

IBERIA PLUS PROGRAMME BASIC CONDITIONS

YOU ARE REQUESTED TO KINDLY READ THESE GENERAL CONDITIONS CAREFULLY. THEY COMPRISE THE TERMS OF THE AGREEMENT TO BE ACCEPTED AS A PREREQUISITE IN ORDER TO TAKE PART IN THE "IBERIA PLUS" PROGRAMME AS A CARDHOLDER.

I. PARTICIPATION IN THE PROGRAMME

1. The "**IBERIA PLUS**" Programme (hereinafter referred to as the "**Programme**" or "**Iberia Plus**") offers Iberia Plus cardholders the opportunity to obtain "Points" when purchasing products and/or services from Participating Companies and exchange such points for other products and/or services supplied by Participating Companies. Point obtention and exchange shall be subject to the conditions from time to time laid down by the Programme.

2. "**Participating Companies**" or "Partners" are the organisations, which have entered into a partnership agreement and joined the Iberia Plus Programme. Such companies make available to Iberia Plus cardholders certain services which may either be purchased with such a purchase entitling to a number of points or be obtained by exchanging points. No standard conditions relating to the obtention/exchange of points are applicable to Participating Companies. Cardholders shall consult applicable conditions in respect of each offered product/service prior to taking any action aimed at obtaining/exchanging points.

3 "**Cardholders**" (members of IBERIA PLUS) shall be those persons who, having applied to join the Programme via www.iberia.com, have read and accepted the Conditions (Basic and Operating) required to participate in the Programme and have signed the card issued in their name. Using the card for the first time shall imply full acceptance of these General Conditions. Children aged between 12 and 18 years may be cardholders provided they shall have correctly completed their application to join the Programme, and that their application forms will have been duly signed by their legal representatives, who shall produce proper evidence of such a status.

At the time of joining the Iberia Plus Programme, the cardholder shall be provided with a PIN Code which it is compulsory for him/her to modify at the first use. This PIN Code shall be personal and non-transferrable and its purpose shall be to identify the Iberia Plus cardholder for the management of his/her account on the various authorised channels.

With a view to guaranteeing cardholders the proper handling of their data, Iberia Plus offers the option of access to their data via <http://www.iberia.com> by keying in the identifying information with which he/she is provided (IB Plus No. and PIN) in the section of the portal established for the purpose. Once this process has been performed, the cardholder may make use of his/her data in all the operations he/she performs via the web.

4. The "Iberia Plus" "**card**" is personal and untransferable, identifies its holder by his/her personal details and account number, and enables its holder to participate in the Programme upon the card being signed. There are several different types of Iberia Plus cards such as cards with or without an expiry date, issuance cards and/or sole brand or shared brand cards depending upon the specific levels of consumption (amount of products and/or services purchased by each individual cardholder) involved and the specific agreements entered into by the Programme. In the event of loss, theft or damage of their cards, cardholders are bound to report it to their IBERIA PLUS Service Centre in writing. The Programme shall accept no responsibility whatsoever and it shall not be hold responsible for the unauthorised or fraudulent use of any card which may have occurred before receipt of the appropriate report as aforesaid.

5. "**Points**" shall be obtained by individual cardholders on a personal basis. Points cannot be exchanged for money or any goods other than those specified by the Programme. Points cannot be accumulated on points awarded by any other Programme in which the Participating Companies takes part. The Programme reserves the right to withdraw the card, cancel the points account and hold the cardholder liable should cardholder make unlawful or fraudulent use of the Programme or infringe the terms and regulations contained in these General Conditions.

6. Obtained points and the right to request registration of points are subject to "**expiry**" rules. Points obtained during a calendar year shall expire on the 31st December of the fourth year after they were obtained, if use of them has not been made in any transaction. Likewise, the right to request registration of airline points (Iberia Group* and **Oneworld**) not automatically recorded, shall expire after a period of six (6) months from the date of the flight.

Claiming unregistered points:

- **Iberia Group flight transactions:** in respect of points generated on Iberia Group*flights, these shall be handled exclusively via www.iberia.com. It shall not be possible to claim via Iberia.com registration of points pending which relate to travel on codeshare flights and/or flights operated by other airlines (with Codes IB5XXX and IB7XXX). In the case of the latter, see point number 8 of the Iberia Plus Programme's Operating Conditions.

*The Iberia Group comprises flights operated by Iberia and Iberia Regional/Air Nostrum (IB 8XXX). It does not include flights having the code IB7XXX or shared with Vueling (code IB 5XXX)

- **Non flight transactions:** claims relating to other types of service contracted from companies associated with the Programme shall be sent directly to such companies, enclosing documentation which convincingly substantiates the right claimed, such as a copy of the hotel bill in the case of hotel transactions, a copy of the vehicle rental contract etc. It shall be necessary to check the special conditions of each associated company, should these exist, at www.iberia.com.

7. Due to the nature of the Programme, Cardholders must bear in mind that **details published at any given time relating to participating companies, available destinations and tables listing points applicable thereto, are for guidance only**. Participating Companies are linked with the Programme by means of an agreement being in force during a specific period and point tables are a part of such an agreement. Therefore, any such elements may be changed at any time depending upon the agreement made between the Programme and the Participating Company and they do not constitute a firm offer until they have been confirmed directly to cardholders by the appropriate Service Centre immediately prior to each transaction.

8. The cardholder shall have the right to "make a claim" when, in the cardholder's opinion, the information regarding his/her account and/or transactions either sent by the Programme or provided via iberia.com is not correct, or in the event of any of the Participating Companies having wrongfully denied the awarding of points or other benefits. In all such cases, the Programme's responsibility shall be limited to correcting the error as soon as the cardholder will have produced satisfactory evidence of his/her right to the Associated Company with whom the service was contracted. The Cardholder must always retain a copy of the documents submitted to the Participating Company in order to support his/her claim in the event of loss. In telephone communications, the Cardholder shall prove his/her identity by answering the personal identification questions put to him/her by the operator of the service.

9. The Programme shall only guarantee cardholders the registration of such points as will not have been registered at the time of a transaction being carried out, in accordance with the conditions applicable to each case.

Neither the Programme, nor Iberia, L.A.E. shall have any responsibility by reason of any claims whatsoever, directly or indirectly arising out of the relationship (either contractual or non-contractual) established between Cardholders and Participating Companies taking part in the Programme, for the purpose of use/purchase of services/products of any such companies, and regardless of whether any such relationship has occurred in respect of a point earning or point exchange transaction.

10. In the event of the **cancellation of the Programme**, cardholders shall be notified of such a cancellation and have, from the date of the notification thereof, one (1) month to obtain points and three months (3) to exchange any points appearing on their account. Thereafter, no claim may be made against the Programme in this respect. The Programme will be cancelled without prior notice or any responsibility whatsoever and the foregoing provisions of this paragraph shall not apply any longer upon the occurrence at any time whatsoever of any case of force majeure or the enactment of legal provisions preventing the Programme from either being in full force and effect or developed.

11. These Basic General Conditions are supplemented by the "**IBERIA PLUS PROGRAMME OPERATING CONDITIONS**", containing both details in respect of the process of obtaining and exchanging points, and the specific provisions applying to each type of action and available to you in an always up to date form on the Internet, via Iberia's page, www.iberia.com. The Basic and Operating conditions form one entity and shall be interpreted, construed and applied in accordance with the law of the Kingdom of Spain from time to time being in force. Cardholders shall assume full responsibility and/or any liability arising out of the use of the Programme in their respective countries of residence, in accordance with such local legislation as may from time to time apply in respect of each individual case. The parties hereto expressly waive any privilege they may be entitled to and specifically submit themselves to the jurisdiction of the Courts and Tribunals of the city of Madrid in order to settle any dispute that may arise in respect of the interpretation, construction and application hereof.

DATA PROTECTION

12. Pursuant to the provisions of Public General Act 15/1999 relating to Protection of Personal Data, the Customer/Cardholder is hereby informed about, and does hereby accept and authorise the "recording and processing of his/her personal data" and movements of point accounts on the automated files of the Iberia Plus Programme owned by IBERIA LÍNEAS AÉREAS DE ESPAÑA, S.A. Such data may be used for any activity relating to the objectives of the Programme and its contractual relationship with cardholders, including the analysis and creation of profiles and in general terms, the performance of promotional activities, marketing and analysis by IBERIA, the Participating Companies and the Reservations Systems.

13. Cardholder expressly agrees that the data herein referred to, may be transferred by the Programme to a third party providing data processing services for the Programme to any affiliated company or wholly or partly owned subsidiary of Iberia L.A.E. so that it may use such data in accordance with such purposes as may be determined by the Programme. Generally speaking, data may also be transferred to Participating Companies, Reservations Systems and consultancy and marketing companies provided that such a transfer is necessary in order to make available to cardholders the services of the Programme and such other services as may be requested by cardholders at any given time. Third party transferees shall maintain data strictly confidential. Cardholder expressly agrees to receive any "information slip" to be sent by the Programme on a periodical basis in respect of movements in Cardholder's point account, offers made from time to time by Participating Companies or such other company or companies as the Programme may deem appropriate and related to the aims of the Programme. Any such information shall be sent to the postal address, E-mail or mobile telephone provided by the cardholders on their application form for membership of the Programme. In the event of a change of address, or other contact details, the cardholder can correct them on the Iberia website (www.iberia.com) or by informing the Programme Service Centre in writing.

14. Cardholder is hereby informed that it is mandatory to provide the details requested on the application for membership and the absence or inaccuracy of any such details shall entitle the Programme to turn down Cardholder's application for membership. The information requested in the leaflet containing the standard agreement and application form under the heading "YOUR PREFERENCES", is optional and membership will not be refused to Cardholder if such a section is not completed entirely or it is completed in part only.

With a view to guaranteeing cardholders the proper handling of their data, Iberia Plus offers the option of access to their data via <http://www.iberia.com> by keying in the identifying information with which he/she is provided (IB Plus No. and PIN) in the section of the portal authorised for the purpose. Once this process has been performed, the cardholder may make use of his/her data in all the operations he/she performs via the web.

15. The cardholder grants Iberia authorisation to record, in their entirety - using appropriate technical equipment - any telephone conversations or automated instructions that take place when using Iberia services or services of any member company of the Iberia group. At any time, the cardholder may, by making due payment, request a copy, duplicate or transcription of the above-mentioned recordings. Iberia is committed to ensuring the integrity of these recordings, and retaining them for the legal period.

16. The cardholder may freely exercise their rights of objection, access, correction and cancellation of their data and may revoke their authorisation, not applicable retrospectively within the provisions of Public General Law 15/1999 relating to Protection of Personal Data, in accordance with the legally established procedure. Cardholders may exercise the aforementioned rights by writing to the Department having responsibility for computerised records: IBERIA, L.A.E. Dirección Sistemas/U. Seguridad Informática, Zona Industrial nº 2, 28042, Madrid. Alternatively by sending a fax to the following number +34 91 587 55 64, addressed "Atención de Datos Personales".

For the purposes of seeking clarification or resolving queries, cardholders may make contact by sending an email to the following address: Atencion_datospersonales@iberia.es

17. Cardholders may exercise their right of access, correction, cancellation and objection as laid down in the aforesaid Act, by sending either a letter to IBERIA L.A.E. S.A. Dirección Sistemas/UC Producción, Zona Industrial nº 2, 28042, Madrid, or an e-mail message to the following address:

Atencion_datospersonales@iberia.es.

IBERIA PLUS PROGRAMME OPERATING CONDITIONS

YOU ARE REQUESTED TO KINDLY READ THESE GENERAL OPERATING CONDITIONS CAREFULLY. THEY INCLUDE THE TERMS OF THE AGREEMENT TO BE ENTERED INTO IN ORDER TO JOIN THE "IBERIA PLUS" PROGRAMME.

I. OBTAINING POINTS

1. Points shall be obtained each time the cardholder makes use of the services offered by the participating companies, on the terms and subject to the conditions being from time to time applicable. The cardholder shall identify himself/herself as such when booking or checking-in for a flight and when presenting themselves at any office or establishment belonging to a Participating Company involved in the Programme.

2. In every case, Companies participating in the Programme shall provide information on the type of services and/or fares entitling cardholders to receive points. The number of points earned in respect of each transaction shall correspond to the fare or service actually contracted by the customer, regardless of any additional benefits the Programme's Participating Companies may grant to their customers in individual cases, such as flight class or hotel room upgrades, etc.

3. Regardless of the person who has paid for the service being the subject matter of the applicable promotion, points shall be awarded to the cardholder whose name is shown on the appropriate ticket, car rental contract or room register of the hotel the cardholder will stay at. Points shall only be awarded for products or services purchased directly by cardholder such as, in the case of hotel services, the room occupied by cardholder who shall previously have identified himself/herself and produce evidence of his/her status as such.

4. The crediting of points shall be effected, after cardholder identification, at the time of booking his/her flight or at the time of billing, with presentation of the Iberia Plus card, 24 hours after the time cardholder will have boarded an Iberia Group flight. In the case of other non-airline services, points shall be awarded in accordance with the procedure established by the Partner whose services have been used.

5. Points in respect of airline services shall be credited automatically only if, upon booking a seat on a flight through the "AMADEUS" system, the IBERIA PLUS cardholder status has been duly evidenced and included in the appropriate booking record.

6. Upon making any **claim in respect of any points not credited automatically, with respect to points generated on Iberia Group* flights**, such requests shall be handled exclusively via www.iberia.com. In the case of flight transactions with other airlines distinct from the Iberia Group, it will be necessary for the cardholder to present or send a copy of the appropriate air ticket or Ciberticket itinerary slip and the original boarding card (either a copy of the applicable ticket or the original passenger coupon, in respect of flights for which no boarding card is required).

*The Iberia Group comprises flights operated by Iberia and Iberia Regional/Air Nostrum (IB 8XXX). It does not include flights having the code IB7XXX or shared with Vueling (code IB 5XXX).

In order to ensure proper receipt of the documents upon which cardholders base their claims for non registered points relating to flights with companies other than those of the Iberia group, any communications addressed to IBERIA PLUS shall be sent by post. IBERIA shall not be responsible for the loss of, or damage to, any documentation sent. In the event of loss, the cardholder shall supply a copy of the documents sent in due time.

7. In order to ensure proper receipt of the documents upon which cardholders base their claims, any communications addressed to IBERIA PLUS shall be sent by post. IBERIA shall not be responsible for the loss of or damage to any documentation sent. In the event of loss, cardholder shall supply a copy of the documents sent in due time.

8. Any flights entitling to earn points taken by the cardholder one month prior to the date shown on his/her application for membership, shall be credited in her/her account. In the case of points generated on **Iberia Group* flights**, such requests shall be handled exclusively via www.iberia.com. For other claims relating to flights with other airlines distinct from the Iberia Group taken one month prior to membership, it shall be necessary for the cardholder to send a copy of the airline ticket or the Ciberticket itinerary receipt and the original boarding card (on flights where there is no boarding card, a copy of the ticket or original passenger coupon) to the Iberia Plus Service Centre.

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There shall be no provision for the acceptance of claims to register points for services contracted with Associated Companies in other sectors one month prior to the cardholder's date of joining the Iberia Plus Programme.

9. Services secured by exchanging points and in general, exchange transactions, shall not generate points. No points, neither basic flight points nor promotional points shall be generated in any case by tickets issued to employees of airlines at special discounts, tickets issued to Travel Agents or Tour Operators employees at special rates, or tickets issued at special rates under commercial agreements, shall not entitle cardholders to earn points in any circumstances whatsoever. IBERIA reserves the right to exclude other fares from the possibility of earning points. The Programme hereby advises that IBERIA is a party to various agreements with other airlines under which IBERIA may sell seats on certain specific routes operated by such companies under code IB7XXX. Such flights are generically referred to as "Code Share Flights", and include flights operated under the above-mentioned agreements, Blocked Space, joint venture and other agreements or arrangements of a similar type. As a result of such agreements, Iberia Plus cardholders are entitled to receive points on all flights operated under the IB7XXX code. However, no tickets to fly on code share flights shall be issued in exchange for points.

Cardholders may obtain up-to-date information on flights of this kind by calling the appropriate Iberia Plus service centre.

II. USE OF POINTS

10. Points obtained by using the services of any of the Programme's Participating Companies, are identical in nature for use/exchange purposes.

11. The number of points required to obtain a service by exchanging points shall be the same regardless of the relevant cardholder or beneficiary's age.

12. Vouchers/tickets issued are personal and cannot be transferred.

13. Vouchers/tickets in exchange for points may only be issued in the name of:

- The relevant cardholder;
- The relevant cardholder's beneficiaries: any person designated by cardholder in writing on the application form for membership of the Programme, via www.iberia.com, or through subsequent written confirmation to the IBERIA PLUS Service Centre.
- Cardholders' companions: Bookings and tickets for cardholders' companions shall be made and issued at the same time as cardholders' bookings are made and cardholders' tickets are issued. Additionally, companions shall fly every leg or sector (outward and return journeys) of the relevant flight accompanying and at the same time as cardholders. Not more than one companion shall be permitted per flight per cardholder.

14. A service provided in exchange for points may be issued via www.iberia.com, at Iberia Plus Service Centres and those of associated companies or at IBERIA Sales Offices.

15. Vouchers covering services to be provided in exchange for points, may be collected by either the relevant cardholder or any other person authorised by the cardholder in writing. Cardholder shall produce his/her IBERIA PLUS card and identify him/herself appropriately. In the event that the cardholder will authorise a third party to collect the documents covering any requested services, such a person upon being duly identified, shall present an authorisation in writing signed by the relevant cardholder, such cardholder's IBERIA PLUS card and a photocopy of the cardholder's identity card or passport.

16. Cardholders shall be directly responsible for the payment of airport charges and such other taxes as may from time to time be due as a result of the completion of any point exchange transaction. In addition, there shall also be an issue fee for tickets provided in exchange for points. Paper tickets shall also be subject to the corresponding surcharge indicated by the Company. Handling charges relating to the issuing of tickets shall not be reimbursable.

III. USE OF POINTS IN EXCHANGE FOR FLIGHT TICKETS

17. Issue of a ticket is conditional upon both the existence of a sufficient balance of points in cardholder's account (in accordance with such a table of points as may from time to time be applicable) and availability of seats.

18. Points may only be used in exchange for tickets to fly direct flights in the classes specified on such tables as may from time to time be applicable. Connections are permitted; however, stopovers are not. Issuing a ticket to a cardholder and including such a cardholder in the appropriate "waiting list" is a

forbidden practice.

19. Trips to be made in exchange for IBERIA PLUS points with an IBERIA Group airline, in conjunction with a **oneworld** or any other associated airline or alternatively with a **oneworld** or associated airline alone, must be round trips with the same origin/destination. Both outbound and return flights must always be confirmed with the exception of those on the Madrid-Barcelona shuttle.

20. Tickets shall be valid for one (1) year only from the date of issue. Tickets issued in exchange for lost, stolen or damaged point bonuses shall receive the same treatment as revenue tickets. Compensation for refused boarding in respect of such tickets shall be governed by such rules as may from time to time apply to passengers holding revenue tickets.

21. There are no restrictions relating to the date of travel. However, IBERIA and the Participating Companies reserve the right to establish at any time they may deem fit, a limited quota of seats for passengers flying with tickets issued in exchange for IBERIA PLUS points. In the event that any restrictions will apply, such restrictions shall be specified in the conditions relating to the applicable fare or exchange offer.

22. Exchange of points for tickets to be used on flights to be flown under code sharing, space blocking or similar arrangements, shall be specifically excluded except the flights operated by Vueling (code IB 5XXX)

23. In the event of trips to be made in exchange for points on flights operated by either IBERIA and one or more **oneworld** airlines or two or more airlines other than Iberia, the only prerequisite shall be that the point of departure and the final destination of any such flights shall be the same (trips may include up to flight coupons). If there are several intermediate points on the route to final destination, such intermediate points shall be different from one another.

24. Tickets including a leg operated by an **oneworld** airline shall not be changed or refunded. In the event of legs flown by Iberia, route changes will be permitted provided that no flight coupon of the relevant ticket will have been used. Such route changes shall be made by cancelling the ticket and issuing a new one. However, the Programme reserves the right to include special types of tickets exchangeable for points. Such tickets will not permit flight changes, cancellations or other specific conditions, which will be shown on the applicable table.

25. Bookings for flights in exchange for points shall be made only at "IBERIA PLUS" Service Centres throughout the world at any other Iberia Sales points or on the Iberia web at www.iberia.com

26. Tickets in exchange for points in respect of flights operated by companies belonging to the **Iberia Group*** or "**oneworld**" alliance can be issued via www.iberia.com, Iberia Plus Service Centres or at any Iberia Sales Office. For other airline companies associated with the Programme, tickets may only be obtained via Iberia Plus Service Centres and Iberia sales offices.

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27. At Iberia sales offices, tickets shall only be issued to cardholder or cardholder's designee upon verification of cardholder's balance of points and the signing of the appropriate supporting document.

28. Upon cardholder, cardholder's beneficiary or companion as applicable, presenting at a check-in counter a ticket issued in exchange for points, he/she shall identify himself/herself by producing a document issued by the country he/she is a national of and evidencing his/her identity, should the checkin agent require him/her to do so. Absence of sufficient accreditation shall result in access to flight being refused.

29. Cardholders may request that tickets issued in exchange for points be fully refunded, provided the ticket type allows this (however neither individual sectors, nor tickets issued in blue class may be cancelled or refunded). Cancellation shall be carried out by handing in the ticket at any Iberia office, or by telephoning the Iberia Plus Service Centre in the case of an electronic ticket. Once the cancellation has been processed, points shall be credited to the cardholder's account as appropriate.

30. The issue of tickets in exchange for points in Blue class shall be subject to specified time limits:

- If the booking is made more than 14 days in advance, the ticket must be issued during the 14 days prior to the flight.
- If the booking is made less than 14 days before departure, the ticket must be issued within 48 hours of making the booking.

IV USE OF POINTS IN EXCHANGE FOR CAR HIRE SERVICES AND HOTEL ACCOMMODATION

31. Use of points shall be conditional upon the existence of a sufficient balance of points in cardholder's account and the availability of cars or accommodation in the establishments belonging to the companies participating in the Programme at any given time.

32. No restriction exists in respect of the exchange of points for car hiring or hotel accommodation under the IBERIA PLUS Programme. However, participating companies reserve the right to establish a quota and/or conditions that, where appropriate, will be included in relevant tables of points. (Blue class: reduced rates, which are subject to availability). Anyway, cardholders may not benefit from car hiring or hotel accommodation promotions or offers other than those being related to Iberia and existing at the time.

33. Appropriate bookings in advance shall be required to be made in order to rent a car or stay at a hotel in exchange for points. Any such bookings shall be made through the proper Participating Company's Reservations/Booking Centre. Additionally, cardholders shall be required to obtain a voucher that may be issued by Iberia Ticket Sales Offices only. Such a voucher which shall be valid only if it is duly completed and stamped by the relevant issuing office, shall be presented together with cardholder's Iberia Plus card upon collecting the hired car or checking in at the reception counter of the relevant hotel. Vouchers issued by Iberia in respect of car hire days in exchange for points, shall cover time, kilometres and Value Added Tax (VAT) applicable to such items. Other additional charges such as damage to hired car, protection against theft, personal insurance, fuel, return expenses if any; etc. In addition to VAT applicable to such items shall all be paid by customer. Likewise, vouchers issued by Iberia in respect of hotel accommodation in exchange for points shall only cover room charges and VAT as applicable or any other tax levied on such an item. Any other additional charges and VAT or other taxes applicable thereto shall be borne by cardholder.

34. Where bookings made in exchange for points with associated companies are not cancelled by the cardholder with a minimum of 24 hours notice, a penalty shall be incurred amounting to the points discount awarded for the first night or day of the service purchased.

35. Additional days not covered by an IBERIA voucher shall be charged at a SPECIAL PREFERENTIAL RATE specifically fixed in respect of the Programme by Participating Companies. Any such charges shall be paid by cardholder. In the event of a car being hired, cardholder or cardholder's beneficiary may find out about applicable rentals by calling to the Bookings/Reservations Centre of the relevant Participating Company. In the case of hotel accommodation, rates may represent a discount of about 25% on the official or standard room rate. Both cardholder and cardholder's beneficiary may benefit from such special rates.

36. Hotel accommodation may be requested in exchange for points as follows: single room, double room for single occupancy or double room for double occupancy so that cardholder's companion may be accommodated free of charge. Therefore, cardholders shall be required to identify themselves at the time of any such bookings being made so that they may profit from all such benefits.

37. Car hire companies require the following conditions to be met: cardholders shall fulfil all credit and age requirements and hold a valid driving licence. One hire day is 24 hours. If such 24-hour period is exceeded, another day's hire charge is automatically added, whether the full 24 hours are used or not.

38. Where the duration of the relevant vehicle hire or hotel accommodation is less than that shown on the voucher issued by IBERIA, cardholder shall send a copy of the vehicle hire contract or a copy of the hotel invoice to the IBERIA PLUS service centre, which will proceed to adjust points as appropriate. Vouchers issued for blue class will not benefit from the foregoing provision. Under no circumstances shall Participating Companies refund any amount as a compensation for unused points, nor may any such points be used in paying for any charges to be borne by cardholder.

39. Vouchers shall be valid for one (1) year only from the date of issue thereof. A voucher may only be used for the total points required by a Partner in payment for vehicle hire or hotel accommodation charges.

40. Vouchers issued by IBERIA may be cancelled by cardholder. For such a purpose, cardholder shall simply hand over the voucher to any Iberia office. Upon cancellation of a voucher, points shall be credited to the relevant cardholder's account as applicable except for Blue Class vouchers, which shall not entitle cardholders to any return of or refund for points upon cancellation thereof. Theft or loss of such vouchers shall be governed by the rules being from time to time applicable to passengers holding any transportation document (either vouchers or tickets).

SPECIAL CONDITIONS

Iberia – Repsol Agreement

Fuel purchases at REPSOL, CAMPSA and PETRONOR filling stations

Iberia Plus Cardholders are hereby notified that to earn points on fuel purchase transactions at REPSOL, CAMPSA and PETRONOR filling stations, it is absolutely essential for the Iberia Plus card to be presented at the time of payment, as no subsequent claim for points not recorded at the time of the transaction will be entertained. Technical and operational reasons pertaining to these transactions compel us, exceptionally in this specific case, to modify Item 6 and relating provisions of the General Conditions of the Programme because it is at present technically and operationally impossible to process claims for points after the relevant transaction has been completed.

Iberia –Visionlab Agreement

In order to earn points on purchases, it is essential that the customer shall have paid the whole cost of the item purchased and that they shall have received the product. IBERIA shall credit the points to the customer's card two months after the date of receipt of the product, to cover the eventuality of the customer invoking the guarantee period or returning the product purchased.

Iberia –Vueling Agreement

OBTAINING IBERIA PLUS POINTS

- For the obtention of points on flights operated by **Vueling**, **it is absolutely essential to quote the Iberia Plus card number at the time the ticket is booked, since claims may not be made relating to these points once the flight has been effected.**
- Points awards for flights effected with **Vueling** shall be governed in accordance with the Iberia Plus points award table relating to the reduced economy tariff. Points obtained on flights coded Iberia (IB 5XXX) shall only be considered as Basic Air Points.

USE OF IBERIA PLUS POINTS

- Iberia Plus points may only be redeemed on **Vueling** flights coded Iberia (IB 5XXX), in accordance with the provisions of the Iberia Plus points redemption table in force relating to "blue class" economy tariff.
- Iberia Plus points may not be redeemed on flights solely designated as **Vueling**. The booking and issue of tickets in exchange for points on **Vueling** flights will be immediate and all bookings will be handled as independent bookings regardless of whether they connect with flights operated by Iberia. Handling charges and other taxes which may be applicable will be charged independently by **Vueling**.

IBERIA PLUS CORPORATE

Vueling flights, whether Iberia coded or solely **Vueling**, give no entitlement to Corporate points, nor can Corporate points be exchanged for flights operated by the airline.