

# General Terms and Conditions

## Koala Flex

### What is Koala Flex in a nutshell?

**Cancellation of your booking for any reason** up to 1 day (24 hours) before the start of your booking.

**90% of your cancellation fees refunded** (excluding Koala Flex price)

- ✓ No reason or proof to provide
- ✓ Cancellation in just a few clicks
- ✓ Transfer made within 3 days

### You will not benefit from the service in the following cases:

- ✗ | The cancellation of your booking is made by **Hidden Iceland or the operator (airline, hotel, etc)**
- ✗ | The cancellation of your booking is made **less than 1 day (24 hours)** before the start of your booking.



### How to use the Koala Flex service?

- 1 Contact Hidden Iceland customer service at least 1 day before your booking departure to cancel your booking;
- 2 Once the cancellation is confirmed, Koala will be informed of your cancellation and will send you a link to fill in your bank details;
- 3 You will receive the refund to your bank account within 3 working days.

*We have summarized for you our Koala Flex service in a simple and clear way. You will find here after the complete general conditions of the service.*

## Article 1 - Definitions

### You

The buyer of the booking

### Cancellation fees

Costs remaining at your expense following the cancellation of your holiday. These charges do not include the cost of the Koala Flex service or insurance product.

### Hidden Iceland

Public limited company whose head office is located at Reykjavík, Capital Region 101, Iceland, which is the travel agency from which you book your trip.

### Koala

The trading name of the company GOLAO - Simplified joint-stock company with a share capital of €198,169, registered in the Strasbourg Trade and Companies under the number 843 042 433, whose head office is located at 9 allée des Marquises - 67000 Strasbourg - France, which provides the "Koala Flex" service.

### Koala Flex

This service allows travellers to cancel their booking up to 1 day (24 hours) before the start of their booking, without having to justify any reason or provide any proof.



For instance, if your booking consists of two flights, with the outward departure scheduled on the 30 May at 19:45, you will be able to cancel your booking until 29 May at 19:45. Any cancellation made after 29 May at 19:45 will not be able to benefit from Koala Flex.

## Article 2 - What does Koala Flex allow?

If you decide to cancel your booking at your own initiative **at least 1 day (24 hours)** before the start of your booking, you will be refunded **90% of your cancellation fees**.



Each individual booking can be canceled by using Koala Flex.

## Article 3 - What does Koala Flex not allow?

The Koala Flex service cannot be used:

- ✗ | In case of cancellation at your initiative occurring less than 1 day (24 hours) before the start of your booking.
- ✗ | In case of cancellation of your booking due to Hidden Iceland or the operator (airline, hotel, etc);

## Article 4 - Koala Flex cost

While booking on Hidden Iceland website, you can subscribe to the Koala Flex service for an additional fee which will be presented to you at the time of purchase.

The cost of Koala Flex is not refundable in any case in the cases stated in article 3 of these Terms and Conditions.

## Article 5 - Koala Flex usage

If you cancel your booking at your own initiative, Koala will refund you **90% of your cancellation fees** (see article 2 of these terms and conditions) within 3 working days following the completion of the Koala Flex service as described below.

The total refund amount for the Koala Flex service cannot exceed €20,000 per traveler.

**You will not be asked to provide any reason for cancellation or proof** for using the Koala Flex service.

The bank transfer will be made in Euros (€). If your bank account is in a currency other than the euro, the exchange rate of your bank will be applied.

Koala may decide to request additional documentation if necessary, or in case of suspected fraud or scam.



## How to get refunded?

- 1 Contact Hidden Iceland customer service at least 1 day before your booking departure to cancel your booking;
- 2 Once the cancellation is confirmed, Koala will be informed of your cancellation and will send you a link to fill in your bank details;
- 3 You will receive the refund to your bank account within 3 working days.

## Article 6 - Start and duration of Koala Flex

The Koala Flex service takes effect upon confirmation of purchase of the Koala Flex service, subject to payment of the full price of your reservation or the first deposit required by Hidden Iceland.

If the full payment or the first deposit payment is refused or rejected by the bank for any reason whatsoever, the Koala Flex service will not take effect.

The Koala Flex service ends 1 day (24 hours) before the start of your booking.

## Article 7 - Exception to the right of withdrawal

You acknowledge that you have been informed in advance, by the present General Conditions of Sale, that the right of withdrawal cannot be applied to Koala Flex, by virtue of Article L.221-28.1° of the Consumer Code.

Indeed, Koala Flex begins immediately after its purchase and can be fully executed immediately and before the end of the withdrawal period, thus not allowing you to benefit from it.

Consequently, you waive your right of withdrawal.

## Article 8 - Geographical scope of Koala Flex service

The Koala Flex service is available for all **Hidden Iceland bookings and all their customers**.

## Article 9 - Complaint procedures

In case of any difficulty in using the Koala Flex service, you can send your complaint to:

- ✓ By email at: [claim@hikoala.co](mailto:claim@hikoala.co)
- ✓ By post by writing to: GOLAO SAS - 51 rue Lepic - 75018 Paris - France

In accordance with the provisions of the Consumer Code concerning the amicable settlement of disputes, we adhere to the service of the CMAP mediator whose contact details are as follows: 39 Avenue Franklin Delano Roosevelt, 75008 Paris - France <https://www.cmap.fr>

In the event of a complaint that has not been resolved amicably by our Customer Service, the Mediator's Service may be contacted for any consumer dispute that has not been resolved.

## Article 10 - Important Information

### The Koala Flex Service is not a travel insurance

The purpose of a cancellation insurance contract is to take charge of the reimbursement of your remaining expenses in case of cancellation of your booking on your initiative only for causes defined in advance.

The Koala Flex service aims to offer you the possibility of cancelling your booking on your own initiative regardless of the reason.

## Article 11 - Personal data

Koala and Hidden Iceland collect and process your personal data for the execution of your Service Koala Flex and statistical studies.

You are expressly informed of the existence and declare that you agree to the processing of your personal data within the framework of these terms and conditions.

The processing of your personal data is necessary to provide you with the Service Koala Flex and to manage your claim. This information is intended exclusively for Hidden Iceland and Koala (and their agents) for the purposes of managing the Service Koala Flex and, where applicable, for the supervisory Authorities.

Your data is kept until five (5) years after the end of the contract Koala Flex. You have the right to access, oppose, rectify and delete any of your personal information by sending an email to: [dpo@hikoala.co](mailto:dpo@hikoala.co)

Any false or irregular statement may be the subject of specific processing intended to prevent or identify fraud.

You have the right to address a complaint relating to the processing of your personal data:

- ✓ On the CNIL website by filling in an online complaint form;
- ✓ By post by writing to CNIL - 3 Place de Fontenoy - TSA 80715 - 75334 PARIS CEDEX 07 - France

## Article 12 - Applicable court

The language used throughout the terms of this agreement is English. In the event of inconsistency or discrepancy between the English version and any of the other linguistic versions of this publication, the English language version shall prevail.

The contract is governed exclusively by French law. Any dispute arising from the conclusion, accomplishment or interpretation of this contract shall fall within the exclusive jurisdiction of the French courts.



### How to contact us?

Please feel free to contact us at [contact@hikoala.co](mailto:contact@hikoala.co) if you have any questions. We will be happy to answer you!