

TERMS AND GENERAL CONDITIONS

avianca Travel Assistance

GLOSSARY OF TERMS

This product is provided by affiliated or associated companies of iké, which are responsible for resolving any matter related to or arising from avianca Travel Assistance (powered by iké) and for compliance with local laws related to the marketing and sales of this program.

DEFINITIONS:

a) **User:** any person who enjoys access to the services described in these General Conditions.

b) **System services:** the services for cases of assistance of a Beneficiary provided by “Iké Assistance” to Users under the terms of these General Conditions.

c) **Coordinator:** person who works in the Call Center.

d) **Assistance situation:** every fortuitous event (accident or illness) of a User and/or Beneficiary occurring as per the terms and limitations established in these General Conditions, as well as other situations described that afford the right to the provision of system services.

e) **Illness:** alteration of the health of the User and/or Beneficiary that occurs, originates or manifests during the term of this contract.

f) **Severe illness:** the sudden and unexpected appearance of symptoms with or without loss of consciousness whose severity gives the impression of imminent death.

g) **Urgency:** any situation that in the opinion of the patient, his family or whoever makes the decision, requires immediate medical attention shall be considered urgent.

h) **Emergency:** defined as an injury or illness that poses an immediate threat to the life of a person and for which assistance cannot be delayed.

i) **Medical references with discount:** all information or data provided to User and or Beneficiary of the network of medical providers of “Iké Asistencia” with discount or preferential cost.

j) **Specialists:** a person who practices a particular branch of a science.

TERRITORIALITY

Assistance Services are provided throughout the territory where avianca offers flights including both points of origin and destinations.

PERSONS PROVIDING ASSISTANCE SERVICES

The persons who provide the assistance services are for the most part independent contractors of "Iké Asistencia". As such, even while "Iké Asistencia" is responsible for the provision of the services in accordance with the provisions of these General Conditions, it shall not under any circumstances be responsible for the opinions and conclusions proffered by said independent contractors. Iké is responsible for having properly trained and certified staff.

AGE ALLOWED.

Maximum Age of Admission and Inclusion: 0 months to 85 years.

VALIDITY.

The International program (i.e., the benefits applicable for travel outside Colombia and Ecuador) is valid for 90 (ninety) calendar days from the outset of the User's trip. For the Domestic program (i.e., for travel within Colombia and Ecuador), the term of validity is 15 (fifteen) calendar days counting from the start of the User's trip.

The avianca Travel Assistance program is refundable with penalty for international destinations of 5 USD, domestic destinations within Ecuador of 2 USD and domestic destinations within Colombia of \$3,000 COP.

OBLIGATIONS OF THE USER.

In case that an event covered by the avianca Travel Assistance program occurs, the user must request the service through the assistance lines indicating the user's name, certificate number, the place where it is located, the telephone number and kind of assistance that precisely.

Call anytime, 24 hours a day, 365 days a year, and request the services we offer you anywhere avianca flies.
Destinations in Colombia: 60 1 390 5220 or 1800 0185220
Destinations in Ecuador:
Other International destinations:
Call our lines in Mexico at: (+52) 55 50155047
For more information, write us at: contacto@travelassistanceavianca.com
For attention via WhatsApp [click here](#)

MEDICAL ASSISTANCE:

Ambulance

If the User suffers an accident or serious illness that causes injuries or trauma such that the provider's medical team will organize and cover the cost of the User's transfer to the nearest or most appropriate hospital center, by land ambulance. Includes COVID ambulance if required during the trip (for this coverage to be valid, 15 days must elapse after check in). International services will be provided up to the limit set by iké or by restitution.

Limitations:

This service will be provided at no additional cost and with no limit on events.

Exclusions:

- When the User does not provide truthful and timely information, or incurs in false regarding the type of injuries, mechanism or kinship.
- Transfers in case of mental illness are excluded.
- Patients in a state of drunkenness or under the influence of any drug, who are acting out aggressively or do not wish to be transferred.
- Scheduled ambulances (as applicable).
- Does not cover second transfers or waiting times.
- Subject to local laws.
- No right to Assistance Services: trips made to attend medical situations or during trips abroad exceeding 90 calendar days.

Medical house call

When the User cannot travel to a medical consultation and the situation can be resolved at home by a general practitioner without medical attention in an emergency room, a doctor will be sent to the hotel, subject to medical assessment by the doctor who receives the request call and availability of the provider's medical network. COVID consultation is included, if required during the trip (for this coverage to be valid, 15 days must elapse after check in).

International services will be provided up to the limit set by Iké. In the event no network doctor can go to the hotel, the consultation will be offered by video call.

Limitations:

This service will be provided at no additional cost and with no limit of events.

Exclusions:

- When the User does not provide truthful and timely information, which encumbers proper questioning or otherwise incurs in false statements.
- When the User is under the influence of alcoholic beverages or other drugs and acts out aggressively thereby making delivery of the medical attention impossible.
- When the User is verbally abusive.

- When the Iké doctor determines through directed interrogation that the patient is not a candidate to be treated at home, and his or her current condition requires emergency attention and/or ambulance dispatch.
- Does not include the application of medications or any other type of procedures such as placement of cast, probes, sutures, solutions, dressing, etc.
- Pre-existing conditions are not covered.
- Interventions and/or treatments for aesthetic ends.
- No right to Assistance Services: trips made to attend medical situations or during trips abroad exceeding 90 calendar days.

Telephone Medical Consulting

When the User needs medical support, Iké's medical team will guide him or her on the steps to be followed according to the case without issuing a diagnosis. Iké will provide, upon request, the information corresponding to the substances contained in patent medicines, as well as everything related to the information that is available in the register of medicines "Vade mecum".

Limitations:

This service will be provided at no additional cost and with no limit on number of events.

Exclusions:

- When the user does not provide truthful and timely information, thereby encumbering performance of the medical interrogation.
- When the User is under the influence of alcoholic beverages or other drugs and becomes aggressive, abusive or inappropriate.
- Iké's medical team does not prescribe or change medical treatments.
- No right to Assistance Services: trips made to attend medical situations or during trips abroad exceeding 90 calendar days.

Online Medical Consulting

Iké will provide the User with medical guidance through video call with a general practitioner 24 hours a day, 7 days a week. The doctor will provide personalized care, beginning with the corresponding interrogation and basic examination of the

patient, without providing a definitive diagnosis or pharmacological treatment: only basic general or symptomatic recommendations will be provided.
The session will have a maximum duration of 20 (twenty) minutes.

Limitations:

This service will be provided at no additional cost and with no limit on the number of events.

Exclusions:

- When the User does not have access to the internet or does not want to connect to the video call.
- When the User does not provide truthful and timely information, thereby encumbering performance of the medical interrogation.
- When the User is under the influence of alcoholic beverages or other drugs and becomes aggressive, abusive or inappropriate.
- Icé's medical team does not issue definitive diagnoses, or prescribe treatments or change existing treatments.
- No right to Assistance Services: trips made to attend medical situations or during trips abroad exceeding 90 calendar days.

Shipment of medicines

In the event during a trip the User suffers an accident or illness during the term of coverage of the Program, Iké will obtain and cover the costs of the medicines the User requires. COVID consultation is included, if required during the trip (for this coverage to be valid, 15 days must elapse after check in).

Limitations:

The User is entitled to this service for one event up to \$ 300 USD

Exclusions:

- Costs generated by prostheses, orthodontic appliances, contact lenses, hearing aids, dentures, plastic surgeries, periodic or routine health check-ups, hospitalization expenses incurred outside the country of residence when prescribed before the trip or occurring after the User's return are excluded.
- Emergency situations occurring during trips or vacations made by the User against medical advice or during trips abroad exceeding 90 calendar days do

not afford the right to assistance services.

- When an intentional action of the User results in the commission of a crime.
- The participation of the User in any kind of race, competition or exhibition (e.g., automobile, equestrian, cycling).
- Mental illness or alienation; Any type of accident or illness caused by nuclear radiation.
- Any pre-existing, chronic or recurrent illness and convalescence are considered as part of the pre-existing condition.
- Suicide or illness and injury resulting from a suicide attempt.
- Any pre-existing, chronic or recurrent illness and convalescence are considered as part of the pre-existing condition.
- Pregnancies in the last three months before the due date, as well as the due date and prenatal examinations; transplants or organ transfers of any kind.
- Interventions and/or treatments for aesthetic reasons.

Medical Expenses for Accident or Illness

Medical assistance in case of sudden illness or accident (includes COVID)

In case the User suffers a serious accident or sudden illness during a trip, iké will cover the costs of the medical services necessary to safeguard the User's life.

These assistance services constitute Iké's sole obligation to cover costs directly.

In the event the User's life is in danger and hospitalization is required, the User or his family member must contact iké no later than within the first 24 (twenty-four) hours following the accident or illness, in order to allow iké to take all necessary steps to issue a letter of guarantee to cover the expenses disbursed in accord with the coverage cap.

Includes COVID, provided the patient contracts the illness during the trip (for this coverage to be valid, 15 days must after elapse after check in).

Does not provide coverage in city of residence.

In the absence of such notifications, iké will consider the User responsible for the costs and expenses incurred. If the User so requires, reimbursement of the expenses incurred may be offered up to the maximum amount of coverage and upon submission of corresponding expenditure receipts.

Limitations:

The User is entitled to 1 event up to \$ 50,000 USD in international travel and up to \$ 15,000 USD in domestic flights.

Exclusions:

- Does not include PCR tests for immigration entry or exit requirements for any country.
- Costs generated by prostheses, orthodontic appliances, contact lenses, hearing aids, dentures, plastic surgeries, periodic or routine health check-ups, hospitalization expenses incurred outside the country of residence when prescribed before starting the trip or occurring after the User's return are excluded.
- Emergency situations occurring during trips or vacations made by the User against medical advice or during trips abroad exceeding 90 calendar days do not afford the right to assistance services.
- When an intentional action of the User results in the commission of a crime.
- The participation of the User in any kind of race, competition or exhibition (e.g., automobile, equestrian, cycling).
- Mental illness or alienation; any type of accident or illness caused by nuclear radiation; Any pre-existing, chronic or recurrent illness and convalescence are considered as part of pre-existing condition.
- In case of pre-existing diseases unknown to the User's, Avianca Travel Assistance shall cover only initial medical care needed to stabilize the User. Any subsequent expenses are the total responsibility of the User.
- Does not cover consultations with specialists or specialized treatments.
- Pre-existing conditions are not covered.
- Does provide coverage in the city of residence.
- Voluntary interruption of pregnancy.
- Aesthetic treatments, changing dressings or periodic medical check-ups, air travel contraindications, vaccinations, as well as the impossibility of following prescribed preventive medicinal treatment in certain destinations or locations.
- Emergency situations occurring during trips or vacations made by the User against medical advice or during trips abroad exceeding 90 (ninety) consecutive calendar days.
- When an intentional action of the User results in the commission of a crime.
- The participation of the User in any kind of race, competition or exhibition (e.g., automobile, equestrian, cycling).

- Mental illness or alienation.
- Any type of accident or illness caused by nuclear radiation; Any pre-existing, chronic or recurrent illness and convalescence are considered part of the pre-existing condition.
- In case of pre-existing diseases unknown to the User's, Avianca Travel Assistance shall cover only initial medical care needed to stabilize the User. Any subsequent expenses are the total responsibility of the User.
- Does not cover consultations with specialists or specialized treatments.
- Suicide or illness and injury resulting from a suicide attempt.
- Pregnancies in the last three months before the due date, as well as the due date and prenatal examinations; transplants or organ transfers of any kind.

Dental Expenses

When the User suffers acute problems that require emergency dental treatment. Iké will manage attention and remit payment of emergency costs directly to the service provider.

Limitations:

The User is entitled 1 event up to \$1,000 USD.

Exclusions:

- Any procedure or treatment not specified in this assistance service shall exclude the right to payment, reimbursement or indemnity.
- Any complications, arising during or after dental or odontological surgical treatment of lesions, injuries or interventions that are unrelated to the Service.
- Accidents occurring previously.
- Injuries that occur as a result of the performance of military service, acts of war, whether declared or not, revolution, riots, mutiny, civil uprisings, etc.
- Interventions and/or treatments for aesthetic ends.
- Injuries caused by the User deliberately.
- Experimental/research treatments.
- No refund applies.
- Any complication arising from or arising during or after dental or odontological surgical treatment due to patient's negligence and/or failure to heed indications of the treating dentist or when the

patient abandons prescribed treatment for more than 30 days.

- Drugs.
- General anesthesia or sedation.
- Hospital expenses.
- Endodontic retreatment.
- Wear of incisal and/or cervical fillings.
- Resins in back teeth with existing fillings for aesthetic purposes.
- Dental expenses involving prostheses, orthodontics, or endodontics are not covered.
- No right to Assistance Services: trips made to attend medical situations or during trips abroad exceeding 90 calendar days.

Medical Evacuation

When a sick or injured User is physically unable to move on his or her own, and the attending physician determines that air evacuation home is required, the Iké medical team shall arrange the air transport service to the User's place of residence. This service is provided to major cities and is subject to availability of flights.

Limitations:

The User is entitled to 1 event up to \$10,000 USD.

Exclusions:

- When the User does not provide truthful and timely information, or incurs in false statements regarding the type of injuries, mechanism or kinship.
- Transfers in cases of mental illness are excluded.
- Patients in a state of drunkenness or under the influence of drugs, who are acting out aggressively and/or do not wish to be transferred.
- Scheduled transfers (as applicable).
- No right to Assistance Services: trips made to attend medical situations or during trips abroad exceeding 90 calendar days.

INTERNATIONAL TRAVEL ASSISTANCE

Convalescence Hotel

(Hotel for convalescence of a family member)

In the event that the User is hospitalized during his or her trip for more than 5 (five) calendar days, and the doctor recommends the company of a relative, Iké will coordinate the stay (lodging) of a family member that the User designates for up to (three) consecutive nights near the User. This entitlement requires prior authorization from Iké and no refunds shall be admitted.

(Hotel for convalescence of the User)

In case of Accident or Illness of the User during his or her trip, and the attending physician prescribes a period of convalescence immediately after discharge from the hospital, Iké will cover the hotel expenses of the User's days of convalescence at the hotel of the User's choice.

Assistance services will only be valid for the duration of the Program. The services provided by Iké will be provided only to the User and are non-transferable to third parties.

To receive the Assistance Services provided herein, the User must provide the Flight Number and Itinerary, and proper proof of identity.

These Assistance Services apply only in cases of emergency during the course of the trip, and oriented exclusively to travel assistance in the face of sudden and unforeseeable events that prevent the normal continuation of travel or stay.

Includes COVID, if required during travel (for this coverage to be valid, 15 days must elapse after check in).

Limitations:

Limited to 1 event up to \$360 USD for the family members and 1 event up to \$360 USD for the User, for a maximum of three nights per event.

Exclusions:

- Any pre-existing, chronic or recurrent illness, as well as mental illnesses, are excluded.
- No right to Assistance Services: trips made to attend medical situations or during trips abroad exceeding 90 calendar days.
- To receive proper orientation, the User must contact the assistance service at the time the service is required. In the absence of this notifications, Iké shall consider the User responsible for any costs and expenses incurred.
- Service subject to availability, terms and conditions of suppliers.
- Any surplus expenses owed to the Hotel such as food, medical care, transportation, etc., shall be borne by the User.
- The doctor's prescription for convalescence must be issued in writing.
- Pre-existing conditions are not covered.
- Does not cover in city of residence.
- Costs generated by prostheses, orthodontic appliances, contact lenses, hearing aids, dentures, plastic surgeries, periodic or routine health check-ups, hospitalization expenses incurred outside the country of residence when prescribed before starting the trip or occurring after the User's return are excluded.
- Voluntary interruption of pregnancy.
- Aesthetic treatments, changing dressings or periodic medical check-ups, air travel contraindications, vaccinations, as well as the impossibility of following prescribed preventive medicinal treatment in certain destinations or locations.
- Emergency situations occurring during trips or vacations made by the User against medical advice or during trips abroad exceeding 90 (ninety) consecutive calendar days.
- Personal expenses, expenses of companion and/or extra expenses, such as telephone calls, extra bed, room service to patient's room and other hospital amenities are not covered.
- When an intentional action of the User results in the commission of a crime.
- The participation of the User in any kind of race, competition or exhibition (e.g., automobile, equestrian, cycling).

- Mental illness or alienation; any type of accident or illness caused by nuclear radiation; Any pre-existing, chronic or recurrent illness and convalescence are considered as part of the pre-existing condition.
- In case of pre-existing diseases unknown to the User's, Avianca Travel Assistance shall cover only initial medical care needed to stabilize the User. Any subsequent expenses are the total responsibility of the User.
- Does not cover consultations with specialists or specialized treatments.
- Suicide or illness and injury resulting from a suicide attempt.
- Pregnancies in the last three months before the due date, as well as the due date and prenatal examinations; transplants or organ transfers of any kind.

Baggage recovery

Iké will provide the User with the information and telephone support necessary for the location and recovery of luggage with any airline in the world, and will coordinated of shipment of recovered luggage to the place of origin. (All expenses generated will be borne by the User).

Limitations:

This service will be provided at no additional cost and with no limit on the number of events.

Exclusions:

When the User does not provide truthful and timely information or otherwise incurs in false statements, thereby encumbering the delivery of the assistance. Service subject to availability, terms and conditions of suppliers.

Under no circumstances will Iké undertake any unlawful act. Iké will not entertain requests regarding the purchase, monitoring or provision any information with respect to narcotics, erotic massages, weapons, or any type of fraudulent or illicit information that affects the integrity of the service. Requests falling outside of the legal or ethical framework are expressly excluded.

No right to Assistance Services: trips made to attend medical situations or during trips abroad exceeding 90 calendar days.

Repatriation of remains

International: If the User dies while traveling as a result of an illness or accident covered by an insurance policy providing this additional benefit, all necessary

formalities will be carried out by Iké (including any legal procedure) and Iké will be responsible for the coordination and expenses inherent in the repatriation of the User's remains to the burial or cremation site indicated by the User, the family member or legal representative. This coverage includes the expenses inherent in the transfer of remains from the airport to the place of residence of the User.

Iké will cover the amount of the transport expenses of the remains, as well as the associated legal expenses, such as handling fees and taxes required by law in the city or country where the death occurs up to the liability cap established for this service.

In the event the burial or cremation takes place at the place of death of the User, the maximum limit of liability borne by Iké will be equivalent to the cost of repatriating the remains as described in the previous paragraphs. Important: crypt or tomb is not included and will correspond to the cost of a basic funeral service. This service extends solely to the death of the User during the validity of this assistance program and up to \$ 5,000 USD. If the cost exceeds this amount, the excess amount must be covered by the relative or legal representative of the User. In cases of Repatriation, Iké shall determine the most appropriate time for repatriation. As such, Iké will determine the most appropriate dates and means.

Limitations:

The User is entitled to 1 event up to \$5,000 USD.

Exclusions:

- When the User does not provide truthful and timely information that encumbers the proper delivery of the assistance service.

Trip interruption

If the User is forced to interrupt his or her trip and therefore misses his or her flight, Iké will arrange the return in economy class to the place of residence of the User. Iké shall verify that the original transport conveyance, airline and/or service provider cannot be used.

The assistance service will proceed when the User is traveling and misses his or her flight for any of the following reasons:

- The death of a first-degree relative (immediate family members such as parents, children, siblings or spouse).
- Illness and/or hospitalization of a first-degree relative (immediate family members such as parents, children, siblings or spouse). You will need to present medical certification that will be evaluated by IKÉ's medical staff.
- Accident suffered by a first-degree relative (immediate relatives such as parents, children, siblings or spouse).
- Illness of the Insured. Includes COVID (Produce positive antigen test dated not more than 3 days from date assistance is requested). In case of illness, you must present a medical prescription of convalescence greater than 15 days.
- Due to illness of the Insured and his health condition, he or she is not allowed to return to his place of residence (domicile) by the means initially provided, pursuant to the prescription of the attending physician in conjunction with the medical team of Iké, and where there has been a medical prescription of convalescence of at least 15 calendar days. Includes COVID (Produce positive antigen test dated not more than 3 days from date assistance is requested)

Exclusions:

- It does not apply pre-existing, chronic or recurrent diseases, nor to mental illnesses.
- No right to Assistance Services: trips made to attend medical situations or during trips abroad exceeding 90 calendar days.
- Not applicable ransom or refunds.
- Does not apply payments for excess baggage, second or additional baggage, or preferential seats.
- Air transport shall be exclusively for economy class or tourist class on a commercial airline (Class may be subject to consideration where medical prescription provides specific instructions).
- Service subject to availability, terms and conditions of suppliers.
- When the User does not provide truthful and timely information that encumbers the proper delivery of the assistance service.
- Subject to local laws.
- When an intentional action of the User results in the commission of a crime.
- Participation of the User in any kind of race, competition or exhibition (e.g., automobile, equestrian, cycling). Assistance Services are also excluded for events directly or indirectly arising from labor strikes, war, invasion, acts of

foreign enemies, hostilities (whether war has been declared or not), rebellion, civil war, insurrection, terrorism, decrees, demonstrations, earthquakes, popular uprisings, radioactivity or any other cause of force majeure, self-harm or participation of the User in intentional criminal acts.

- Suicide or illness and injury resulting from a suicide attempt.
- Any pre-existing, chronic or recurrent illness and convalescence are considered part of the pre-existing condition.
- Pregnancies in the last three months before the due date, as well as the due date and prenatal examinations; transplants or organ transfers of any kind.

Transfer of a family member for convalescence

(TRAVEL OF A FAMILY MEMBER FOR CONVALESCENCE)

If while traveling alone and as a result of an Urgent Event and/or Medical Emergency and you are hospitalized for more than 30 calendar days, the assistance service provides organization of round-trip travel in economy class of a person designated by the User from the city of residence of the User to the place where the User is hospitalized.

To receive proper orientation, the User must contact the assistance service at the time the service is required. In the absence of this notifications, Iké shall consider the User responsible for any costs and expenses incurred.

No refund applies.

(ACCOMPANIMENT OF MINORS AND ADULTS)

If a User under 21 years of age or an adult over 75 years of age is unable to travel with a companion and requires someone to travel with him or her due to illness or accident, Iké will organize travel for a relative in economy class to accompany the User back to the place of his or her permanent residence.

To receive proper orientation, the User must contact the assistance service at the time the service is required. In the absence of this notifications, Iké shall consider the User responsible for any costs and expenses incurred.

Limitations:

The User is entitled to 1 event in economy class for the family member and 1 event in economy class for children and adults.

Exclusions:

- Does not apply pre-existing, chronic or recurrent diseases, nor mental illnesses.
- No right to Assistance Services: trips made to attend medical situations or during trips abroad exceeding 90 calendar days.
- Does not apply to ransom or refunds thereof.
- Does not apply payments for excess baggage, second or additional baggage, or preferential seats.
- Air transport will be only in economy or tourist class on a commercial airline.
- Service subject to availability, terms and conditions of suppliers.
- When the User does not provide truthful and timely information that encumbers the proper delivery of the assistance service.
- Subject to local laws.
- When an intentional action of the User results in the commission of a crime. The participation of the User in any kind of race, competition or exhibition (cars, horses, bicycle). Assistance Situations that are a direct or indirect consequence of:
 - a) Strikes, war, invasion, acts of foreign enemies, hostilities (whether war has been declared or not), rebellion, civil war, insurrection, terrorism, pronouncements, demonstrations, popular movements, radioactivity or any other cause of force majeure.
 - b) Self-harm or participation of the User in intentional criminal acts.

Advance of funds

The amount of money sent shall comply with caps set under the legislation of the corresponding country. Iké will have to receive in advance the amount of money to be sent by a relative/contact of the User.

1) Take into account the following aspects:

2) The transfer must be made by the User's family member/contact from Monday to Friday before 03:00 pm

- 3) The family member/contact must bear the costs of transactions or transfers.
- 4) The process of sending the advance takes 3 to 5 business days.
- 5) The User must have a source and destination account. When the User does not have a destination account, he or she must request support of the hotel concierge.

Limitations:

This service will be provided at no additional cost and with no limit on the number of events.

Exclusions:

- When the User does not provide truthful and timely information that encumbers the proper delivery of the assistance service.
- Service subject to availability, terms and conditions of suppliers.
- Under no circumstances will Iké undertake any unlawful act. Iké will not entertain requests regarding the purchase, monitoring or provision any information with respect to narcotics, erotic massages, weapons, or any type of fraudulent or illicit information that affects the integrity of the service. Requests falling outside of the legal or ethical framework are expressly excluded.
- No right to Assistance Services: trips made to attend medical situations or during trips abroad exceeding 90 calendar days.

Urgent messages

When involved in an emergency situation, the User may send or receive urgent messages anywhere in the world.

Limitations:

This service will be provided at no additional cost and with no limit on the number of events.

Exclusions:

- When the User does not provide truthful and timely information that encumbers the proper delivery of the assistance service.
- Service subject to availability, terms and conditions of suppliers.
- For no reason Iké will lend itself to requests outside the law, requests such as purchase, monitoring or any type of information about narcotics, erotic massages, weapons, or any type of fraudulent or illicit information that affects

the integrity of the service are excluded. Requests outside the legal or ethical framework.

- They do not give right to Assistance Services: trips made to attend medical situations or during trips abroad exceeding 90 calendar days.

Discount network

When the User requires it, the telephone coordinators of Iké will provide information about the discount network, which offers discounts from 10% to 50% at more than eight thousand affiliated establishments worldwide. The User will also enjoy access online to the hotel discount network.

www.travelassistanceavianca.com

Limitations:

This service will be provided at no additional cost and with no limit on the number of events.

Exclusions:

- When the User fails to identify himself properly.
- When an intentional action of the User results in the commission of a crime or attempts to do so.
- When the User does not provide truthful and timely information that encumbers the proper delivery of the assistance service, or otherwise incurs in false statements.
- When the User fails to comply with any of the obligations indicated in this Annex.
- Assistance Services are also excluded for events directly or indirectly arising from labor strikes, war, invasion, acts of foreign enemies, hostilities (whether war has been declared or not), rebellion, civil war, insurrection, pandemic, epidemic.
- No right to Assistance Services: trips made to attend medical situations or during trips abroad exceeding 90 calendar days.

Concierge

At the request of the User, specialized assistance and information will be provided with regard to:

-Assistance in Life & Style:

- Restaurants: recommendation and reservation in the best restaurants in the world.
- Nightlife: recommendation and reservation in the best night clubs in the world.
- Shows: recommendation, reservation and purchase of the top tier theater productions in the world or special events.
- Cinema: location and recommendation of complexes and/or films, as well as reservation/purchase in complexes.
- Museums and art galleries: recommendation of temporary and permanent exhibitions and museums or galleries anywhere in the world.
- Golf courses: recommendation and reservation at the best courses in the world.
- Spas and beauty salons: recommendation and reservation at the best spas and salons in the world to match the needs and wishes of each User.
- Real estate: location, quotation and lease of real estate to meet temporary or permanent housing needs anywhere in the world.
- Recommendations: recommendation of gyms, sports facilities.
- Special service references: personal buyer, pet walking references, pet boarding, interior design, image consultation, event planning, photographers, security, car cleaning services.
- Luxury transportation: private jet, helicopter or yachts in most cities of the world.

-Travel Services:

- Airline tickets: information, reservation and purchase of airline tickets on any airline in the world.
- Hotels: information, recommendation and reservations.
- Train tickets: information, reservation and purchase of airline tickets in avianca and Airlines belonging to the avianca alliance.
- Tours: recommendation, reservation and purchase of national and international tours.
- Cruises: recommendation, reservation and purchase of any cruise in the world.
- Travel: recommendation, reservation and purchase of tickets in any tourist destination nationally and internationally.
- Car rental: reservation of any type of vehicle.
- Transportation: from taxi service to the rental of a luxury car. Including pick-up at any airport in the world.

- Limousines: information and reservation of limousines.
- International sporting events: Super Bowl, Formula One Grand Prix, US Open, Roland Garros, NASCAR, figure skating, sailing, regatta and any other requested by the User.
- Location and recovery of luggage in any airline in the world, as well as coordination of shipment to the place of origin.
- Weather information: climatological information, seasonal and weather forecasts.
- Location references: locations and hours of operation of any point of interest in the traveler's destination.
- Pre-trip assistance: information from the offices of embassies and consulates, pre-trip information regarding vaccinations, precautionary recommendations, as well as procedures and requirements regarding visas, passport, etc.
- Timetable information: schedules and reservations in the most exclusive museums of the main cities of the world, sporting events and shows, emergency institutions, airports and bus stations and official offices for performing diligences before the competent authorities.
- Consular information: addresses of embassies, consulates and/or representative offices of the Mexican government in the city or country where you are visiting to notify the loss or theft of your official documents. Whenever possible, arrangement of the appointment with the corresponding Mexican authority to notify your loss.

-Assistance in Purchases:

- Flowers and gifts: recommendation and coordination of shipping.
- Hard to find items: from original gifts, collectibles, imports, oenology, among many others.
- Store location: information about the location of the most prestigious brands worldwide.
- Purchase and delivery of gifts and personal belongings: research and comparison of products, purchase and home delivery.
- Assistance in national or international purchases: search, purchase and delivery of any item.

-Personal Assistance:

- Business logistics: coordination of any type of event for executive meetings.
- Banquets and private events: Your personal concierge will recommend the perfect provider for your needs.

- Sending documents: documents sent anywhere in the world, in cases of loss or theft, or if you simply forget them home (at User's expense).

-Executive Assistance:

- References: interpreter referrals, temporary secretarial or protection services, in major cities around the world. Support to locate computer equipment and telephones.
- Executive transportation: at the request of the client, an executive taxi will be arranged.
- Practices and customs: local customs and etiquette, protocol and etiquette for international business.
- InfoCard Protection: (i) credit, debit and business card registration, so that with a single call, the customer can be linked with the issuing companies to proceed with the cancellation of these cards in case of loss or theft. (ii) driver's license, military service card, professional license, etc., so that, in case of loss or theft, the client can be linked to Mexican embassies or consulates anywhere in the world with a single call. This service also links to government institutions in national territory in order to report lost or stolen documents.

NOTE: All costs generated by the information, reservation, purchase or any other activity shall be borne by the User. The Concierge does not charge a fee to the User for performing these services.

Limitations:

This service will be provided at no additional cost and with no limit on the number of events.

Exclusions:

- Where information is privileged or restricted and the Concierge cannot access it (e.g., an artist's lodging itinerary).

Access to establishments outside of normal business hours is not guaranteed, nor when the product or service is not available (e.g., when the run of a show has ended).

- Purchase and delivery to restricted places is not guaranteed.
- Services are not provided in circumstances that are not legal or ethical.
- The recovery of baggage is not guaranteed, although every effort is made to do so.

- Iké is not responsible for any breach or fault committed by the contacted supplier or referred establishment, or for the services and/or products sold by them.
- Iké is not responsible for information provided and that for any reason differs from reality, as long as there is a reliable source from which such information has been obtained (e.g., advertising or promotional errors).
- Iké is not required to know information about streets, main tourist destinations or highly detailed information about any given place, but it will endeavor to provide relevant details.
- No right to Assistance Services: trips made to attend medical situations or during trips abroad exceeding 90 calendar days.

LEGAL ASSISTANCE

Telephone legal advice

Iké will provide telephone legal assistance to the User on issues of international immigration law.

Limitations:

This service will be provided at no additional cost and with no limit on the number of events.

Exclusions:

- Legal assistance shall not proceed in situations associated with fleeing the scene of a crime or circumstances involving trafficking, consumption and/or possession drugs or narcotics, or abuse of alcohol.
- Iké will not be responsible for expenses or costs inherent in the replacement of personal documents, airline tickets, stolen or lost credit cards.
- When the User does not provide truthful and timely information that encumbers the proper delivery of the assistance service, or otherwise incurs in false statements.
- Service subject to availability, terms and conditions of suppliers.
- Under no circumstances will Iké undertake any unlawful act. Iké will not entertain requests regarding the purchase, monitoring or provision any information with respect to narcotics, erotic massages, weapons, or any type of fraudulent or illicit information that affects the integrity of the service. Requests falling outside of the legal or ethical framework are expressly excluded.
- For International Travel, references of Lawyers will only be provided in the place where the User is located (if there is a referral network).

- No right to Assistance Services: trips made to attend medical situations or during trips abroad exceeding 90 calendar days.

Administrative advice

In the event his or her personal documents, air tickets and/or credit cards are stolen or lost. Iké will advise the User on the local procedures to be followed. This service is restricted to advice only and shall not include the actual performance of those procedures and diligences the User must carry out with regard to the theft and/or loss of such documents.

Limitations:

This service will be provided at no additional cost and with no limit on the number of events.

Exclusions:

- Iké will not be responsible for expenses or costs inherent in the replacement of personal documents, airline tickets, stolen or lost credit cards.
- When the User does not provide truthful and timely information that encumbers the proper delivery of the assistance service, or otherwise incurs in false statements.
- Service subject to availability, terms and conditions of suppliers.
- Purchase, monitoring or any kind of information.
- No right to Assistance Services: trips made to attend medical situations or during trips abroad exceeding 90 calendar days about narcotics, erotic massages, weapons, or any type of fraudulent or illicit information that affects the integrity of the service. Requests outside the legal or ethical framework. [sic]