

## Bid for Upgrade: Terms and conditions

When you place a bid with our "Bid for Upgrade" service, you agree to these Terms and Conditions.

### 1. General

The following Terms and Conditions apply when you make a bid to Norse Atlantic Airways AS or Norse Atlantic UK Ltd for a chance to upgrade to the Premium cabin or Extra Legroom seat from the Economy cabin (Light, Classic or Plus ticket) with the "Bid for Upgrade" service.

These Terms and Conditions must be seen in relation to our Conditions of Carriage.

### 2. Applicability

Bids for upgrade to the Premium cabin or Extra Legroom seat in economy can only be placed on selected flights on our international long-haul routes with the 787 Dreamliner.

In order to make a bid, you need to hold a valid Light, Classic or Plus ticket. You can only make a bid for flights you already have a valid ticket for.

Bid for Upgrade is not available if you are travelling with an infant. Bid for Upgrade may not be available for bookings made through a travel agency.

If you already have upgraded to the Premium cabin at a fixed price, you cannot downgrade to a Light, Classic or Plus ticket in order to use "Bid for Upgrade" instead. Or if you already have paid and selected an extra legroom seat in our economy cabin you cannot bid for an extra legroom seat.

### 3. Passengers

If you are more than one passenger travelling on the same booking, a bid for an upgrade will apply for all passengers in the booking. Your bid is done per passenger, and the total amount will equal your bid multiplied by the number of passengers in your booking.

If a bid for upgrade is accepted, all passengers in the booking will consequently be upgraded to the Premium cabin or extra legroom seat in economy and only on receipt of full payment for bid amount.

### 4. Bid placement

In most cases, Bid for Upgrade will be made in the same currency as the original booking. If the currency is unavailable, the bid will be made in US Dollars (USD).

Your bid can be as small or big as you'd like within the price range defined in the bid-slider. How big your bid must be to win you an upgrade depends on a number of criteria, such as the number of passengers placing a bid for the same flight, seats left in the Premium cabin or extra leg room seats left in economy, etc. We reserve the right to keep these criteria undisclosed.

Your bid amount will be added to the cost of your ticket.

Bid for Upgrade can only be made with a valid credit card. You must provide your credit card details when placing your bid, however, you will not be charged unless your bid is accepted.

Once your bid has been accepted, your credit card will be charged the full amount immediately. Norse Atlantic Airways AS or Norse Atlantic UK Ltd will issue an upgrade to Premium Cabin or extra legroom seat within the economy cabin for each passenger in the booking. The total amount charged will include all pre-payable taxes.

The credit card provided at the time that you placed the bid must be valid and have sufficient funds when the upgrade is performed.

#### 5. Modify or cancel your bid

After you've placed your bid, you can modify or cancel your offer up to 4 hours before your scheduled departure. However, your bid may be accepted before this. If your bid is accepted, you will no longer be able to cancel or modify your offer.

#### 6. Bid acceptance

Norse Atlantic Airways AS or Norse Atlantic UK Ltd is under no obligation to accept your bid. Any accepted bid is under the sole discretion of Norse Atlantic Airways AS or Norse Atlantic UK Ltd.

You agree to that your bid remains open to acceptance up to 4 hours prior to your scheduled flight. You may revise or cancel your offer up until 4 hours prior to your scheduled flight, given that your bid has not been already accepted by Norse Atlantic Airways AS or Norse Atlantic UK Ltd before this.

Norse Atlantic Airways AS or Norse Atlantic UK Ltd may accept your bid at any time up to 4 hours prior to your scheduled flight. Once your bid has been accepted, you are legally bound to complete your payment for the price stated in your final bid. After this you will not be able to modify or cancel your bid.

You will be notified if your bid has been accepted or declined before your scheduled departure.

## 7. Fare conditions

If your bid is accepted, the fare conditions of your original ticket also apply for your upgraded ticket, including, but not limited to, cancellation policies and change fees.

Special requests (e.g. special assistance/meals/baggage) will automatically follow the new upgraded booking or extra leg room seat. Prepaid seating, meals and baggage associated with your original ticket type will not be refunded.

## 8. Seating

If your bid is accepted, we will do our utmost to seat all passengers in the booking together. We are unable to guarantee specific seat allocation.

## 9. Refunds

### 9.1 Upgrades from Light or Classic tickets to Premium tickets or extra legroom seats

Once the bid is accepted, no refunds or cancellations are applicable, unless

Your scheduled flight was cancelled, and Norse Atlantic Airways AS or Norse Atlantic UK Ltd is not able to seat you in Premium Cabin or extra legroom seat for a re-accommodated flight.

Your scheduled flight was cancelled, and Norse Atlantic Airways AS or Norse Atlantic UK Ltd is not able to re-accommodate you to another flight.

### 9.2 Upgrades from Plus tickets to Premium tickets or extra legroom seats

Once the bid is accepted, the bid amount is non-refundable, unless

Your scheduled flight was cancelled, and Norse Atlantic Airways AS or Norse Atlantic UK Ltd is not able to re-accommodate you to another flight.

## 10. Changes to these Terms and Conditions

Norse Atlantic Airways AS or Norse Atlantic UK Ltd reserves the right to change, alter, adapt or remove portions of these Terms and Conditions at any time and without prior notice.

## Norse Neighbour Free Terms and Conditions

### Definitions

The following definitions apply to these Terms and Conditions:

Norse refers to Norse Atlantic UK Ltd and Norse Atlantic Airways AS

Eligible Customer refers to the recipient to whom Norse, in its absolute and sole discretion, extends an Invitation.

Invitation refers to an invitation that Norse extends to the Eligible Customer to select Neighbour Free when travelling in Economy cabin.

Neighbour Free refers to the empty seat(s) next to the Standard seat of an Eligible Customer, which has been reserved, for a cost, on their eligible flight.

Nominated Payment Card means one of the credit cards, charge cards or debit cards which must be used to make a payment, or such other form of payment as approved by Norse from time to time.

Original Booking is the fare purchased and Segment(s) of the booking made by the Eligible Customer to which an Invitation extends.

Segment refers to the portion of a journey between two consecutive points on an itinerary.

### Neighbour Free eligibility

2.1 Eligible Customers must be at least 15 years of age to select Neighbour Free.

2.2 Norse may, in its absolute and sole discretion send an Invitation to an Eligible Customer to make a Neighbour Free reservation.

2.3 Neighbour Free may be offered to customers travelling in Economy on Norse operated flights in a Standard seat ( Extra Legroom seats and Seats with a Bassinet are ineligible for this offering), subject to availability and may not be available on all flights.

### Making a Neighbour Free selection

3.1 Norse may send an Eligible Customer an Invitation for one or more Segments on the Original Booking. Neighbour Free reservations may be accepted or rejected for some, none, or all Segments in the Original Booking.

3.2 A Neighbour Free reservation can only be made on behalf of all passengers on the Original Booking.

3.3 By selecting Neighbour Free, the Eligible Customer confirms that they are an Eligible Customer and has authority to act on behalf of and to bind all the passenger(s) on the Original Booking.

3.4 Norse Credits and other forms of payment or consideration not provided for in these Terms and Conditions cannot be used to make or fulfil a Neighbour Free reservation.

3.5 If an Eligible Customer's Original Booking is changed or cancelled after an Invitation is sent to that Eligible Customer and before the Eligible Customer has reserved the seat next to them to remain Neighbour Free, the Invitation will be forfeited.

3.6 Neighbour Free refers to the personal seat space only and doesn't include any additional baggage allowances and cannot be used for infant seating or to place items such as carry-on baggage or musical instruments.

3.7 The amount paid for Neighbour Free is separate and additional to the amount paid (if applicable) for seating in the Original Booking.

3.8 Only one Neighbour Free selection can be made for each Segment in the Original Booking regardless of the number of passengers in the Original Booking. A Neighbour free selection can be to block 1 or 2 seats.

#### Acceptance of Neighbour Free

4.1 Receiving an Invitation and/or reserving Neighbour Free does not in any way guarantee that the reservation will be accepted.

4.2 An Eligible Customer is notified of availability at the time they receive an Invitation to purchase.

4.3 A Neighbour Free reservation may be made and paid for between 72 hours and up to 2.5 hours before departure.

4.4 Eligible Customers will receive notification confirming the seat next to them is Neighbour Free after payment has been made. Customers who have reserved and paid for Neighbour Free will see their new seat allocation reflected, and the seat next to them marked as unavailable for selection.

4.5 Norse will deduct the amount for the Neighbour Free reservation from the Nominated Payment Card at any time from the time of acceptance until the scheduled flight departure time. Customers are responsible for ensuring that they have sufficient funds on their Nominated Payment Card at the time of purchase.

4.6 When Neighbour Free is reserved, an Eligible Customer will be charged any money payable in the currency displayed on the payment page.

4.7 The fare conditions of the Original Booking continue to apply to the Neighbour Free reservation.

4.8 Once payment is accepted for a Neighbour Free reservation, no additional Neighbour Free purchases will be available for any additional passengers on the Original Booking.

4.9 Any special requests, including meal or seating requests, whether included in the Original Booking, will not be applied to the Neighbour Free reservation.

4.10 The seat next to you cannot be guaranteed as Neighbour Free as seats may need to be changed for operational, safety or security reasons, even after boarding the aircraft.

#### Cancellations

5.1 If an Eligible Customer fails to board a flight for which a Neighbour Free purchase has been confirmed (no-show), the Eligible Customer will forfeit the total amount of their Neighbour Free purchase, including the value deducted from their Nominated Payment Card.

#### Refunds

6.1 Neighbour Free will only be refundable:

if prior to departure, a seat change is made by Norse or the Eligible Customer, to a Segment on which an associated Neighbour Free purchase has been confirmed;

if the Segment in the Original Booking is cancelled by Norse;

if the Eligible Customer is seated in a different Standard seat by Norse, for any Segment or part thereof for operational, safety or security reasons, or is affected by a flight disruption, and the Eligible Customer has retained all issued boarding passes and any other documentation reasonably requested by Norse; or

under certain circumstances including under the Applicable Consumer Law.

6.2 Subject to Clause 6.1:

a) Refunds will automatically be processed when your reservation is no longer available, or at least two hours after the departure of the flight. A confirmation email will be sent to the nominated email address of the Original Booking confirming the refund to the original form of payment. Allow two weeks for funds to appear in your account.

b) If you're eligible for a refund and haven't received confirmation of your refund, refund requests can be lodged at Norse.com:

- after the flight in the Original Booking has departed or has been cancelled;
- no later than 12 months after departure of the flight in the Original Booking; or
- 12 months from the date of the Original Booking.

Refund requests can be lodged by contacting Norse customer service details of which are available at Norse Help Centre Refunds will be actioned within three to five business days and we'll email you confirming your refund has been processed to your original form of payment. Allow two weeks for funds to appear in your account.

6.3 Refunds will be processed in the currency in which payment for the Neighbour Free reservation was made and to the Nominated Payment Card used to make the payment.

6.4 Neighbour Free Terms and Conditions including refunds, are independent of Seat selection and fare refund conditions.

## General

7.1 Norse reserves the right to modify these Terms and Conditions. These Terms and Conditions should be read in conjunction with our Conditions of Carriage, Website Terms of Use and Privacy Policy.