



Dohop Connect Terms & Conditions  
July 14, 2021.

## Dohop Connect

These are the Terms on which Dohop supplies Dohop Connect to the Customer. A reference is made to the definitions in chapter 1.

The purpose of Dohop Connect is to make your self-connecting journey secure and comfortable in case of travel disruptions where a trip is rescheduled, delayed or cancelled by the Booking Agent, causing the Customer to miss one or more Connections to the Customer's final destination. Dohop Connect is a discretionary service and is subject to the Terms specified herein.

### 1. Definitions and interpretation

1.1 In this document unless the context otherwise requires, the following definitions shall apply:

**"Booking Agent"** means the airline, train company or travel agent that issues the flight and/or train ticket.

**"Booking Confirmation"** means the booking confirmation with Dohop of the Order whereby the Customer, and other persons, serviced by Dohop Connect and registered on the flight and train ticket(s) from the Booking Agent, are listed.

**"Connection(s)"** means a later, connected flight(s) or train trip(s) according to the Order.

**"Customer"** means a person who books and pays for a Dohop Itinerary which includes Dohop Connect.

**"Customer Assistance Programme"** means the assistance programme provided under Dohop Connect and which entitles the Customer to contact the Dohop Service Centre and request that Dohop provide one or more of the Services, as further specified under these Terms.

**"Dohop Connect"** is provided by Dohop and is intended to make a self-connecting journey secure and comfortable in case of travel disruption by means of the Customer Assistance Programme, as further specified under these Terms.

**"Dohop Service Fee"** means the fee charged for Dohop Connect as displayed on the booking page.

**"Dohop Itinerary"** means an itinerary that contains one (or more) Self-Connecting Trip, one way or round trip, that includes Dohop Connect.

**"Dohop Service Centre"** means the Dohop service centre which the Customer may contact at [service@dohop.com](mailto:service@dohop.com) or by phone to the following number +44 1200 401410 under the Terms of Dohop Connect.

**"Extraordinary Circumstances"** means such circumstances may, in particular, occur in cases also referred to as force majeure, including but not limited to; political instability i.e. war (whether declared or not) or threat or preparation for war, civil commotion, riot, invasion; meteorological conditions incompatible with the operation of the flight concerned i.e. acts of God, fire, explosion, storm, flood, snow, earthquake, subsidence, epidemic or other natural disaster, geological or catastrophic event such as a volcanic eruption, volcanic ash or volcanic pollution, tsunamis; security risks and/or unexpected transport safety shortcomings i.e. terrorist attack or threat of terrorist attack, hijacking, airline failure, CAA withdrawal of aircraft, infrastructure failure, airport asset failure or failure of public or private telecommunications networks or industrial action, geological, catastrophic events or CAA withdrawal of aircraft ; strikes that affect the operation of an operating air carrier, lockouts or other industrial action, significant limitation of airport(s) operation; Air Traffic Control decisions that cause the travel disruptions; as well as bankruptcy, insolvency or termination of 50% or more of all flights of the

Selected Carrier or any other effect which significantly limits or disables the Selected or operating Carrier to provide its services.

**"Minimum Connection Time (MCT)"** means the time which the Customer has from when his original flight or train trip with a Booking Agent arrives and the original connecting flight or train trip, with the respective Booking Agent, leaves, and shall be minimum 1,5 hours.

**"Order"** means the Customer's request to purchase Dohop Connect from Dohop and to book and purchase flight and train ticket(s) from the Booking Agent.

**"Overnight Accommodation"** means an overnight hotel accommodation that Dohop will either pay or reimburse the Customer for up to a total of €100 (one hundred Euros) per night per passenger.

**"Reasonable Option"** means a replacement flight or train trip option with the minimum connection time of the MCT, that has been verified by Dohop Service Centre, and is compatible to the original Order subject to cost, duration, flight class, ancillaries etc.

**"Self-Connecting Trip"** means a booking of one (or more) flight or train trips through a connecting airport(s) / train station(s), where each trip has separate booking numbers.

**"Substitute Trip"** means the substitute flight or train trip, that has been verified by Dohop Service Centre, to the Customer's final destination according to the Order.

**"Services"** means any or all of Substitute Trip Compensation, Overnight Accommodation Compensation and/or Meal and Beverage Compensation as specified in clause 3.4.

**"Terms"** means the terms and conditions set out in this document, by which Dohop supplies Dohop Connect.

**"Trip(s)"** means each flight or train trip, listed in the Booking Confirmation, jointly, or individually, which is delayed or cancelled, causing the Customer to miss one or more Connections.

## 2. **The Order**

- 2.1 When the Order is submitted the Customer must provide all required information. It is always the Customer's responsibility to ensure that sufficient funds are available on the form of payment used. The Customer is responsible for reading the Terms carefully and making sure that the details on the Order are complete and accurate, before submitting the Order.
- 2.2 The Customer acknowledges that Dohop does not act as an agent on behalf of Booking Agents. The Customer is booking directly with the Booking Agent and is subject to the Booking Agent's terms and conditions. It is, therefore, the responsibility of the Customer to study and accept the terms and conditions of the Booking Agent before submitting the Order.
- 2.3 The Terms will become binding when the Customer receives a Booking Confirmation with a confirmation number of the Order via email; at which point a contract between Dohop and the Customer relating to Dohop Connect will be established. Such written acceptance shall only be issued upon receipt of full payment for the Order in cleared funds.
- 2.4 If a Customer makes a booking for more than one person, the Customer confirms that:
  - (a) Any relevant information provided in relation to Dohop Connect will be passed on to all persons listed in the Order; and
  - (b) the Customer has the authority to accept or decline all terms and conditions on behalf of all persons in the Order.
- 2.5 Dohop will provide the Customer with Booking Confirmation. The Customer will receive airline and train tickets and invoices directly from the Booking Agent. It is the Customer's responsibility to ensure that all documents have been received and are in order and shall inform the Dohop Service Centre immediately if that is not the case. Dohop is not responsible

for any issues arising due to the Customer's failure of ensuring that he/she has received the correct and adequate documents.

### **Payment**

- 2.6 Before making a purchase and submitting the Order, the booking page will clearly outline the Dohop Connect Fee and the cost of individual trip(s).
- 2.7 The Customer must pay for Dohop Connect using one of the payment methods described on the booking page. By submitting an Order the Customer confirms that he or she is responsible for ensuring that the payment information provided is accurate.
- 2.8 If the Customer is making a booking for more than one person, the Customer is responsible for all payments due from each and every person for whom the Customer makes the booking.
- 2.9 Once the Customer submits the Order, Dohop will hold the Customer's payment for Dohop Connect and verify against the Customer's card holder's details. Once the payment has been approved Dohop will send the Customer a Booking Confirmation via email.
- 2.10 The payment to the Booking Agent(s) may be processed directly by him/them. The Booking Agent will issue the Customer with an email confirming the flight and/or train trip booking. Dohop does not make any representation or warranty as to the availability of any airline flights or train trips and all fares are subject to availability.
- 2.11 After confirming payment for the Order, Dohop will assign a confirmation number to the Order. The Customer shall quote the confirmation number in all subsequent correspondence in relation to the Order.
- 2.12 On the Customer's credit card statement, there will be separate transactions for Dohop Connect and each part of the journey.
- 2.13 The Customer is responsible for ensuring that there is sufficient funds available on the Customer's credit card before making a purchase and submitting an Order. Otherwise, in the case of a partially booked itinerary due to insufficient funds, the Customer might have to contact the airline or train company to cancel a partial booking. If the Customer is not able to cancel and receive a refund, Dohop is not liable and Dohop Connect is void.
- 2.14 Should the Customer's booking only be partially completed due to other reasons, Dohop Service Centre will help the Customer to fully complete the booking. However, in this case Dohop cannot guarantee that the second ticket will still be available and that the partially completed booking will be refunded in the case.

### **3. Dohop Connect**

- 3.1 Dohop Connect, and its Terms, applies to the Customer and all members that are booked on the same Booking Confirmation.
- 3.2 Dohop Connect establishes, under the conditions specified herein, a right for the Customer to participate in the Customer Assistance Programme under which the Customer may contact the Dohop Service Centre and request that Dohop provides one or more of the Services.
- 3.3 Dohop may, at its absolute discretion, agree to provide any or all of the Services where:
  - (a) the Customer receives a Booking Confirmation via email, inter alia regarding Dohop Connect;
  - (b) one of the trips (flights or train) listed in the Booking Confirmation is rescheduled, delayed or cancelled by the airline or train company in question, and has been verified by Dohop Service Centre, causing the Customer and members booked on the same booking number as the Customer, to miss one or more Connections; and
  - (c) the Customer contacts Dohop Service Centre as soon as the Customer is aware of a delay or cancellation of the trip causing the Customer to miss one or more

Connection, irrespective of whether the delay or cancellation to the Trip occurs within the day of travel or in advance.

**3.4** The Services include any or all of:

- (a) **Substitute Trip Compensation:** Dohop Service Centre will help the Customer to find a Reasonable Option if one of the trips (flights or train) listed in the Booking Confirmation is delayed or cancelled, causing the Customer to miss one or more Connections. The Substitute Trip(s) is/are booked and paid by Dohop or the Customer after the Substitute Trip(s) has been confirmed and verified by Dohop Service Center. Dohop will refund the Substitute Trip subject to that claim being brought under the conditions specified herein. (For the avoidance of doubt, if there is/are no direct flight(s) and/or train trips to the Customer's originally booked final destination according to the Order, the Reasonable Option could include an additional connecting flight and/or train trip en route to the final destination. Dohop also reserves the right, but is not obligated, to book an alternative connection of less than 2 hours connection time).
- (b) **Overnight Accommodation Compensation:** If it has been confirmed and verified by Dohop Service Centre that no alternative flight(s) and/or train trip(s) or no Reasonable Option are available on the originally chosen departure date to the Customer's final destination, and all other trip alternatives have been excluded (including the option on connected flight(s) and/or train trip(s) to the originally booked final destination), the Customer can book and pay an Overnight Accommodation that Dohop will reimburse up to a total of €100 (one hundred Euros) per night per passenger. The Overnight Accommodation is booked and paid by Dohop or the Customer after it has been confirmed and verified by Dohop Service Center. Dohop will refund the Overnight Accommodation subject to that claim being brought under the conditions specified herein.
- (c) **Meal & Beverage Compensation:** If the Customer's connection time is extended by more than three (3) hours while waiting for a substitute flight or train trip, Dohop will either provide a voucher or refund the cost of refreshments up to a total of €15 (fifteen Euros) per passenger per day.

**3.5** All refunds and the amount of any compensation provided as part of the Services is based on receipts. Along with the request for a refund, the Customer must submit to Dohop a copy of the receipt of payment for;

- (a) The Substitute Trip(s) and at least one document containing flight / train data, specifically the date and time of the Substitute Trip(s) and the place of departure and arrival, price information and the name of passenger(s);
- (b) Overnight Accommodation document which must contain a date, location, price information and the Customer's name, or the name of travelers booked on the same booking number as the Customer);
- (c) The meal, and the document must contain a date and price information.

**3.6** The Customer shall make every effort to keep the claim as low as possible and avoid anything that could lead to an unnecessary cost. Dohop shall not be liable for any cost associated if the Customer chooses not to travel on any of the originally booked Dohop Itinerary or any alternative flight(s) of a Reasonable Option rebooked by Dohop Service Centre.

**3.7** Any claim must be notified within one year after the Customer becomes aware of an event upon which such a claim is based. Any claim arising from Dohop Connect expires in four years. The expiry is measured from the end of the calendar year in which the claim can be made.

#### 4. **Limitations**

4.1 The provision of the Services is at the absolute discretion of Dohop but Dohop will not provide the Services in any case under the following conditions:

- (a) when a trip is rescheduled, delayed, diverted or cancelled due to Extraordinary Circumstances, which could not have been avoided even if all reasonable measures had been taken;
- (b) if any changes to the original booking/Order of Dohop Itinerary are made, by the Customer, directly with the Booking Agent, without first confirming with Dohop Service Centre and seeking their approval of such changes;
- (c) when the Trip ticket(s) is/are invalid and/or the missed Connection is due to the Customer's own fault e.g., if the Customer is unfit or deemed unfit to travel, voluntarily fails to board, is offloaded from any flight, etc.;
- (d) when Dohop Service Centre rebooks a Substitute Trip and/or Overnight Accommodation, in accordance with these Terms, but the Customer fails to accept or board, for any reason, the rebooked Substitute Trip and/or Overnight Accommodation;
- (e) when the Customer fails to fulfil its obligation to maintain contact with Dohop Service Centre and fails to respond to Dohop Service Centre's communications and/or follow Dohop Service Centre's procedure as set out in these Terms. If the Customer is uncontactable, he/she will forfeit its rights under these Terms and Dohop will have no liability to the Customer in relation to Dohop Connect.

4.2 If Dohop is in breach of these Terms or is negligent in the performance of its obligations under these Terms which will cause the Customer to suffer any damages, losses, expenses, claims of whatsoever nature, whether direct or indirect, Dohop's total liability to the Customer under these Terms or otherwise in law shall be limited to the cost of the Services that would have been provided to the Customer but for Dohop's breach or negligence.

4.3 In no circumstances shall Dohop be liable to pay any other damages, costs, expenses or claims, including but not limited to, future connecting travel cost, accommodation, loss of business, loss of enjoyment and/or cancellation costs, any consequential losses or damages of any kind, including those suffered at the Customer's intended final destination.

#### 5. **Miscellaneous**

5.1 All agreements, contracts, matters and claims that may arise in relation to Dohop Connect shall be governed by and construed in accordance with Icelandic law and The District Court of Reykjavik (Iceland) will retain exclusive jurisdiction with respect to any such claims.

5.2 When travelling, the Customer must ensure that it has the confirmation number to verify the Order when contacting Dohop Service Centre. It is the Customer's responsibility to maintain contact with Dohop Service Centre and to respond to all communications either by email or phone.

5.3 Dohop Connect is not a replacement for travel insurance. The Customer is responsible for making sure that it has necessary travel insurance and Visa authorization for the travelling route in place as the Customer sees fit.

#### 6. **How we may use your personal information**

6.1 The personal information provided by the Customer as a natural person in accordance herewith:

- (a) will be used by Dohop to provide Dohop Connect if needed;
- (b) will be used by Dohop to process the Customer's payment for Dohop Service Fee;

- (c) will be passed to the Booking Agents for the purpose of the flight or train booking and payment and to airports and train stations for the purpose of providing support to the Customer in relation to Dohop Connect;
- (d) will be stored until the claim expires; and
- (e) is protected and will only be processed by Dohop in accordance with the governing Privacy law, Act No. 90/2018 on the protection of personal data and processing of personal data, as well as EU regulation 2016/679, as well as by Dohop's Privacy Policy, which is available online on <https://www.dohop.is/media/content/PrivacyPolicyEN.pdf>. The Privacy Policy forms an inseparable part of these Terms and Conditions and the Customer is obligated to read it before accepting the Terms of Dohop Connect.

In Reykjavik Iceland 14 July 2021.