

# Regulation

"Embrace Ukraine", is a solidarity initiative of social responsibility of Transportes Aéreos Portugueses, S.A. ("TAP"), targeting humanitarian aid organizations in Ukraine.

All participating entities agree to this Regulation and accept the terms and conditions provided herein.

## **Through this Initiative, TAP will offer:**

- Passenger tickets and cargo transport, on the Lisbon-Warsaw route, according to the availability on each flight, at the time of booking, subject to the conditions described in this Regulation.

## **Eligibility requirements:**

- To benefit from this Initiative, humanitarian aid organizations ("Entity") must apply by filling out the respective form.
- Only Portuguese corporate entities, legally constituted, can apply, and individual requests are not accepted.

## **Conditions of the initiative:**

- Passenger tickets and cargo transport can only be used in flights operated by TAP, being subject to the flight availability and to TAP's General Conditions of Carriage, and tickets are not endorsable for other airlines.
- Airport, boarding, emission, or fuel charges for the ticket(s), as well as any other fees that may apply to the air passenger transport or cargo transport service (or local cargo pick-up fees, if any) or other fees set by the competent authorities of the countries concerned, during the duration of this Initiative, will be fully supported by the Entity.
- Potential changes in the tickets' dates will be evaluated on a case-by-case basis and according to availability on each flight.
- Tickets are intended for volunteer and professional employees of the Entity, as a humanitarian aid organization, indicated by them, and are personal and non-transferable, intended exclusively for travel under this Initiative, and it is not allowed to use such tickets for commercial or in any profitable way, or to favor third parties.

- Cargo support is intended for humanitarian entities and includes medical supplies, medicines, and other humanitarian aid goods.
- The Entity is responsible to ensure that the packages are properly packed and that the collection and distribution at destination is assured.
- Dangerous goods will not be accepted.
- TAP may, at any time in its sole discretion, require the Entity to submit documents proving the verification of the requirements.
- Each Entity may request support from TAP under this Initiative more than once.
- The Entity will be contacted by email in response to the submitted requests for support. Requests that are not submitted at least 72 hours in advance will not be processed.
- The Entity authorizes TAP its name disclose, as well as the entire content of its participation in this Initiative, through any media, and no compensation for the use of such content is due.
- The use of TAP's name, brand, or logo for any purposes other than this Initiative and/or without TAP's prior written permission and in the contents and forms previously validated by TAP is expressly forbidden.
- It is expressly forbidden to assume the identity of another Entity or act unlawfully on behalf and representation of others, and the Entity may not assign its position in this Initiative or any rights and obligations arising from the same, without the knowledge and prior written authorization of TAP.
- The Entity is responsible for all expenses and charges related to the use of passenger tickets and cargo transport, in particular any fines that may be imposed on TAP, due to the lack of any document necessary for entry and/or residence in the countries of destination or transit.
- Requests by the Entities contacted by TAP must be made exclusively by the Entity and must contain the full identification of passengers, on behalf of whom their tickets are intended to be issued.
- Participation in this Initiative implies compliance with all the requirements set out in this Regulation and for as long as this Initiative remains in force.
- All tickets issued under this Initiative expire with its termination for any reason.

**Disqualification factors:**

- TAP reserves the right to exclude from this Initiative, without prior notice, any Entity that does not comply with the terms of this Regulation, that acts in bad faith, provide false statements, or uses falsified documentation, or that vitiates, in any way, this solidary initiative.

## **Privacy and personal data:**

- The omission and/or inaccuracy of the data provided by the Entity is their sole responsibility.
- The Entity accepts that the provision of the respective data is necessary and mandatory for the purposes of participation in the Initiative, allocation of transport facilities, and billing of any amounts due, as provided for in this Regulation.
- The Entity authorizes the data provided to be collected and processed by TAP and may be communicated to administrative service providers for the purpose of contacting and implementing this TAP support. TAP guarantees their confidentiality and security.
- When the Entity sends to TAP the personal data of its volunteers or professionals necessary for the issuance of their air transport contracts, they ensure that they have ensured the proper consent of the holders and that they have been informed of their rights in relation to the management of that consent.
- This personal data will be processed by TAP only for compliance with the transportation contract, in accordance with the terms contained in its privacy policy, which can be found in <https://www.flytap.com/en-pt/privacy>.

## **General conditions of the Regulation**

- TAP reserves the right at any time to determine the space available on each flight for the purposes of this Initiative or to change, suspend or cancel this Initiative, without implying any compensation to the Entity.
- TAP reserves the right at any time to amend this Regulation, without prior notice, and the new rules will be in force immediately after its disclosure.
- Any questions or clarifications must be sent by the Entity to the e-mail address [embracingukraine@tap.pt](mailto:embracingukraine@tap.pt).
- Unless otherwise provided in these Regulations, in the event of a conflict between it and any specific regulations, this Regulation shall prevail.