



**General Terms of Business and Carriage
("GTBC")**

**Marabu Airlines OÜ
("Marabu")**

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1. SCOPE

These General Terms and Conditions of Business and Carriage (“**GTBC**”) apply to:

1. air transport contracts concluded between you and Marabu Airlines OÜ (“**Marabu**”), irrespective of whether the individual flights are operated under a Marabu flight number (flight designator: MBU/DI) and / or under the flight number of another airline;
2. carriage with Marabu on another basis (e.g. as part of a package tour);
3. contracts concluded between you and Marabu regarding additional air carriage services (e.g. regarding seat reservations or upgrades);
4. contracts within the framework of our in-flight shopping; and
5. other contracts in which reference is made to these GTBC.

2. PAYMENT TO MARABU

2.1. Payment methods

- 2.1.1. There are various payment methods for payments to Marabu. Details of these can be found on our websites where our services can be purchased from. Customers are not entitled to be allowed to use a particular payment method; cash payments are excluded. Furthermore we reserve the right to exclude individual payment methods overall or for certain payments.
- 2.1.2. Bank transfers originating from foreign countries (the customer’s account is located outside Germany) are only permitted if all related fees are paid by the customer (transferring party) and the transfer is ordered in the currency that is specified in the respective invoice;; otherwise, i.e., in the case of non-compliance, Marabu is entitled to invoice the customer for the costs incurred and/or for any exchange rate differences.

2.2. Consequences of payment default: Default interest, compensation

- 2.2.1. In cases of non-payment or late payment (payment default) Marabu is entitled to charge default interest. Other rights and claims of Marabu resulting from payment default shall remain unaffected.
- 2.2.2. Insofar as Swiss law applies, Marabu is also entitled to demand compensation for debt collection costs in accordance with the following provisions:
 - a) Unpaid claims will be handed over to an external debt collection agency for collection after an unsuccessful reminder. In addition to the settlement of the invoice amount, the customer shall also be obligated to reimburse all costs incurred in connection with the payment default (in particular default interest, reminder fees, debt collection costs and legal fees).

- b) The debt collection costs shall depend on the amount of the claim, but correspond at most to the recommendations of the Swiss Debt Collection Association 'Inkasso Suisse'.
- c) For debt collection services provided by a collection agency, you will owe the following compensation in CHF, depending on the amount of the principal claim in question, in the event of your payment default and from the time the debt collection agency is instructed:
- max. CHF 80 (claim up to CHF 75);
 - max. CHF 149.15 (claim up to CHF 250);
 - max. CHF 195 (claim up to CHF 500);
 - max. CHF 260 (claim up to CHF 1,000);
 - max. CHF 355 (claim up to CHF 2,000);
 - max. CHF 448.15 (claims up to CHF 3,000);
 - max. CHF 634.40 (claims up to CHF 5,000);
 - max. CHF 1,100 (claims up to CHF 10,000);
 - max. CHF 1,920 (claim up to CHF 30,000);
 - max. CHF 2,740 (claim up to CHF 50,000);
 - max. 5.5% of the claim amount (from CHF 50,000.01).
- d) The collection costs in the amount of these figures from the default damages table of Inkasso Suisse are deemed to have been accepted by the customer, regardless of any proof of damage.

2.3. Consequences of a chargeback, including a chargeback for credit card payments: Flat fee

- 2.3.1. In the case of a chargeback, including a chargeback for credit card payments, for which you are responsible (e.g. due to incorrect information provided by you or insufficient funds), Marabu is entitled to charge a flat fee for the chargeback amounting to 15 units of the originally chosen payment currency (e.g. 15 euro, 15 US dollars, etc.) per booking. If the chargeback means that the debt you owe (e.g. payment of the total fare) can be settled only by means of payment at the airport, the flat fee is 30 units of the originally chosen payment currency (e.g. 30 euro, 30 US dollars, etc.) per booking.
- 2.3.2. You are entitled to prove that in this specific case Marabu has incurred loss or damages that are less than the aforementioned flat fee or has even incurred no loss or damages

at all. Insofar as you provide proof of this, only the lower amount of the loss or damages shall be reimbursed.

- 2.3.3. In the event of a chargeback for which you are responsible, Marabu is entitled to take the resulting outstanding amount due, including the aforementioned flat fee, from your account again, as per the SEPA core direct debit authorisation. Therefore the SEPA core direct debit mandate provided by you also extends to claims arising from chargebacks due to insufficient funds and any claims for compensation for loss or damages (e.g. as a result of the termination of a contract of carriage under Section 4.2.1.4 of these GTBC). Marabu is entitled to commission a third party to process the SEPA core direct debit.

3. (TOTAL) FARE

- 3.1.1. The services and total fares confirmed at the time of booking apply.
- 3.1.2. Total fare means the fare plus taxes and fees and, if booking at a travel agency, may also include a service charge. The fare is the price of the carriage excluding the service charge, taxes, fees and other duties or levies specific to air travel.

4. PAYMENT OF THE TOTAL FARE

4.1. Due date / Partial payments not permitted / Settlement of payment

- 4.1.1. Payment of the total fare is due in full at the time the booking is made. You are not entitled to make partial payments. Any partial payments you remit will be rejected. Any credit balances on your side which may arise from such a rejection will first be offset against any claims for receivables asserted by Marabu, and then any remaining balance will subsequently be paid out. Any partial payments you make on an existing receivable due will first be applied to the oldest receivable. A payment which is not sufficient to settle a receivable in full will be first applied against interest and then against the total fare.
- 4.1.2. Your credit card will be charged with the amount of the fare immediately after the booking has been completed, and, at the same time, the carriage documents will be sent. If you have selected to remit payment via the "bank transfer" payment method, the total amount of the airfare must be transferred immediately, and the payment must be received by Marabu no later than within 5 (five) days after the date of booking.

4.2. Consequences of payment default: Termination by Marabu / cancellation fees

- 4.2.1. If the total amount of the airfare is not paid in full within 5 (five) days after the date of booking, Marabu is entitled to terminate the contract of carriage immediately and to cancel the booking as well as to demand compensation for loss or damages in accordance with the cancellation terms for the selected rate/fare as specified in Sections 7.3 of the GTBCs under the following circumstances:
 - 4.2.1.1. if Marabu sent you payment reminders, i.e., demanded payment, after the due date and prior to the cancellation, but did not receive the payment. The

commencement of an action and a petition for a court order to pay shall be deemed to have the same effect as a payment reminder.

- 4.2.1.2. if a calendar date was specified for the payment in the contract of carriage and the payment was not paid in full by that date. In this case, Marabu is not required to send a payment reminder;
 - 4.2.1.3. if the contract of carriage stipulates that the payment has to be remitted after an event specified in the contract and for a reasonable period of time thereafter, so that the date of the payment can be calculated, starting from the event, according to the calendar, and the payment was not paid in full by that date. In this case, Marabu is not required to send a payment reminder;
 - 4.2.1.4. if you have seriously and definitively refused to remit the payment. Such a refusal to pay made be stated expressly by means of a corresponding declaration from you to Marabu or to a third-party via which you made the booking (e.g., your travel agency) or may be implied, for example by non-payment of the credit card charge or the like. In the event of such a refusal to pay, it is irrelevant whether the chargeback/non-payment is attributable to your express intent or due to the fact that you failed to ensure there were sufficient funds in your (credit card) account. In this case, Marabu is not required to send a payment reminder;
 - 4.2.1.5. if, taking the mutual interests of both parties into consideration, immediate commencement of the default is justified. This is particularly deemed to be the case if the flight departure is imminent and thus it is no longer possible to specify a payment deadline prior to the departure. In this case, a payment reminder is not required, and Marabu is entitled to terminate the contract with immediate effect, as well as refuse carriage and demand compensation for loss or damages.
- 4.2.2. The right of termination does not exist if you provide evidence that Marabu is solely or largely responsible for the non-payment or delayed payment.
 - 4.2.3. After cancellation, there is no longer any obligation to transport the passenger.
 - 4.2.4. You are entitled to prove that in this specific case, Marabu has incurred loss or damages that are less than the amount of the compensation required under Section 4.2.1, or has been incurred no loss or damages at all. Insofar as you provide proof of this, only the lower amount of the loss or damages shall be reimbursed.
 - 4.2.5. We hereby point out that, in accordance with Section 2.2 of these General Terms and Conditions, Marabu is entitled, *inter alia*, to demand default interest and compensation for debt collection costs if you are in default of payment of the compensation in accordance with Section 4.2.1.

5. SEAT RESERVATION AND RESERVATION OF SPECIAL SERVICES

5.1. Seat reservation

- 5.1.1. Seats can be reserved up until 48 hours prior to departure subject to availability or during the online check-in process. Fees for seat reservations may no longer be refunded once the first flight has departed. Changes to seat reservations may be made up until 48 hours before departure subject to availability. If changing to a higher-priced seat, the price difference shall be payable upon making the change.
- 5.1.2. We must draw your attention to the fact safety regulations imposed by the authorities stipulate that the following groups of persons may not sit in the emergency exit row (XL seats):
 - 5.1.2.1. Babies and children under 14 years;
 - 5.1.2.2. Expectant mothers;
 - 5.1.2.3. Persons, who are not able to speak English;
 - 5.1.2.4. Persons taking animals with them in the cabin;
 - 5.1.2.5. Persons with physical and/or mental impairments;
 - 5.1.2.6. Persons with restricted mobility due to their size, health, or age.
- 5.1.3. By reserving a seat adjacent to one of the emergency exits, you warrant that the above-mentioned criteria do not apply to you or persons booked by you. Moreover, you must be prepared to assist the on-board staff in an emergency. This requires that you can follow the crew's instructions given in German or in English. Should this not be the case, Marabu is entitled to assign another seat to the person concerned without entitling him or her to reimbursement of the seat reservation charge paid. Should it prove impossible to assign an alternate seat to the person concerned, having exhausted all available options Marabu is entitled to refuse carriage.
- 5.1.4. For children aged 2-11 you pay the adult fare for a seat reservation.
- 5.1.5. We advise you to make your seat reservations in good time, no later than 48 hours prior to departure. The reservation can also be made with us after you have booked, when booking a package tour or during the online check-in
- 5.1.6. For Marabu Business Class and Economy Best customers, the seat reservation, if available, is included in the fare at no extra charge.
- 5.1.7. Unfortunately, your seat reservation will not be considered when there is a change of aircraft type. For a refund of the fee paid, please contact our Service Centre.

5.2. Additional free seat ("Extra Seat")

- 5.2.1. During Online Check-In and at the airport, Economy Class passengers can book an additional seat next to them subject to availability.
- 5.2.2. The additional free seat must be directly located next to your booked seat in the same row, even across the aisle, and cannot be in front or behind you. Additional free seats can be reserved for individual participants in a booking regardless of the fare booked

and are available for adults, children and infants (under the age of 2 years). It is not possible to book an additional free seat in the emergency exit rows (XL seats).

- 5.2.3. In the event of a change of aircraft at short notice due to operational reasons, the Extra Seat cannot always be guaranteed. For a refund of the fee paid, please contact our Service Centre.

5.3. Reservation of special services

- 5.3.1. You can book numerous other special services with Marabu such as the carriage of sports equipment and special baggage, and premium and special meals subject to availability. Reserved special services may be changed or cancelled free of charge up until 48 hours before departure. If changing to a higher-priced special service, the price difference shall be payable immediately upon making the change. Special services may not be changed or cancelled free of charge less than 48 hours before departure of the first flight.

6. TICKET AND CARRIAGE DOCUMENTS

- 6.1.1. Marabu renders the agreed carriage service only on behalf of the passenger named in the booking confirmation or ticket or other carriage document; the passenger must verify his or her identity by way of a valid ID document. The passenger's first name and surname must match. Carriage documents are non-transferable. If you are not travelling with an electronic ticket, you have an entitlement to carriage only upon presentation of a valid carriage document issued in the name of the passenger in conjunction with a valid ID document. When booking, please ensure that your name and that of any persons travelling with you fully correspond with those shown in the relevant ID documents you carry with you.
- 6.1.2. If the booked fare provides for a certain order of the booked flight segments, Marabu reserves the right to demand payment for the remaining partial service(s) in the event that a partial service provided for in the fare is not used, if this payment is higher than the actually agreed payment for this partial service(s) at the time of booking. In such cases, the transportation service shall only be provided after payment of the difference. A subsequent demand for payment is excluded if the non-utilization was involuntary and not due to fault, for example as a result of force majeure or illness. Any right to partial termination in accordance with the applicable tariff (see Section 7.3) remains unaffected.

7. REGULATIONS ON NO-SHOWS, CANCELLATIONS, REBOOKING, NAME CHANGES, SUBSTITUTE TRAVELLER

7.1. General

- 7.1.1. The refundability of total fares and the associated cancellation and/or rebooking charges in the case of a no-show, cancellation or rebooking as well as name change or naming a substitute traveller depends fundamentally on the booked tariff, the

timespan between the changes being declared and the departure of the flight as well as the zone in which the flight operates.

7.1.2. The flights are divided into different zones. This classification is based on the destination area specified in the booking confirmation or in the ticket or other carriage document, in which a flight begins and / or to which a flight leads:

Zone 1	Europe (except for the following specified places)
Zone 2	Canary Islands, Cape Verde Islands, Cyprus, Finland, Gambia, Greece, Iceland, Israel, Jordan, Madeira, Malta, North Africa (without Sphinx International Airport), Russia, Turkey

7.2. No-show

In the event that you do not board your booked flight, we will not refund the fare including the Service Charge that may have been added at the time of booking. Other non-consumed taxes and fees are always refundable.

7.3. Cancellation

7.3.1. Cancellation: General regulation

- 7.3.1.1. A cancellation is the customer's notice of termination of the contract of carriage before the planned flight departure.
- 7.3.1.2. We do not refund the fare in the event of a cancellation within 24 hours before the departure of the first flight including the Service Charge that may have been added at the time of booking. Non-consumed taxes and fees are always refundable, whereby Section 7.3.3 shall apply mutatis mutandis to the refund in the case of Green fares (fare code "G").
- 7.3.1.3. In the event of a cancellation up to 24 hours before the departure of the first flight the following regulations apply depending on the respective tariff booked and the zone.
- 7.3.1.4. Having accessed the outward flight, we do not refund the return flight if this is cancelled, including the Service Charge that may have been added at the time of booking. Non-consumed taxes and fees are always refundable.
- 7.3.1.5. The customer has the right to verify that Marabu has not suffered any damages or any lesser losses.
- 7.3.1.6. In your own interest and to avoid any misunderstandings, we recommend that you urgently declare any cancellation in writing stating your booking number.

7.3.2. Cancellation: Special regulations for Zero Fare (fare code “LM”), Light fare (fare code “LC”) and Best fare (fare code “BST”) and for Classic fares (fare code “SPO”)

7.3.2.1. In the event of a cancellation only non-consumed taxes and fees of this total fare are refunded, except the Service Charge that may have been added at the time of booking.

7.3.3. Cancellation: Special regulations for Green fares (fare code ‘G’)

7.3.3.1. With the exception of any service charge levied at the time of booking, all payments on the total flight price are refundable.

7.3.3.2. The refund will be made in the form of a voucher that can be used to pay for flights or other services that the holder books with Marabu after the voucher is issued.

7.3.3.3. The voucher remains valid until the credit has been redeemed in full, but for no longer than 10 months from the date of issue.

7.3.3.4. Transfer of the voucher to third parties, payout of the credit balance and its use to pay for services that have already been booked are not permitted.

7.3.4. Cancellation: Special regulations for Flex Plus fares (fare code “F”)

7.3.4.1. In the event of a cancellation up to 24 hours before departure of the outward flight no cancellation fees apply.

7.3.4.2. All payments made towards the total fare are refundable. Non-consumed taxes and fees, except the Service Charge that may have been added at the time of booking, are always refundable. Otherwise, the general regulations of Section 7.3.1 apply.

7.3.5. Cancellation: Special regulations for Visit Friends & Relatives fare (fare code “ETH”)

7.3.5.1. In the event of a cancellation up to 24 hours before departure of the outward flight you have to pay Marabu the following proportional fares as cancellation fees as listed below.

7.3.5.2. Any payments made towards the total fare, which exceed the cancellation fees listed below, are refundable. Non-consumed taxes and fees, except the Service Charge that may have been added at the time of booking, are always refundable. Otherwise, the general regulations of Section 7.3.1 apply.

- | | |
|--|-----------------|
| a) Up to 89 days before the start of the respective flight | 10% of the fare |
| b) 88 days until 59 days before the start of the respective flight | 20% of the fare |
| c) 58 days until 29 days before the start of the respective flight | 50% of the fare |

- | | | |
|----|--|------------------|
| d) | 28 days until 15 days before the start of the respective flight | 70% of the fare |
| e) | 14 days until 24 hours before the start of the respective flight | 80% of the fare |
| f) | Cancellation within 24 hours before departure of the respective flight | 100% of the fare |

7.4. Rebooking

7.4.1. Rebooking: General regulations

- 7.4.1.1. Changes in respect of the date, the departure airport or the arrival airport of a flight previously booked by the customer constitute customer rebooking.
- 7.4.1.2. Customer rebooking is possible only up to 24 hours before departure of the flight route to be changed and when this is permissible in the booked tariff according to the following regulations and when there are enough seats available for the desired new flight in the same or a higher transport and/or tariff class and when the flight is within the same season (summer season 01.05 – 31.10 / winter season 01.11 – 30.04) and in the same zone (Zone 1 or Zone 2) as was in the original flight.
- 7.4.1.3. Customer rebooking of the originally booked return flight after having flown on the outbound flight is possible only subject to governmental permission.
- 7.4.1.4. In the event that the fare for the changed booking is equal to or cheaper than the fare for the original booking then the fare for the original booking applies also to the changed booking. The taxes and fees shall be recalculated on the basis of the changed booking. Any difference is payable immediately. Non-consumed taxes and fees are always refundable.
- 7.4.1.5. In the event that the fare for the changed booking is higher than the fare for the original booking then the difference between the total fare for the original booking and the total fare for the changed booking must be paid. This amount is payable immediately upon rebooking. A rebooking fee dependent on the selected fare is also payable in addition to the price difference in accordance with the following provisions.

7.4.2. Rebooking: Special regulations for Zero fare (fare code “LM”) and Light fare (fare code “LC”)

- 7.4.2.1. It is not possible to make any voluntary changes to tickets of this type.

7.4.3. Rebooking: Special regulations for Classic fares (fare code “SPO”) and Best fare (fare code “BST”)

7.4.3.1. In the event of a rebooking up to 24 hours before departure of the flight to be changed, the following rebooking fees are payable to Marabu, in addition to any price difference payable in accordance with Section 7.4.1:

Fees per person and route in EUR

	Zone 1		Zone 2	
	Regular	<i>Reduced</i>	Regular	<i>Reduced</i>
Economy	50	10	75	10
Business	75	10	100	10

7.4.3.2. Only the reduced fee shall apply to infants under 2 years of age without their own seat.

7.4.4. Rebooking: Special regulations for Green fares (fare code “G”) and Flex Plus fares (fare code “F”)

7.4.4.1. In the event of a rebooking up to 24 hours before departure of the flight to be changed, no rebooking fees apply. A maximum of 3 changes of bookings of the same originally booked route is possible; price differences may be payable in accordance with Section 7.4.1 in this case. From the 4th rebooking of the same original booked flight, rebooking fees and possible price differences in accordance with Section 7.4.1 and Section 7.4.3 apply.

7.4.5. Rebooking, special regulations for Visit Friends & Relatives fares (fare code “ETH”)

7.4.5.1. In the event of a rebooking up to 24 hours before departure of the flight to be changed, the following rebooking fees are payable to Marabu, in addition to any price difference payable in accordance with Section 7.4.1:

Fees per person and route in EUR

Zone 1	Zone 2 and 6
50	75

7.4.5.2. The fee shall not apply to infants under 2 years of age without their own seat.

7.5. Name change or substitute traveller

7.5.1. A change of the name given at the time of booking or the appointing of a substitute traveller for a previously booked flight is possible up to 24 hours before the scheduled departure of the first flight only if it applies to a flight which is exclusively carried out by Marabu, and only when the Flex fare, the Flex Option or the Visit Friends & Relatives fare (fare code "N", "BSN" or "ETH") has been booked.

7.5.2. In the event of a name change or appointment of a substitute traveller the price difference to a possible higher up-to-date total fare is payable.

7.5.3. In the event of a booking for the Flex fare (fare code "N"), the following name change fees are payable to Marabu:

Zone 1	(i) Economy Classic	25 euro per person and segment plus price difference
	(ii) Business Class	50 euro per person and segment plus price difference
Zone 2	(i) Economy Classic	50 euro per person and segment plus price difference
	(ii) Business Class	75 euro per person and segment plus price difference

7.5.4. The contractual partner and the substitute traveller are jointly liable for the costs of carriage.

8. CANCELLATION OF UPGRADES

8.1. Cancellation of upgrades

8.1.1. The cancellation of upgrades for Business Class bookings are subject to the following differing terms of cancellation and rebooking.

8.1.2. The terms concerned apply exclusively to the fare for carriage in a higher booking category.

8.2. Marabu Business Class

8.2.1. In the case of customer cancellations up to 24 hours prior to the contractually agreed outbound flight or return flight, the fee amounts to 50% of the upgrade price. In the case of customer rebooking up to 24 hours prior to the contractually scheduled flight departure, the cost incurred amounts to 10% of the upgrade price.

8.2.2. No customer cancellations or customer rebooking are possible on the day of departure. In the case of a customer cancellation of a Business Class booking, Marabu will

attempt to find an alternative use for the booking. The customer is entitled to prove that no loss at all or less loss has been incurred by Marabu.

9. PUNCTUAL APPEARANCE AT THE AIRPORT

- 9.1.1. The check-in deadline applicable to you depends on the distance of the flight booked and/or on the departure airport concerned.
- 9.1.2. We define the check-in deadline as the point in time set by us at which you must have shown up at the check-in / passenger handling counter. Kindly give due consideration to the check-in deadlines quoted below when planning your journey.
- 9.1.3. In order to ensure that the flight is checked in smoothly and departs on time, you are urgently advised to comply with the deadlines set out below as otherwise, in the case of your late appearance at the check-in counter, we are entitled to cancel your booking and refuse your carriage. We assume no liability for any damage and expenses you may incur due to such violations of this collateral duty as are your sole responsibility.
- 9.1.4. We hereby agree with you that you must have appeared at the check-in counter / passenger handling area 90 minutes prior to the departure time shown on the ticket, booking confirmation or other carriage document.
- 9.1.5. Irrespective of the carriage category booked and the air carrier used, all our passengers are subject to the requirement that they must be in possession of their boarding cards and have completed all check-in formalities no later than 45 minutes (no less than 60 minutes for flights to or from zones 3-5 as well as from Agadir, Dubai and Hurghada) prior to the departure time shown on the ticket (check-in deadline).
- 9.1.6. Due to the safety regulations applying at the time and checks carried out on both persons and baggage, we hereby notify you that you should proceed to the gate indicated on your boarding card and await the announcement that the aircraft is ready for boarding immediately after check-in procedures have been completed. You must have made your way to the gate no later than the point in time indicated to you at the check-in / passenger handling counter for the purpose of boarding the flight booked by you and for which you have already checked in; otherwise, we are entitled to cancel your booking and refuse your carriage in order to avoid any boarding and flight departure delays. We assume no liability for any damage and expenses you may incur as a result.
- 9.1.7. If carriage is performed by an entity other than Marabu, the check-in deadline shall be determined according to the provisions of the carrier actually providing carriage. In the absence of such provisions, the check-in deadline will be 120 minutes before the departure time specified on the ticket, booking confirmation or other carriage document, regardless of the booked service class and the booked flight route. Please arrive at the check-in / check-in area of the specified flight no later than this cut-off time.
- 9.1.8. When booking an Zero fare, an online check-in by the passenger is required. If no online check-in has been carried out, we charge a check-in fee of 25 Euro.

10. PASSENGER CONDUCT

The instructions of the crew must be complied with. In the event that your conduct during check-in procedures, boarding or on board is such that you pose a risk to the aircraft or for persons or objects on board, that you disturb the crew in the execution of their duties or do not follow the crew's instructions including those relevant to the ban on smoking or to the use of alcohol or drugs, or that you inconvenience or harm other passengers or members of the crew, we reserve the right to take any measures necessary to prevent the conduct, including restraining you and refusing your carriage.

11. TAKING OF PHOTOS AND FILMING

Photographing and filming of the personnel or crew on Marabu's flights (both in flight and on ground) is prohibited unless prior consent has been given by the commander of the flight.

12. RESTRICTED OR REFUSED CARRIAGE OF PASSENGER OR BAGGAGE (RIGHT TO REFUSAL OF CARRIAGE)

Marabu or the employees of the operating carrier may refuse the carriage or continued carriage of a passenger or his baggage or prematurely interrupt the carriage concerned if one or more of the following points apply:

12.1. Violation of applicable law

Carriage violates applicable law, the applicable regulations or conditions imposed by the country of departure or destination or by the country over which the flight passes.

12.2. Endangerment of order, safety or health

Carriage endangers the safety, order or health of the other passengers or crew members or represents an unreasonable burden on their carriage.

12.3. The right to refuse carriage due to mental or physical impairment

The passenger's mental or physical state of health, including any alcohol-, drug- or allergy-related impairment, poses a danger or a risk to himself or herself, to other passengers, to the crew members or to property.

Before the flight to certain destinations a contactless temperature measurement will be carried out during the boarding process, if the respective destination requires such a measurement. If an elevated temperature is detected, which depends on the specific requirements of the destination, carriage may be refused.

12.4. The right to refuse carriage due to the passenger's improper conduct

The passenger's conduct on an earlier flight constitutes significant grounds to assume that such conduct may be repeated.

12.5. The right to refuse carriage due to the passenger's due to refusal of security checks

The passenger refuses a security check of his/her person or baggage.

12.6. The right to refuse carriage due to the passenger's failure to pay the fare

The applicable total fare or other duties and levies specific to air travel (including for previous flights) have not been paid despite being due.

12.7. The right to refuse carriage due to the passenger failing to provide valid travel documents

The passenger is not in possession of valid travel documents, or the passenger wants to enter a country that he/she is only entitled to pass through, or for which he/she does not have valid entry documents; the travel documents were destroyed during the flight or the passenger refused to provide them to the crew, despite being requested to do so in exchange for a receipt.

12.8. Right to refuse carriage due to non-compliance with entry regulations

The passenger fails to comply with the entry regulations of a transit country or the destination country (in particular regarding his or her state of health).

12.9. The right to refuse carriage due to non-permissible content of luggage

The baggage cannot contain:

- 12.9.1. Items that are likely to put the aircraft, persons, or objects on board at risk, as listed in the ICAO and IATA rules governing the carriage of hazardous goods which are available from us or from the travel agency issuing the ticket, booking confirmation or other carriage document. These include, but are not limited to, explosive substances, compressed and liquid gases, oxidising, radioactive or magnetising substances, highly flammable substances, toxic, infectious, or aggressive substances and all other liquid substances.
- 12.9.2. Items which are prohibited for carriage according to the relevant regulations imposed by the country of departure, the country of destination or by the country over which the flight passes.
- 12.9.3. Lithium batteries or lithium accumulators (common in electronic devices such as laptops, mobile phones, watches, cameras) can be carried only in carry-on baggage. Further details can be found on Marabu's website (www.flymarabu.com).
- 12.9.4. If you carry on your person or in your baggage weapons of any kind, including but not limited to (a) firearms, blunt or sharp weapons as well as sprayers that can be used for attack or defence purposes (b) ammunition and explosive substances (c) objects that due to their external form or markings give the impression of being weapons, ammunition, or explosive substances, you are obliged to notify us of this prior to starting your journey. The carriage of such

objects is only allowed (including by police officers) if they are conveyed as cargo or checked in as baggage in accordance with the regulations governing the carriage of hazardous goods.

- 12.9.5. Weapons of all kinds, including but not limited to firearms, blunt or sharp weapons and sprayers. Hunting and sporting weapons may be allowed as baggage at our discretion. They cannot be loaded and must be transported in a locked, standard case. The transport of ammunition is subject to the ICAO or IATA hazardous goods regulations.
- 12.9.6. Electronic cigarettes (“E-Cigarettes”) and electronic consumer goods (in particular laptop computers, mobile phones, etc.) affected by a recall of the manufacturer or a distributor, are not permitted in checked baggage and can be carried only in carry-on baggage. In addition, turning on as well as recharging these electronic devices electronic cigarettes and/or batteries onboard the aircraft is not permitted.
- 12.9.7. Items that are dangerous or unsafe on account of their weight, size or type or are unsuitable for carriage due to their perishable, fragile or especially delicate nature. Further details in this respect are available from us or our authorised agents.
- 12.9.8. Hunting trophies (including legally hunted or legally acquired hunting trophies) or other products related to illegal wildlife activities as defined by the Convention on International Trade in Endangered Species of Fauna and Flora (CITES) in its current version.
- 12.9.9. Should any of the above-mentioned items be contained in your checked baggage and be discovered therein via security checks, the items concerned must be removed from your baggage. To this end, your item of baggage must be opened, and the dangerous item removed. No liability for the item removed is assumed by Marabu. We assume no liability for any damage to the item of baggage or its contents incurred due to the opening of the item of baggage and the removal of the offending item.

13. CARRIAGE OF ANIMALS ON MARABU FLIGHTS

13.1. General conditions for the transport of animals

- 13.1.1. The transport of animals is only permitted with Marabu’s consent (and, if the flight is operated by another air carrier, also their consent) and subject to prior notification. Notification must be given no later than 48 hours prior to departure.
- 13.1.2. The transport of animals is subject to costs – for deviating provisions concerning assistance dogs, see below – and not covered by any baggage allowances.
- 13.1.3. In order to transport them a completed and signed printout of the “Live Animal Acceptance Checklist” must be submitted. The checklist is available at, for example, Marabu’s website (www.flymarabu.com). Each animal carried must

also be reported again to Marabu's personnel at the airport immediately before the respective flight. Without presentation of the above mentioned checklist and the reporting of the animal at the airport, carriage of the animal shall be excluded.

- 13.1.4. Only domestic dogs and cats may be transported in the aircraft cabin. Animals travelling in the cabin (including their transport container) must fit in the footwell of your seat in your booked travel class and be appropriately secured during the entire time on board. All other animals will be transported as cargo only.
- 13.1.5. Animals must be properly contained in a transit cage that meets the requirements set out on our website or in the registration confirmation and have valid health and vaccination certificates, entry permits, and other entry or transit documents as required by the applicable countries; the animals must not leave their transit cage while they are on board our flights. Marabu reserves the right to define the type of carriage and the maximum number of animals permitted per flight. Further information is available at Marabu's website (www.flymarabu.com)
- 13.1.6. It is not permitted to transport animals in carry-on or checked baggage.
- 13.1.7. The passenger is obliged to obtain full information from the relevant authorities about the regulations applicable to the entry or transit of the animal in the country concerned. Marabu does not check the accuracy and completeness of the information provided by the passenger or the documents presented by the passenger. Furthermore, the passenger is obliged to carry all the necessary documents for the transportation of the animal (entry and exit papers, health and other documents) in full.
- 13.1.8. In addition, the transportation of animals is subject to the current provisions, which can be found at Marabu's website (www.flymarabu.com).

13.2. Special regulations for assistance dogs

- 13.2.1. Assistance dogs (guide dogs, therapy dogs and similar assistance dogs), their travel crates and pet food will be transported without an additional fee and will not be applied to the free baggage allowance. These animals will be transported free of charge in the cabin provided that the passenger provides proof of medical necessity. If travelling in a travel crate in the cabin these animals must fit under the foot area of your seat in the carriage category class booked.
- 13.2.2. Please note that snub-nosed dog breeds are particularly susceptible to temperature and stress. Therefore, their carriage on a flight can lead to serious damage to health or even, in the worst case, the death of such animals. We therefore do not recommend the transporting of the following dog breeds on one of our flights (cabin or hold): Boston Terrier, Boxer, Bulldog (all breeds except American Bulldog), Chow-Chow, Griffon Bruxellois, Japanese Chin, English Toy Spaniel, Pug, Pekingese, Shi Tzu.
- 13.2.3. Please note: in order to ensure a safe and trouble-free flight, the assistance dog must be trained to behave properly in a public environment. We allow passengers to

transport assistance dogs in the cabin only under the condition that the assistance dog obeys its owner and acts properly. If the assistance dog does not act properly, the passenger may be asked to put a muzzle on it during transport, to have the assistance dog transported in the baggage compartment (if a travel crate is available), or alternatively, transport may be refused.

13.3. Right to Refuse Transportation of Animals, Liability

13.3.1. In the event of a violation of the above requirements, Marabu shall be entitled to refuse transportation of the animal. Marabu cannot be held responsible for any damages that may arise as a result.

13.3.2. Further, Marabu is not liable for consequences, losses or expenses due to the passenger's failure to observe the respective country's valid regulations, also including re-entry into an EU state, for the entry or transit of the animal or to the passenger's failure to present the proper entry, exit, health or other papers.

13.3.3. If the aforementioned regulations for animal transportation are culpably violated by the passenger, the passenger is additionally obliged to reimburse Marabu for any damages arising therefrom. In particular, the passenger must pay any fines and/or expenses (especially quarantine costs) imposed on or accruing to Marabu. The passenger is also obliged to pay the applicable total fare if Marabu is required to transport the animal to the point of departure or another location by official order. For payment of the total fare concerned, Marabu can use the money paid by the passenger for unused carriage or any means of payment of the passenger that is in the possession of Marabu at the time. No refund is made for the fare paid for carriage to the place of refused entry or deportation of the animal. The passenger is liable for all damage caused by the animal to Marabu or to third parties within legal limits and indemnifies Marabu from all liability in this respect.

14. CARRIAGE OF MINORS UNDER 16 YEARS; MARABU ACCOMPANYING SERVICE

14.1. Conditions for the carriage of minors under 16 years

14.1.1. The regulations below apply to the carriage of minors under 16 years of age (hereinafter referred to as "**minors**") on flights operated by Marabu. If the flight in question is operated by an airline other than Marabu, such other airline's conditions for the carriage of minors shall apply exclusively.

14.1.2. Subject to the regulations under points 14.1.3 to 14.1.5 below, minors may only travel when accompanied by the following persons:

14.1.2.1. at least one of their parents, who must themselves be over 16 years of age and must not themselves be accompanied under the Marabu accompanying service, or

14.1.2.2. a sibling of at least 16 years of age, who must not themselves be accompanied under the Marabu accompanying service, or

14.1.2.3. another person who is legally an adult.

14.1.3. The payable Marabu accompanying service (see point 14.2; advance booking necessary) enables minors from ages 5 to 15 inclusive to travel either unaccompanied, or accompanied by persons who do not fulfil the criteria listed in points 14.1.2.1 to 14.1.2.3.

14.1.4. Minors from ages 12 to 15 inclusive can also travel unaccompanied, or accompanied by persons who do not fulfil the criteria listed in points 14.1.2.1 to 14.1.2.3, if Marabu is notified of this no later than 48 hours prior to departure. In this case it is not necessary to use the Marabu accompanying service.

14.1.5. The conditions for the carriage of minors on flights operated by Marabu are summarised below:

Age of minor	Conditions of carriage
0 – 4 years	✓ only accompanied by a person who meets the conditions under point 14.1.2.
5 – 11 years	✓ accompanied by a person who meets the conditions under point 14.1.2, or ✓ using the Marabu accompanying service .
12 – 15 years	✓ accompanied by a person who meets the conditions under point 14.1.2, or ✓ using the Marabu accompanying service, or ✓ prior notification .

14.1.6. If the above conditions for the carriage of minors are not fulfilled, Marabu is entitled to refuse carriage.

14.1.7. In cases where a minor under 12 years of age is accompanied by only one parent, it helps to avoid misunderstandings and complications if written confirmation from the other parent is presented, authorising the minor to take the flight or flights with the accompanying parent.

14.1.8. The age limits apply with respect to the time at which the respective carriage commences.

14.2. Marabu accompanying service

14.2.1. Under the Marabu accompanying service, Marabu undertakes to supervise minors from ages 5 to 17 inclusive, who are either unaccompanied or accompanied by persons who do not fulfil the criteria listed under 14.1 (hereinafter referred to as “**UM**”) at the departure and destination airports as well as on board the aircraft.

14.2.2. The Marabu accompanying service is only available on direct flights operated by Marabu. It must be booked no later than 48 hours prior to departure via the Marabu Service Centre. The fees for the Marabu accompanying service are listed on Marabu’s website (www.flymarabu.com).

14.2.3. In order to use the Marabu accompanying service, the UM travelling must be handed over to Marabu at the departure airport by a person authorised to do so. If this requirement is not met, Marabu is entitled to refuse the supervision and carriage of the UM.

14.2.4. When using the Marabu accompanying service, the complete details (name, address, telephone number) of the accompanying person bringing or picking up the UM, up until the point of handing over or taking charge of the UM, will be required at the departure airport. In the even that this is not the parents, an authorisation from the parents to check in and pick up the UM must be presented. For security reasons, the person accompanying the UM must present valid photo ID when checking in and handing over the UM at the destination.

14.3. Fees for the carriage of infants (under 2 years of age)

14.3.1. No more than one infant under 2 years of age (hereinafter referred to as “infant”) may travel per full-fare paying adult without the infant requiring ahis or her own separate seat in return for payment of the fee listed below.

Fees in EUR per route

	Zone 1	Zone 2
Economy Class	30	50
Business Class	50	75

14.3.2. A second infant may travel on request accompanied by one adult only if a seat is booked for the second infant at the regular fare. This is only valid for flights operated by Marabu.

14.3.3. An infant must be booked as a full-fare paying child for both the outward and the return flight and paid for as such if the infant concerned reaches the age of 2 years prior to the return flight.

15. PREGNANT WOMEN AND PERSONS REQUIRING SPECIAL ASSISTANCE

15.1. Pregnant women

15.1.1. For safety reasons, pregnant women may no longer fly with Marabu from the 36th week of pregnancy (32nd week of pregnancy for multiple pregnancies). Between the 28th and 36th week of pregnancy (only up to the 32nd week of pregnancy for multiple pregnancies), a medical certificate concerning the ability to fly, which may not be dated more than 10 days before the date of departure, must be presented.

15.2. Special assistance

15.2.1. For best-possible preparation, please inform Marabu at the time of booking (but no later than 48 hours before departure) about any need for assistance, for instance in

transporting persons with disabilities, expectant mothers, persons with health issues or others requiring special assistance. We cannot guarantee full assistance if this information is not provided to us at all, or not in good time.

15.2.2. We will not exclude any passengers due to their need for assistance, provided that they have advised us of their need for special assistance at the time of booking and we have accepted them for carriage.

15.3. Special terms of carriage with other carriers

Carriage of pregnant women and passengers in need of special care on a flight, which is operated by another air carrier than Marabu, requires the consent of this air carrier. This consent must be obtained from this air carrier no later than 72 hours before the departure time specified in the ticket, booking confirmation or other carriage document.

16. BAGGAGE REGULATIONS

16.1.1. Depending on the class of carriage you have selected and any tariff you have selected, you may take a certain amount of luggage with you as a free luggage allowance within the framework of the carriage by air. The free luggage allowances are shown on the ticket, booking confirmation, other carriage document or the advertisement on which your offer for conclusion of an air carriage contract is based. The carriage of such baggage that exceeds the free baggage allowance and the carriage of special baggage are subject to a fee. At the check-in counter, random checks will be carried out on your baggage.

16.1.2. We would like to point out that the items listed in Section 12.8 may be contained in neither your checked baggage nor your carry-on baggage. Additionally, we wish to advise you that your carry-on baggage may contain no pointed and sharp objects such as knives, scissors or the contents of a manicure set, etc. Such items belong in the checked baggage.

16.1.3. You are not permitted to carry carry-on baggage or check-in baggage belonging to other people (including other passengers).

16.1.4. If feeder flights to and/or from departure and/or destination airports for your Marabu flights are used that are executed by another airline company, the General Terms and Conditions of the Carriage of Passengers and Baggage of the airline company concerned apply for the entire route of the given feeder flights. Insofar as you have reserved special services or registered special baggage, the reservation concerned applies to the route served by Marabu only. The same applies to reductions and/or benefits passengers are entitled to by way of their bookings in our Business Class.

16.1.5. The fees for excess baggage can be found on Marabu's website (www.flymarabu.com).

16.2. Carry-on baggage

16.2.1. The following dimensions and weight restrictions apply to the regular hand luggage allowance for the respective fare or the respective class, applicable per person. The

weight restrictions for the respective fare or the respective class apply to all hand baggage pieces in total:

Fare	Zero	Light	Economy Classic, Economy Green, Economy Flex	Best
Small bag (maximum dimensions 40 x 30 x 15 cm)	Included	Included	Included	Included
First piece of hand luggage (maximum dimensions 55 x 40 x 23 cm)	Not included *	Included	Included	Included
Second piece of hand luggage (maximum dimensions 55 x 40 x 23 cm)	Not included	Not included	Not included	Not included
Maximum weight (all pieces combined)	8 kg	8 kg	8 kg	10 kg

Fare	Visit Friends & Relatives	Business Class
Small bag (maximum dimensions 40 x 30 x 15 cm)	Included	Included
First piece of hand luggage (maximum dimensions 55 x 40 x 23 cm)	Included	Included
Second piece of hand luggage (maximum dimensions 55 x 40 x 23 cm)	Not included	Included
Maximum weight (all pieces combined)	8 kg	16 kg, whereby the individual items of hand luggage must not weigh more than 10 kg

16.2.2. As soon as the maximum allowable weight or dimensions or the allowable number of items of hand luggage is exceeded, the excess baggage must be stowed in the cargo hold, and an additional fee for excess baggage is owed. The current excess baggage fees are posted on our website. There is no hand luggage allowance for infants and toddlers under the age of 2 years.

16.2.3. Such items as are then unsuited to carriage in the hold (e.g., fragile musical instruments) are accepted for carriage in the cabin only in cases where they have been registered with us in advance and we have confirmed their carriage. In such cases, the carriage of this special baggage is subject to payment of the relevant charges.

16.2.4. In accordance with Regulation (EC) 1546/2006, you may take on board all flights departing from European airports (including international flights) in your carry-on baggage liquids, pressurised containers (e.g., sprays), pastes, lotions and other gel-

like substances, not to exceed 100 ml per packaging unit. The quantity printed on the container, not the actual contents, will apply. The individual containers must fit fully into a re-sealable, transparent plastic bag with a maximum capacity of one litre and will be checked at the security counter. Only one bag per passenger is permitted. Special regulations apply to medicines and baby food. Various non-EU states have introduced the same or similar regulations. Passengers can obtain further information in this respect from us or our authorised agents.

16.3. Excess baggage

16.3.1. In the event that your carry-on baggage exceeds the maximum weight for carry-on baggage and/or total baggage allowed for the given flight, we are entitled to charge a fee for the excess baggage.

16.3.2. The excess baggage charges can be found on Marabu's website (www.flymarabu.com).

16.3.3. In the event that you leave baggage behind at the check-in counter or departure gate, we assume no liability whatsoever for the baggage concerned. Should costs be incurred for the baggage you leave behind or for its safe custody or disposal, the costs concerned are payable by you.

16.4. Child car seats on board Marabu flights

16.4.1. According to EU law, infants (hereinafter referring to those under the age of 2 years) in aircraft has been in force since 16 July 2008. According to the provisions set out under this directive, infants (under the age of 2 years) are to be restrained either via a loop belt or via child safety seats. Marabu recommends the use of an approved child safety seat during the flight, particularly for infants. Kindly note that you will have to book a seat for the infant concerned as a child paying the full fare. Certain seats are designed to accommodate child safety seats on board. If you wish to use your child safety seat on board, kindly register it with us in good time (Monday to Friday at least 48 hours prior to departure). Non-registered child safety seats will not be assigned dedicated seats without prior booking, and carriage in the cabin may be refused.

16.4.2. Qualification procedure for child restraint systems for use in aircraft in accordance with TÜV Doc.: TÜV/958-01/2001

16.4.2.1. Child safety seats that have been licensed and appropriately coded by the relevant authorities of a given EU member state, the FAA (aviation authority in the USA) or Transport Canada (on the basis of a national technical standard) for exclusive use in aircraft.

16.4.2.2. Child safety seats that have been licensed pursuant to the UN standard ECE R 44, -03 or a later version for use in motor vehicles.

16.4.2.3. Child safety seats that have been licensed pursuant to the Canadian standard CMVSS 213/213.1 for use in motor vehicles and aircraft.

16.4.3. Child safety seats that have been licensed pursuant to the US standard FMVSS no. 213 for use in motor vehicles and aircraft and have been manufactured in accordance with this standard on or after 26 February 1985. US-licensed child restraint systems

that were manufactured after this date must carry a sticker with the following text in red:

“THIS CHILD RESTRAINT SYSTEM CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARDS“; and

“THIS RESTRAINT IS CERTIFIED FOR USE IN MOTOR VEHICLES AND AIRCRAFT”.

16.4.4. In addition, child safety seats must be approved for securing via two-point belts (lap belts).

16.4.5. We apologise for any inconvenience caused due to the fact that as a rule, we may permit the use of only this type of child safety seat on board. Should a seat fail to comply with these requirements, our flight attendants are entitled to refuse the use of the seat concerned and stow it separately in the hold. In such cases, infants (under the age of 2 years) will be restrained via a loop belt or on the lap of the accompanying adult. No refund for the cost of the infant's (under the age of 2 years) own seat is possible in such cases.

16.5. Carriage of sports equipment and special baggage

16.5.1. The carriage of sports equipment and special baggage is subject to payment of the relevant charges.

16.5.2. For our passengers booked in the Marabu Business Class, we will convey one piece of sports equipment up to 30 kg (200 cm length x 40 cm width x 100 cm height or 300 cm length x 40 cm width x 60 cm height) without a surcharge. Timely registration thereof is required no later than eight hours prior to departure. Kindly register your sports equipment free of charge via our service centre or a travel agency of your choice. In the event of failure to register on time, we cannot guarantee carriage of these items.

16.5.3. The special and excess baggage charges can be found on Marabu's website (www.flymarabu.com).

16.6. Transport packaging for sports equipment and special baggage

16.6.1. The carriage of sports equipment and special baggage and sports equipment is possible only in suitable transport packaging or transport containers. Each item of sports equipment must be packed and checked separately, i.e. separate from the normal baggage you check. Failure to comply with this will result in your entire baggage being charged at current excess baggage rates which could possibly exceed the flat-rate charge for sports equipment and special baggage. The staff members at the check-in counter reserve the right to carry out random checks on sports equipment and special baggage and, if necessary, to refuse carriage in the event of non-compliance with the relevant regulations. Please note that sports equipment may contain no articles other than those required specifically for carrying out the sports activity concerned – this applies above all to clothing. Kindly note that sports equipment and special baggage must be registered. Registration thereof is only possible up to eight hours prior to departure.

- 16.6.2. No registration of special baggage is required in respect of strollers, buggies, child travel beds and child car seats if the items concerned are not to be used on board. Moreover, sunshades and excess baggage in suitcases up to 20 kg over the free baggage allowance do not have to be registered. Due to the extended period of time needed for checking in sports equipment and special baggage, you are kindly asked to report to the check-in counter no later than 120 minutes (in the case of USA / Canada flights 180 minutes) prior to the scheduled departure time. The charges for the carriage of sports equipment and special baggage as well as for excess baggage are payable when registering by credit card, but no later than at the time you check in. Subsequent payment is not possible.
- 16.6.3. In the event that feeder flights to and/or from departure and/or destination airports are used, the terms of the airline company executing the first flight segment apply for the entire route. You are urgently advised to contact the airline company concerned in advance for any information you may require.

16.7. The checked baggage cannot contain:

- 16.7.1. Cash, jewels, precious metals, cameras, mobile telephones, electronic devices (e.g., laptops or PCs), fragile low-vision aids, business papers, samples, valuable works of art with a market value in excess of 300 Euro, perishable and fragile items, passports and other identification documents, urgently needed medicines as well as valuables in excess of 300 Euro (the replacement value applies) insofar as they are not used for clothing purposes.
- 16.7.2. Pursuant to Article 20 of the Montreal Convention, Marabu assumes no liability for damage to or loss of articles that are improperly included in checked baggage contrary to the above regulations. This also applies to consequential and indirect damage that may arise due to the carriage of such items in checked baggage.

17. LIABILITY AND CLAIM ASSERTION DEADLINE

Marabu is liable according to the legal regulations as well as the conditions of this GTBC.

17.1. Liability according to the Montreal Convention

The carriage of persons, baggage and freight is subject to the convention of 28 March 1999 for the standardisation of certain regulations concerning international carriage by air (Montreal Convention) and to Regulation (EC) 2027/97 as amended by Regulation (EC) No. 889/02. The Montreal Convention regulates and limits the liability of Marabu in respect of death or personal injury as well as of the loss of or damage to baggage and of delays.

17.2. Liability is limited according to the Montreal Convention as follows:

- 17.2.1. There are no maximum liability limits in respect of the death or personal injury of passengers. In the case of personal injury up to an amount of 128,821 SDRs (approx. 165,000 Euro) Marabu is excluded from raising objections based on culpability.

However, if an injured party was partly responsible for the injury, the standards of the applicable laws regarding the exclusion or reduction of duty for compensation due to joint responsibility will apply. For any damage in excess of the above, Marabu is not liable if it can prove that the damage is not attributable to illegal and culpable action or neglect on its part or on the part of persons appointed by it or is exclusively attributable to the illegal and culpable action or neglect of a third party (Article 21 MC). Marabu will pay an advance amount for coverage of the immediate economic needs of the claimant concerned of no less than 16,000 SDRs (approx. 20,500 Euro) within 15 days of ascertainment by the person entitled to compensation of damages.

17.2.2. In the case of the destruction, loss in full or in part, damage or delay of checked baggage, liability is limited to 1,288 SDRs (approx. 1,650 Euro). In the event that the value of the baggage you check exceeds this amount, you should provide the air carrier with notification to this effect or ensure prior to the journey that your baggage is fully insured. The price of carriage does not include insurance. You are urgently advised to obtain insurance covering cancellation of travel as well as loss of or damage to baggage. We would be pleased to broker such coverage via our insurance partner HanseMerkur Reiseversicherung AG, Siegfried-Wedells-Platz 1, 20354 Hamburg, Germany. We are not responsible for claims settlement.

17.2.3. In case of the delay of carriage of the passenger by air, liability is limited to 5,346 SDRs (approx. 6,835 Euro).

17.3. The passenger's disclosure and reporting obligation in the event of damage, (partial-) loss or destruction of luggage

17.3.1. Any damage, loss in full or in part or destruction of baggage must be reported to us in writing as soon as possible. In the case of damage or loss in full or in part, notification of the damage or loss must be made at the airport; you will be provided with a Property Irregularity Report. If the checked baggage is accepted at the baggage delivery point, we assume (unless proof to the contrary is supplied) that we delivered the checked baggage to you in an undamaged and complete state. Any scratches, small dents and scrapes do not constitute damage to the checked baggage, as these are signs of the wear and tear caused by the intended use. Kindly ensure that your baggage is capable of withstanding the stress and strain of air carriage and is above all adequately waterproofed. The limitations of liability do not apply insofar as damage is attributable to wilful or negligent behaviour on the part of Marabu.

17.3.2. In the case of damage to or the partial loss of checked baggage, written notification to this effect must be sent to us without delay, but no later than 7 days after you are in possession of the baggage or within 21 days in the case of delayed baggage. The time of mailing the written notification applies. The supply of a Property Irregularity Report does not equate to compliance with the above-mentioned deadlines.

17.3.3. If the damage is attributable in part to the culpable behaviour of the party suffering the damage, the relevant statutory requirements in respect of the exclusion of or reduction in the obligation to pay compensation apply in the case of contributory negligence by the injured party. This also applies to the extent the party suffering the damage fails to meet with his obligation to mitigate and minimise loss. Marabu is not liable for any

damage arising from its compliance with statutory requirements or your non-compliance with duties arising from the requirements concerned.

17.3.4. The provisions set out under the Montreal Convention remain unaffected by the above-mentioned requirements.

17.4. Time limit for bringing a complaint

Claims for compensation may be asserted only within a period of two years starting from the day on which the aircraft reaches its destination, on which it should have reached its destination or on which carriage was interrupted.

18. FLIGHT TIMES, DELAYS AND FLIGHT CANCELLATIONS / FLIGHT TIME CHANGES, PASSENGER RIGHTS

18.1. Change of the scheduled departure time due to exceptional circumstances, immediate notification of the passenger

18.1.1. Marabu is entitled to change the planned departure times if the change is due to exceptional circumstances that could not have been avoided even using all reasonable measures.

18.1.2. Such exceptional circumstances can include in particular political instability, weather conditions that contraindicate the operation of the respective flight, safety/security risks, unexpected flight safety problems and a strike that impedes the operations of an airline company. Marabu has the burden of proof that the change is due to exceptional circumstances that could not have been avoided even using all reasonable measures.

18.1.3. Marabu will inform all passengers immediately upon obtaining knowledge of the required changes to the departure time.

18.2. Change of the scheduled departure time due to flight operational reasons, notification of the passenger 2 weeks in advance of scheduled departure

18.2.1. Marabu is also entitled to change the planned departure times if the change is announced at least two weeks before the planned departure time and is due to air traffic-related reasons that could not have been avoided even using all reasonable measures.

18.2.2. Air traffic-related reasons can include in particular necessary changes as part of the federal assignment of take-off and landing rights (slot assignment) and restricted operations at airports, as well as reasons related to national and international flight safety and traffic regulation agencies. Marabu has the burden of proof that the change is due to air traffic-related reasons that could not have been avoided even using all reasonable measures.

18.2.3. Marabu will inform all passengers immediately upon obtaining knowledge of the required changes to the departure time.

18.3. Change of aircraft, vicarious agents, notification of passenger

- 18.3.1. Marabu is – if necessary - entitled to change the aircraft used and transfer carriage in full or in part to a third party/subcontractor, in which case Marabu remains responsible for the carriage booked.
- 18.3.2. In the event of changing to another airline company, Marabu will immediately initiate all appropriate steps in order to ensure that the passenger is informed about the change as quickly as possible. The passenger is always informed when checking in, at the latest however, when boarding the aircraft (EC regulation 2111/05).

18.4. Change of flight due to extraordinary circumstances

- 18.4.1. Except where expressly stated differently elsewhere in these GTBCs, Marabu cannot pay any compensation, damages, expenses, costs, losses or any other amount of any description or otherwise accept responsibility if Marabu has to change or cancel your flight or your flight cannot be provided as or when agreed, or your flight arrangements prove deficient or you suffer any loss or damage of any description as a result of circumstances or an event beyond the control of Marabu, which Marabu could not foresee or avoid even after taking all reasonable care.
- 18.4.2. Such circumstances will usually include, but are not limited to war, serious security problems such as terrorist activity, airport closures, airspace closures (as well as other air traffic management decisions which may give rise to long overnight delays or cancellations of one or more flights), civil unrest or events arising out of political instability, industrial dispute or strikes, fire, natural or nuclear disaster, bad weather and all similar circumstances and in all such cases whether, actual or threatened. References in these GTBCs to 'exceptional circumstances' mean such circumstances.

18.5. Notice pursuant to Regulation (EC) 261/2004 on passenger rights

- 18.5.1. In cases of non-carriage due to overbooking, flight cancellations and delays of at least two hours, you have the following rights as set out in the above-mentioned regulation. This notice is necessary but does not constitute any basis for asserting compensation claims or for interpreting the liability regulations laid down in the Montreal Convention.
- 18.5.2. The rights set out in the regulation only apply if you have a confirmed booking for the flight concerned, you appear at the check-in counter at the time indicated or, if no time is indicated, no later than 45 minutes prior to the scheduled departure time and you have booked the flight at a tariff available to the general public.
- 18.5.3. In the case of delays of more than 2 hours for flights of up to 1,500 km, of more than 3 hours for flights of between 1,500 km and 3,500 km and of more than 4 hours for flights of over 3,500 km, you are entitled to customer care services in the form of food and beverages in accordance with the carriage class booked and, depending on the length of the waiting time concerned, two telephone calls or telefaxes or e-mails and hotel accommodation in the event that the flight does not depart until the day after the scheduled date of carriage. Should the flight be subject to further delay on account of the provision of customer care services, you have no further entitlement to the services concerned. In the case of delays of more than 5 hours, you have the right to cancel the

carriage contract and have the cost of the ticket refunded within 7 days, if the purpose of the journey is no longer relevant due to the delay, and, if applicable, the right to a return flight to the starting point of your journey at the earliest possible point in time.

- 18.5.4. In the case of overbooking, you are entitled to receive customer care services. Moreover, we will offer you alternative carriage to your destination airport under comparable conditions. If you refuse the carriage offered, you are entitled to have the ticket costs refunded. In all cases, you can claim compensation based on the distance the flight concerned travels. In the case of flights travelling up to 1,500 km, the compensation payment amounts to €250.00 per passenger; in the case of domestic flights travelling more than 1,500 km and all other flights with a distance between 1,500 km and 3,500 km, €400.00; and in the case of all other flights, €600.00. You have the choice between cash payment and a flight voucher. If we offer you an alternative flight to your destination airport and the aircraft arrives no more than 2, 3 or 4 hours late depending on the distance travelled, the compensation payment will be reduced by 50%. Your claim to the above-mentioned services will be excluded if you are refused carriage on the grounds of the regulations mentioned previously and those mentioned in the following.
- 18.5.5. In case of the cancellation of a scheduled flight, you have the same right to receive customer care services, compensation and the refund of ticket costs as in the case of non-carriage subject to the requirements mentioned. You have no claim to the above-mentioned rights if the cancellation is attributable to exceptional circumstances that could not be avoided despite all possible measures having been taken. Your claim to compensation also lapses if we inform you of the flight cancellation at least 14 days prior to the scheduled departure, or if we inform you between 14 and 17 days prior to the scheduled departure that the departure is delayed by no more than 2 hours and the arrival by no more than 4 hours, or less than 7 days prior to the scheduled departure that the departure is delayed by no more than 1 hour and the arrival by no more than 2 hours.
- 18.5.6. Marabu is entitled to declare that any compensation payments are to be set off against claims for damage irrespective of the legal grounds of the case concerned.

19. ELECTRONIC DEVICES, SEATBELT FASTENING REQUIREMENT, NON-SMOKING FLIGHTS, ALCOHOLIC BEVERAGES, ALLERGIES, TRAVEL DOCUMENTS, VIOLATION OF ENTRY REGULATIONS AND LEGAL CONSEQUENCES

19.1. Electronic devices

The unauthorised operation of electronic devices on board, e.g. mobile telephones, laptops, CD players, electronic games and devices with transmission functions and walkie-talkies is prohibited and can be a punishable offense. Exceptions to this are hearing aids and cardiac pacemakers. Kindly observe the instructions given by the staff on board. Should you be unsure as to whether the operation of a device you have taken on board with you is permitted, please also contact the staff on board.

19.2. Seatbelt fastening requirement

Kindly note for your own safety that you are required to keep your seatbelt fastened during the entire flight when seated. You are, in principle, required to remain seated throughout the flight. The instructions of the staff on board require strict compliance.

19.3. Non-smoking flights

Smoking is prohibited in all parts of the aircraft and during your entire stay on board. This includes the use of electronic cigarettes, tobacco heaters, vaporizers and similar devices, even if they are used for the consumption of substances other than nicotine. Violations of the ban on smoking will immediately result in legal action being taken and can cause the flight to be interrupted. Any costs incurred as a result are payable by you in all cases.

19.4. Alcoholic beverages

Consuming alcoholic beverages, you have brought on board yourself is prohibited during your entire stay on board the aircraft. If you do not obey this rule, you may be excluded from transportation in the future.

19.5. Allergies

Please note that, in your own interest but also in the interest of other passengers and the safety of the flight, you must inform us of any allergies you may have to certain foods or ingredients at least 24 hours prior to departure. Marabu cannot guarantee that passengers will not be exposed to allergens on board. We are under no obligation to transport passengers with allergies to certain foods or ingredients involving the risk of seriously endangering their own health and cannot guarantee the absence of those allergens in our food or air.

19.6. Travel documents

19.6.1. You are obliged and it is your own responsibility to obtain the entry and exit documents and visas needed for your journey and to observe all the regulations prescribed by the countries the aircraft flies over, to or from; the same applies to our relevant regulations and instructions. We are not liable for any consequences you may incur from your failure to obtain the necessary documents or comply with relevant regulations or instructions. You are obliged prior to departure to present entry and exit documents, visas, health certificates and any other certificates required by the relevant countries and allow us to make copies of the documents concerned. In case of short-term acquisition of data at the airport which are relevant for entry, we are entitled to charge a service fee. The charges for the collection of passenger data at the airport can be found on the Marabu website (www.flymarabu.com).

19.6.2. We reserve the right to refuse your carriage if you do not comply with the relevant requirements or your documents are incomplete. We are not liable for any losses or expenses you may incur due to your non-compliance with the given regulations.

19.7. Violation of entry regulations and legal consequences

- 19.7.1. If you are refused entry into a given country, you are then obliged to pay the fine imposed on us by the country concerned. You are moreover obliged to pay the applicable total fare in the event that you have to be brought to your place of departure or another location by order of the relevant authorities due to the fact that you may not enter a given country (transit or destination country). For payment of the total fare concerned, we can use the money paid by you for unused carriage or any means of payment of yours in our possession at the time. No refund will be made for the total fare paid for carriage to the place of refused entry or deportation.
- 19.7.2. In the event that we are asked to pay any penalties or fines, make a deposit on them or pay any other expenses due to the fact that you have not observed the regulations of the country concerned in respect of transit or entry or due to the fact that the documents required by the given regulations are either not in order or not available at the time, you are then obliged at our request to reimburse us for the penalties or fines paid, the amounts deposited and the expenses incurred. Marabu or the employees of the operating carrier are entitled to use the means of payment in your possession at the time to cover the expenses concerned. The amount due for penalties and fines varies from country to country and can far exceed the total fare. In your own interest, you are therefore urgently advised to ensure that you comply with the entry regulations of the given country.

20. DATA PROTECTION

You acknowledge having provided Marabu with your personal data for the following purposes: the execution of your flight bookings, the purchase of any additional services required, the performance of entry formalities and the transmission of such data to the relevant authorities in connection with the execution of your flight. You authorise Marabu to forward the data concerned in order to fulfil the above-mentioned purposes to its own offices, authorised agents, relevant domestic and foreign authorities, other airline companies and other providers of the above-mentioned services. We also make use of the assistance of external service provision companies within the framework of the customer care services we offer. Their members of staff are naturally subject to the same strict statutory data protection regulations as our own staff.

21. INSURANCE

Marabu recommends that you conclude a travel insurance package, particularly with regard to travel cancellation insurance for your flight (this can be booked separately), and insurance covering repatriation costs in the event of sickness, accident or death. This insurance is not included in the total fare. If you book insurance as part of your flight, Marabu is only the broker and tasked with collecting the insurance premium. The insurer is HanseMerkur Reiseversicherung AG, Siegfried-Wedells-Platz 1, 20354 Hamburg, Germany. Please note that it is necessary to notify a claim directly to the insurer and Marabu is not responsible for claim settlement.

22. NOTICE PURSUANT TO THE ANNEX TO REGULATION (EC) 2027/97 AS AMENDED BY REGULATION (EC) 889/02

This notice is required pursuant to Regulation (EC) 889/02; it does not constitute any basis for asserting compensation claims or for interpreting the provisions set out under the Montreal Convention. As we are obliged by law to publish this notice, it is not part of the carriage contract concluded between you and Marabu.

This notice summarises the liability rules applied by Community airline companies as required by Community legislation and by the Montreal Convention.

22.1. Compensation in the event of death or personal injury

There are no maximum liability limits in respect of the death or personal injury of passengers. In the case of personal damage up to an amount equivalent to 128,821 SDRs, the airline company cannot contest claims for compensation. In the case of claims for amounts in excess of that set out above, the airline company can defend itself against such claims by proving that it was not negligent or otherwise at fault.

22.2. Advance payments

If a passenger is killed or injured, the airline company must make an advance payment to cover immediate financial needs within 15 days of the identification of the person entitled to compensation. In the case of the passenger's death, the advance payment concerned must be no less than an amount equivalent to 16,000 SDRs.

22.3. Delays in the carriage of passengers

As far as delays in the carriage of passengers are concerned, the airline company is liable for any damage incurred as a result unless it took all reasonable measures to avoid the given damage, or it was impossible to take such measures. The liability for any damage due to the delay in the carriage of passengers is limited to an amount equivalent to 5,346 SDRs. Any liability in accordance with Regulation (EC) 261/04 remains unaffected by this.

22.4. Delays in the carriage of baggage

As far as delays in the carriage of baggage are concerned, the airline company is liable for any damage incurred as a result unless it took all reasonable measures to avoid the given damage, or it was impossible to take such measures. The liability for any damage due to the delay in the carriage of baggage is limited to an amount equivalent to 1,288 SDRs.

22.5. Destruction, loss or damage to baggage

The airline company is liable for destruction, loss or damage to baggage up to an amount equivalent to 1,288 SDRs. In the case of checked baggage, it is liable even if not at fault insofar as the baggage was not previously defective. With regard to baggage that is not checked, the airline company is only liable for its culpable

behaviour.

22.6. Higher liability limit for baggage

A passenger can benefit from a higher liability limit by making a special declaration no later than the time he or she checks in and by paying a surcharge.

22.7. Baggage complaints

If baggage is damaged, delayed, lost or destroyed, the passenger must provide the airline company with written notification to this effect as soon as possible. Passengers whose checked baggage sustains damage must provide written notification to this effect within 7 days; if baggage is delayed, written notification is required within 21 days.

22.8. Liability of contractual and executing airline company

If the air carrier actually operating the flight is not the same as the contractual airline company, the passenger has the right to address a complaint or a claim for damages to either.

22.9. Claim assertion deadlines

Any action in court to claim damages must be brought within two years of the date of arrival of the aircraft or of the date on which the aircraft should have arrived. The above requirements are based on the Montreal Convention dated 28 May 1999 that was implemented in the European Community via Regulation (EC) 2027/97 as amended by Regulation (EC) 889/02 and via the national legislation of the member states.

23. APPLICABLE LAW, JUDICIAL VENUE AND DISPUTE RESOLUTION PROCEDURE

23.1. Applicable law

The carriage contracts concluded with Marabu and these General Terms and Conditions of Business and Carriage are subject to the laws of Estonia.

23.2. Venue

Harju County court in Estonia will be the judicial venue for claims asserted by passengers under these General Terms and Conditions of Business and Carriage. This agreement on the judicial venue does not apply to claims asserted on the basis of the Montreal Convention or Regulation (EC) 261/04.

24. RAIL & FLY

24.1.1. "Rail & Fly" rail tickets can be booked only in conjunction with a Marabu flight (airline code MBU) via Marabu seat-only sales outlets either at a travel agent, at

www.flymarabu.com or via the Marabu's Service Centre. Marabu is merely a broker of the carriage services provided by the relevant rail service operator and assumes no liability whatsoever for them.

24.1.2. The "Rail & Fly" ticket is available for first and second class. The rail ticket entitles the holder to travel on all trains and routes within the German rail network of the relevant rail service operator. The rail tickets can be used one day prior to the flight departure date, on the actual flight departure date and one day after. When selecting your train connection, kindly note that it must correspond to the direct route between your place of domicile and the departure airport.

24.1.3. We would like to point out that delays to services of rail service operator due to external circumstances can never be completely excluded. You should therefore select your rail connections such that you are able to appear at the check-in counter no later than 180 minutes prior to the planned departure time. You have sole responsibility for your timely arrival at the departure airport.

24.1.4. Cancellation of rail tickets (Rail & Fly) is possible free of charge up to 24 hours prior to your scheduled flight departure. After this time, no cancellation is possible, not even for the return rail journey. As far as the timely cancellation of the tickets is concerned, you are required to notify us of this in writing by returning the original rail tickets supplied to you. The point in time of cancellation depends on the time at which we receive notification of cancellation. The cost of carriage charged by the rail service operator is collected by us on behalf of the rail service operator.

24.1.5. If purchased online, the "Rail & Fly" product is available only on the German website.

24.1.6. Charges for the "Rail & Fly" tickets can be viewed on the website of Marabu (www.flymarabu.com).

Version dated 31.03.2026, subject to amendment without prior notice.

Marabu Airlines OÜ

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