

Terms and Conditions for Avianca's participation in Congresses and Corporate Events

The sub-product of Congresses and Corporate Events of Aerovias del Continente Americano S.A. Avianca, Avianca Ecuador (formerly: Aerolineas Galapagos S.A.) and the airlines of the Grupo Taca¹ (hereinafter "Taca" or "TA") jointly known as "The Airlines" (but each of them individually, acting jointly, but not severally), consists of a set of benefits for entities that organizes congresses and corporate events in our destinations, for trips made by attendees and/or organizers thereof.

Through this document, The Airlines inform of the terms and conditions that apply to the sub-product of Congresses and Corporate Events.

Glossary

For the purposes of this document, when the following terms are used, they will have the following meaning:

Discount Code: The code assigned by The Airlines to the Congress or Corporate Event, comprised by the letters GN (Constant) and XXX which corresponds to a consecutive number assigned, GNXXX. This discount code will allow identifying The Event and its organizers and/or participants to have access to the benefits provided for said event.

The Company: Any entity, civil or commercial company, state entity, industrial or commercial State company, mixed-economy company, non-governmental organization, non-profit organization, guild, association, educational entity, cooperative, family compensation fund, employee fund or sports federation that organize an event.

The Event: The congress, fair, and corporate event organized by The Company that implies trips made by participants and/or organizers to any of Avianca's destinations.

Offer Letter: The offer of commercial benefits presented by the Airlines with the general and specific conditions of the benefits granted for travel by the organizers and participants of The Event.

1. Generalities

The benefits described below will be granted to the organizers and participants of the Event, as long as the Company accepts the conditions set forth in these terms and conditions and in the Offer Letter.

The Company is responsible for timely informing The Airlines in writing of any changes in the Event (such as date, location or name changes) and any other change that can affect its development.

¹ The member Airlines of Grupo TACA to date include, but are not limited to: TACA International Airlines, S.A., Aviateca, S.A., Avianca Costa Rica S.A (antes: Lineas Aereas Costarricenses, S.A.), Trans American Airlines, S.A., Isleña de Inversiones, S.A. de C.V., and Servicios Aereos Nacionales, S.A.

After receiving the acceptance of the conditions of the Offer Letter, The Airlines will send The Company a **GN identification code**, which will identify The Event and allow the organizers and/or participants to gain access to the benefits provided for said event. Therefore, The Company is responsible for timely informing registered participants of the assigned **GN** code, which they must register in the tickets they purchase to attend the Event.

If the Company is already affiliated to the Avianca Corporate Program and has an Upfront Benefit, The Company must select which discount to apply, whether a corporate or congress discount. Regardless of the selected discount, flown distances will be calculated in monthly consumption according to the corporate agreement and the goal defined for congresses duly codified with the event code.

The contracts of carriage entered into in relation to the Event will be governed by the rules that apply to said agreement pursuant to applicable legislation, and especially by the conditions of The Airlines' contract of carriage, available at <http://www.avianca.com/es-co/contrato-transporte.aspx>

The Airlines, through their sub-product of Congresses and Corporate Events, reserve the right to participate or not, in the Events to which they are invited or summoned.

2. Benefits for participants and organizers of the Event.

The Airlines will grant participants and organizers of the Event, discounts over air fare for tickets on domestic and international routes operated directly by The Airlines. Discounts will be granted only under the following conditions:

- Applies only on Codeshare routes between AV and TA
- Fares that include segments with other airlines do not apply.
- Discounts apply only over air fare. The value of taxes, airport fees, administrative fees, fuel surcharges and other applicable charges, must be paid in full and directly by the traveler upon issuance of the tickets. The Airlines are not responsible for payment of any tax, airport fees, administrative fees, fuel surcharge or other applicable charges.

Discounts not combinable with other discounts or promotions.

- For all markets, except DOM CO: discounts apply on all available classes upon making the reservation, except for U and T classes in the Super Promo fare family, private fares and net fares. A 1% discount applies only for S and W classes of the Super Promo fare family.
- For DOM CO: Discounts apply for all available classes upon making the reservation, except for U, T, S, and W classes from the Super Promo fare family, private fares and net fares.
- Applies for roundtrips made within five (5) days before or after The Event.

- Applies only for routes with destination to the city of the Event. Discounts do not apply for travel to common points (alternate airports). For example: If the Event is taking place in Armenia, does not apply for Pereira or Manizales, which are considered common points.
- Attendees who use the discounts offered will have the possibility to earn miles with the LifeMiles² Frequent Flyer program and have access to VIP lounges as long as they are on the LifeMiles program levels that allow it.
- Routes and itineraries are subject to change without notice.
- Conditions of the purchased fare apply.

Conditions to make the reservation:

- The Event attendee may purchase the ticket through direct channels (call center, Avianca.com and Avianca points of sale). The traveler must mention The Event's identification code at the point of purchase or enter it in the "promotional code" field at Avianca.com when making the reservation.
- If the organizer requires it, ticket sales will be enabled at travel agencies it designates. The attendee can make the purchase by informing of the event discount code. The organizer undertakes to inform participants of the agency selected for ticket sales. The participant of the Event can make the ticket purchase through this agency, informing the Event discount code. The agency selected by the Organizer must have a valid travel agency agreement with the Airlines and be enabled to book and issue tickets; to make the request, the Pseudo and IATA of the agencies must be included in the GN assignment request.

3. Backend Bonus³

A Backend Bonus is an additional benefit offered by The Airlines to The Company, and it consists of returning a percentage (5%) of ticket sales of attendees to The Event identified with the Event's discount code, as long as they meet the established sales goals.

To receive the Backend Bonus, the Company must meet the level of sales associated to The Company in the Offer Letter with minimum duly codified sales goal with the event's code. For each event, this minimum shall event that exceed five-thousand US Dollars (USD\$5.000), not combinable with other events. For the purpose of crediting a Backend Bonus, the Company must be bound by an affiliation agreement to the Avianca Corporate Program – Corporate travel Program. The validity of a Backend Bonus will be one (1) year as of the date on which it is credited and may be only redeemed with tickets issued by the call center.

² Terms and Conditions of the LifeMiles program apply, available at <https://www.lifemiles.com/esp/abo/wnb/wnbtercond.aspx>

³ This benefit must be used pursuant to the terms and conditions of the AVIANCA CORPORATE program, available at www.programapreferencia.com

If The Company is not affiliated to the program, it will be offered the possibility of joining the AVIANCA CORPORATE program through a “Classic” level agreement, which will allow earning miles depending on the consumption of business travel tickets made as long as they are purchased through the authorized channels, pursuant to the Terms and Conditions of the Avianca Corporate program (available at www.programapreferencia.com).

If the company joins during the first semester of the year, this agreement will be valid until March 31 of the following year. If the Company joins during the second semester, the Agreement will be valid until September 30 of the following year.

4. Benefits Associated to diffusion of the Event:

Should The Company designate the Airlines as the Official Airline of the Event for air transportation of organizers and/or attendees, the diffusion or disclosure thereof must include the following text on all advertising pieces and its website: *“Avianca and Taca, as official airlines, are not responsible for the organization, execution or any other activity related to the Event, except for air transportation of the attendees who require their services and under the respective conditions of the contract of carriage”.*

4.1. Official E-card

For the purpose of disclosing The Event through its communication channels, The Airlines will provide an E-card designed to promote the benefits they offer for The Event. It will be the official E-card of The Event and may not be amended or modified

4.2. Communication on the in-flight magazine “Avianca en Revista”

The Airlines may offer the alternative of publishing the event on the in-flight magazine’s “Avianca en Revista” calendar, subject to availability. Once the Airlines have confirmed space availability, the event will be published as long as The Company sends the acceptance of the Offer Letter at least eighty-five (85) calendar days prior to the date of The Event.

For that purpose, The Airlines will select the month of publication of “Avianca en Revista”. This publication will be made pursuant to the parameters previously established by The Airlines and the magazine’s editors. In no case can the information be published with logos, symbols or similar. Also, the editors will be in charge of drafting the mentions which can be modified at their discretion.

4.3. Diffusion on the Avianca.com website

The Airlines may offer, under their own internal policies, disclosure of The Event through Avianca.com. If the Airlines select an event for diffusion, it will be published in the “Congresses and Conventions” section, at “travel information” / “Other services”, subject to availability of space on the website at the time of publication and will remain published until the first day of the Event.

For that purpose, the Company must send a file with the Event’s logo at least eighty-five (85) days prior to the date of the Event. The logo file must meet the following conditions:

- Editable file of the logo in any of the following extensions: .ai, .eps, or .png (transparent background). Please do not send Corel Draw or JPG.
- Do not send posters, flyers or any communication with too many elements on which the logo is located.
- **Horizontal logos:** Maximum width 700 px, proportional height, 150 dpi resolution. Transparent background for PNG files.
- **Vertical Logos:** Minimum height 500 px, proportional width, 150 dpi resolution. Transparent background for PNG files.

This publication may include a link to the event's website, brief notes about the event and contact information (e-mail and phone number with the corresponding area code). This information must be sent together with the logo file.

Publication on the website will be done pursuant to the guidelines defined by The Airlines. The Company will be responsible for the information sent for diffusion of the event through www.Avianca.com and, therefore, should The Airlines receive an type of complaint, claim or request in relation to the information provided by The Company, they will transfer said request to The Company who will be exclusively liable for the content thereof and shall hold The Airlines harmless against any action, claim, complaint, request or similar in relation to the publication.

4.4. Complimentary Tickets (these benefits apply only for Colombia, Central America, Ecuador and Peru)

The Airlines may grant the Company specific number of domestic tickets or international tickets (except on routes to and from Europe, Chile, Argentina, Miami and Fort Lauderdale) with a 100% discount over the air fare on routes operated directly by The Airlines. These tickets are granted for travel of the organizers for inspection, organization and/or attendance to the event.

To request the discount tickets offered by The Airlines, The Company must send a letter by e-mail with the company or the Event's letterhead, to the Airlines' Regional or Local Management Office in charge of the Event, addressed to the commercial advisor, fifteen (15) days prior to the estimated date of travel, which must include: name of the event, route, assigned GN code, scheduled travel date, reason for travel (organization, inspection or attendance to the event), full name and identification document of persons travelling.

Applicable Conditions:

- These tickets may be used upon acceptance of the Offer Letter up to 15 days after the Event has ended.
- Tickets are personal and non-transferable, reservations for these tickets must be made on N class.

- These tickets are subject to availability for the travel dates requested by The Company.
- If for any reason, due to internal or external causes, all the Company's passengers travelling with complimentary tickets cannot be boarded, in the case of other passengers with greater priority, the Company's passengers traveling with complimentary tickets may be disembarked.
- If for any reason, a beneficiary of these tickets cannot board, he or she is not entitled to compensation by The Airlines.
- Charges for applicable taxes, airport fees and charges other than the fare, shall be borne by The Company and paid to The Airlines upon issuance of the tickets. Payment must be made online with a credit card.
- Applies only for routes with destination to the city of the Event. Discounts do not apply for travel to common points (alternate airports). For example: If the Event is taking place in Armenia, does not apply for Pereira or Manizales, which are considered common points.
- Complimentary tickets cannot be used by minors
- Travel must be completed at the latest 15 days after it begins.