

General Terms and Conditions

Omio Flex

What is Omio Flex in a nutshell?

Cancellation of your booking for any reason up to 2 hours before your booking departure

Refund: 90% of your ticket price (excluding Omio Flex price)

- ✓ No reason or proof to provide
- ✓ Cancellation in just a few clicks
- ✓ Transfer made within 14 days

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

- ✗ | The cancellation of your tickets is made by **Omio or the operator**
- ✗ | The cancellation of your trip is made **less than 2 hours** before your booking departure

How to use the Omio Flex service?

- 1 Log in to "Your Bookings" (<https://www.omio.com/app/your-bookings/>) at least 2 hours before your booking departure;
- 2 Confirm the cancellation of your booking;
- 3 You will be refunded on the payment method used for your booking within 14 days.

We have summarized for you our Omio 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

Ticket Price

Price of your tickets, all taxes included, that you booked on Omio. However, it does not include the addition of insurance, the Omio Flex fee or any other services.

Omio

OMIO Corp, a German company with offices at Warschauer Platz 12, 10245 Berlin, Germany, which is the trip agent from which you purchased your tickets.

Omio Flex

This service allows travellers to cancel their booking up to before the start of their booking, without having to justify any reason or provide any proof.



For instance, in the event of a departure date scheduled on the 30 May at 19:45, you will be able to cancel your booking until 30 May at 17:45. Any cancellation made after 30 May at 17:45 will not be able to benefit from Omio Flex.

Article 2 - What does Omio Flex allow?

If you decide to cancel your booking at your own initiative **at least 2 hours** before your booking departure, you will be refunded **90% of your ticket price**.



By using Omio Flex, the booking, for all the people included, will be canceled.

Article 3 - What does Omio Flex not allow?

The Omio Flex service cannot be used:

- ✗ | In case of cancellation at your initiative occurring less than 2 hours before your booking departure;
- ✗ | In case of cancellation of your booking due to Omio or the operator;

Article 4 - Omio Flex cost

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

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

Article 5 - Omio Flex usage

If you cancel your trip at your own initiative, Omio will refund you **90% of your ticket price** (see article 2 of these terms and conditions) within 14 days following the completion of the Omio Flex service as described below.

The total refund amount for the Omio Flex service cannot exceed €5,000 per booking.

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

You will be refunded on the payment method used for your booking.

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

How to get refunded?

- 1 Log in to "Your Bookings" (<https://www.omio.com/app/your-bookings/>) at least 2 hours before your booking departure;
- 2 Confirm the cancellation of your booking;
- 3 You will be refunded on the payment method used for your booking within 14 days.

Article 6 - Start and duration of Omio Flex

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

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

The Omio Flex service ends 2 hours before your booking departure.

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 Omio Flex.

Indeed, Omio 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 Omio Flex service

The Omio Flex service is available for all **Omio bookings and all their customers**.

Article 9 - Important Information

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