sold. All personal documentation of the member, presented for the purposes of the trip, is its sole responsibility (**i.e. identity card, passport, visas or others**).

**5.10.2.5** Only one date change may be made to the awards issued. The change of route in the premium tickets is not allowed.

**5.10.2.6** The request for premium tickets via online is exempt from payment of administrative fee.

**5.10.2.7** Special benefits are assigned through the status of the member, according to the statute provisions.

**5.10.2.8** Restrictions may apply for certain periods and for a particular type of premium or benefit.

**5.10.2.9** Flight awards issued expire within 01 (**one**) year from the date of issue with regard to international routes and the period of six (**06**) months for domestic routes, except awards issued under any promotion which are only valid during the period of promotion.

**5.10.2.10** Other benefits will remain valid, depending on the booking arrangements and / or as specified by the program partner.

**5.10.2.11** The awards and benefits issued cannot be transferred, replaced, extended or altered.

## **5.10.3 Award Tickets**

**5.10.3.1** Premium tickets can be requested by members for all destinations operated by the company, depending on the availability of the flights.

**5.10.3.2** Award tickets cannot be upgraded.

**5.10.3.3** The travel class of the premium tickets cannot be changed.

**5.10.3.4** Failure to board requires a service fee.

#### **5.10.4 Upgrades - premium**

**5.10.4.1** Upgrades premium may be required based on the purchase of a ticket paid in full. Upgrades are requested per segment of each route, each segment having a specific number of miles.

**5.10.4.2** Tickets from fare M and above are eligible for upgrades.

**5.10.4.3** In situations where an upgrade is canceled or reissued, the miles used for the upgrade will be canceled, and the upgrade must be reordered, subject to availability.

**5.10.4.4** The miles to be upgraded will be referred to the rate originally paid.

#### **5.10.5 Other prizes**

At all times TAAG may announce permanent or temporary existence of other prizes.

#### **5.10.6 Premium request**

**5.10.6.1** The premium request must be made directly by the member or by a person that you have accredited for the purpose.

**5.10.6.2** The premium application may be done through the contact center: +244923 190 000 - Angola, or +351 707 100 040 - Portugal, self made via the website, or at any TAAG store.

**5.10.6.3** When contacting the Umbi Umbi Club service line members are only identified by their member number and PIN.

#### **5.10.7 Availability and special conditions for prizes**

The availability of the prizes depends on the date, time, destination and seasonality. TAAG reserves the right to manage availability in accordance with its internal policies.

#### **5.10.8 Issuance of award documents**

After confirmation of availability a document is issued as confirmation of the authorization of the premium. The prize documents will always be sent to the member electronically, only exceptionally a premium document can be printed at TAAG stores.

#### **5.10.9 Transfer and sale of prize tickets**

**5.10.9.1** The award tickets are to be issued only in favor of the member and its direct family members. The sale of premium tickets or exchange is prohibited.

**5.10.9.2** The issuance of awards in favor of family members are subject to family pooling request.

**5.10.9.3** In addition to sale, exchange, auction or any other form of transfer of miles is prohibited, so likewise the purchase of tickets by these means is fraudulent and TAAG may cancel these without consulting the member.

#### **5.10.10 Issuance of premium tickets for children up to two (2) years of age**

**5.10.10.1** The issuance of award tickets on behalf of adults traveling with babies up to two (2) years of age puts the baby in a subsidiary relation to the adult ticket, requiring only the payment of fees.

**5.10.10.2** The issuance of infant award tickets, whose adult requires a seat, hence the amount payable by the baby will be the same number of miles established for adults.

**5.10.10.3** A child accompanied by an adult up to (2) years old cannot request upgrade with miles.

#### **5.10.11 Issuance of premium tickets for children up to 11 (eleven) years of age**

**5.10.11.1** The issuance of prize tickets for children up to 11 years of age is permitted subject to the miles table.

**5.10.11.2** The children tickets cannot be purchased with miles promotions.

**5.10.11.3** The number of miles to upgrade is the same for adults and children.

**5.10.11.4** It is not allowed to purchase tickets with miles for children traveling unaccompanied.

#### **5.10.12 Changes to premium documents or documents relating to premiums.**

**5.10.12.1** In case of upgrade the premium tickets are subject to the regulation of the original ticket fare.

**5.10.12.2** Tickets are always subject to the rate originally purchased, if a change of date is requested on a ticket that has been upgraded, the member or passenger must pay the penalty according to the original fare rules.

**5.10.12.3** According to the rules of the original fare, if the change of date results in a different fare from the one originally purchased, the difference must be charged and the ticket revalidated.

#### **5.10.13 Cancellation of premium documents**

**5.10.13.1** Cancellation policies for awards or benefits depend on each partner.

**5.10.13.2** Each partner has their premium cancellation policy, and the member must consult the terms and conditions of each partner before using the service.

**5.10.13.3** Premium ticket bookings can be canceled up to 48 hours prior to departure of the flight without penalty.

**5.10.13.4** The cancellation policy of premium tickets can be changed according to the internal policies in use in the company.

**5.10.13.5** After each premium ticket cancellation, the miles can be refunded to the umbi umbi member's account at request, upon payment of a service fee.

#### **5.10.14 Return and loss of premium documents**

In case of loss of award papers or vouchers, for receiving a second-via the member may contact the contact center or TAAG stores and inform the date of travel and passport data and a second- via of the travel document shall be sent electronically.

#### **5.10.15 Misuse**

In the context of these terms and conditions, members will be liable for misuse, whenever their actions consist in behaviors given in Section 5.10.9 (**transfer and sale of premium tickets**) and 5.4 (**transfer and trading miles**).

#### **5.10.16 Consequences of misuse**

**5.10.16.1** In the case of misuse of the program or of its elements, perpetrated by any form whether physical, virtual or digital culminates with the right in favor of TAAG and its partners to not honor the commitment, and take legal proceedings by any means of compensation and or compensation for damages, future and outgoing profits.

**5.10.16.2** In case of misuse of tickets, all the time the agents of the operator and partners, may at any time refuse to assign the benefit deriving from the title, cancel a segment of the trip and to remove the passenger from the aircraft .

### **6. Expiration of miles**

Miles credited to passenger miles account, have an expiry date of 36 (**thirty six**) months from the date of use of the service (**eg. Flight date**). During the period of 36 (thirty six) months the member may freely use their miles for acquiring benefits under the program, after this period the miles will disappear from the miles account as a consequence of expiration. The miles movement is always described in the monthly statement sent electronically for members who provided their e-mail, but it can be consulted at any time through members personal area at [www.taag.com](http://www.taag.com)

### **7. Taxes, taxes and other financial charges**

**7.1** TAAG is not responsible for any taxes, fees or other disadvantages to which the Umbi Umbi members might be subject to during the redemption process.

**7.2** All fees included in the ticket, and any charges related to the credit card will be the member responsibility.

**7.3** TAAG reserves the right to implement administrative charges for services, relating to the operation of the program, such as the provision of specific information about the program, or management of award bookings.

### **8. BREACH OF TERMS AND CONDITIONS, LOCK OF ACCOUNT AND TERMINATION OF CONTRACT**

#### **8.1 Termination, blocking, and exclusion from the program**

##### **8.1.1 Ordinary Termination**

**8.1.2** Members may terminate their relationship with the program by sending an e-mail expressly stating their decision. After good receipt of the e-mail, the processing will be carried out, and sent to the member a communication with the final information from his account and consequent cancellation of existing miles in the account at the date of exclusion.

**8.1.3** The carrier may terminate the contractual relationship with members in writing within a period of four (4) weeks, without being required to state reasons for making that decision.

#### **8.1.2 Extraordinary term**

In certain situations, the operator may immediately terminate the contractual relationship with the member, as a determining factor for non-compliance with these Terms and Conditions and acceptable ethical standards. In the following cases, TAAG may terminate the contractual relationship:

- 1.** Breach of the terms and conditions, other rules and regulations incorporated therein by reference, provided that the member should be aware of them before practice of the action;
- 2.** Presentation of false documents, or posing as interposed person to acquire improperly and illegally benefits in the program. In this case the member is liable for any resulting damage, and the program benefits and miles thus obtained will be considered invalid;
- 3.** Disruptive behavior on board of the aircraft or facilities of any partner of the program;
- 4.** Disregard the instructions of the staff on board of the aircraft or in lounges;
- 5.** Do not earn any miles during 3 (three) years in accordance with these General Terms and Conditions.

#### **8.1.3 Blocking and Deleting the Program**

In the circumstances described in the provisions 5.4, 5.10.9, 5.10.12 and 8.1.2 agents operator have the right to refuse to allow the enjoyment of the prize or intended benefit. Likewise, the operator reserves the right to put the member's account in the blacklist and subsequently exclude the member of the program immediately.

#### **8.2 Validity of miles in the event of termination**

Whichever way the member or operator chooses to determine the exclusion of the program miles will be void from the exclusion decision date.

### **9. OTHERS**

#### **9.1 News and Events**

All the communication of the program is preferably digital, the promotions being communicated exclusively through electronic mail, internet and / or SMS. All communication to the program may be made by registered letter to the following addresses:

- Rua da Missão nº128, Entrepiso: Umbi Umbi Club Program
- Email to: umbiumbiclub@flytaag.com

#### **9.2 Responsibility**

In some countries, local law may impose restrictions on members and / or the Terms and Conditions of this program, your administrator and its partners, as well as their suppliers, these actors have the right to take any action deemed necessary to ensure compliance with such restrictions and no liability can be attributed to them for damages caused to members resulting from such actions.

### **9.3 Privacy policy**

**9.3.1** TAAG respects the privacy of its members under the frequent flyer program.

**9.3.2** Members to request their registration in the program expressly authorize that TAAG, the program administrator, program partners, as well as travel agencies officers and companies providing services associated with the program may use any personal data provided, for operation of the program, airline flights schedule and / or for marketing activities.

**9.3.3** All members have access to their personal data and may require data rectification. Moreover, where joining the program online at [www.taag.com](http://www.taag.com), there is a risk of data access by entities outside the process, due to the circulation of data in open network.

**9.3.4** When using the telephone line members consent that calls may be recorded for monitoring purposes and improved services.

### **9.4 Loss or theft**

Loss, theft of, or damage to the Umbi Umbi card, password, award title, must immediately reported to the management of the frequent flyer program through the communication channels available.

### **9.5 Internet Services**

**9.5.1** TAAG reserves the right to change any of the content described on its websites at any time without notice.

**9.5.2** By accessing the personal area members undertake not to use automatic device or manual process to monitor or copy any page, interfere with or attempt to interfere with the proper functioning of the website, and not to take any action that imposes an unreasonable burden or disproportionately large the program's internet infrastructure.

**9.5.3** The information, software, products and services included or available through the website may include inaccuracies or typographical errors. In no event shall TAAG, its affiliates, supplier and associated agencies or their officers be liable for any direct, indirect, punitive, incidental, special, consequential, or consequential damages, including but no limited to damages for loss of use, data or profits, arising from or in any way related to the use or performance of the site, the delay or inability to use the site or related services, or in any way arising from the use of the website.

**9.5.4** Navigation on the website may be monitored for statistical purposes.

### **9.6 Programme Termination**

**9.6.1** TAAG reserves the right to terminate the program in whole or in part, at any time.

**9.6.2** TAAG will deliver the program's operation to successor companies or to a third party, and also transfer agreements with members of the program to the successor company or a third party for this purpose.

### **9.7 Law, Place of jurisdiction**

**9.7.1** The Umbi Umbi Club program is subject to the Angolan legislation, and the jurisdiction of the District of Luanda is its exclusive jurisdiction.

**9.7.2** The provisions of the term and conditions are not contrary to or violate any provision of the Angolan legislation in force at the date of its publication.

### **9.8 Severability**

In the event that a court or other competent authority finds that a provision of these Terms and Conditions is invalid, unlawful or unenforceable in any jurisdiction, such provision shall be deemed not to be a part of these terms and conditions. But such circumstance shall not affect the validity, legality or enforceability of the remaining content of these Terms and Conditions in that jurisdiction or these Terms and Conditions in another jurisdiction.