

General Terms and Conditions

Change for any reason

What is Change for any reason in a nutshell?

Change any elements of your booking up to 3 days (72 hours) before the departure of the initial flight of their booking.

Credit: 80% of your booking price (excluding Change for any reason price or any insurance, maximum amount of credit is €3,000 per booking)

- ✓ No reason or proof to provide
- ✓ Submit your request in minutes
- ✓ One-time change

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

- ✗ The booking is canceled **by Pelikan or the operator (airline, hotel, etc)**
- ✗ The change is requested **less than 3 days (72 hours)** before the departure of the initial flight of their booking



How to use the Change for any reason service?

- 1 Contact Pelikan customer service at least 3 days before the departure of the initial flight of their booking by e-mail at letenky@pelikan.sk or directly via the dedicated online form to ask for your ticket change <https://cestovanie.pelikan.sk/ziadost-na-zmenu-letenky>
- 2 Once the request is received, Pelikan will offer you different propositions from available choices to match your requirements as much as possible.
- 3 In case of agreement, Pelikan will send you the new booking details.

We have summarized for you our Change for any reason 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

Booking price

Price of your booking, all taxes included, that you booked on Pelikan website. It includes any additional services added during your booking. However, it does not include the Change for Any Reason price or any insurance.

Credit

80% of your booking price (excluding Change for Any Reason price or any insurance, maximum amount of credit is €3,000 per booking).

Excess cost

Costs incurred when you decide to change elements of your booking.

Pelikan

Pelicantravel.com (trademark: Pelikan), Pribinova 10 811 09 Bratislava, Slovak Republic, which is the trip agent from which you purchased your bookings

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 "Change for any reason" service.

Change for any reason

This service allows travelers to receive a credit to change one time, any details of their booking (dates, destination, etc) up to 3 days (72 hours) before the start of the booking, without having to give any reason or provide any justification.



For instance, if you have a booking consisting of two flights and one accommodation starting from 30 May at 19:45, then you may change any aspect of your booking once before 27 May at 19:45. Any changes made after 27 May at 19:45 will not be able to benefit from Change for any reason.

Article 2 - What does Change for any reason allow?

If you decide to change your booking at your own initiative **at least 3 days (72 hours)** before the start of your booking, you benefit from a credit of **80% of the booking price**.

This credit will finance the excess cost of changing your booking. This credit must be used immediately and cannot be refunded.

In the event of an excess cost exceeding the credit amount, you will have to pay the extra amount out of your own pocket. However, if the credit amount is greater than the excess cost, you will not be refunded the remaining credit amount.



By using Change for any reason, you will change the details for all the travelers included in your booking

Article 3 - What does Change for any reason not allow?

The Change for any reason service cannot be used:

- ✗ | In case of a change at your initiative occurring less than 3 days (72 hours) before the start of your booking.
- ✗ | In case of cancellation of your booking by yourself, Pelikan or the operator (airline, hotel, etc);
- ✗ | In case you have already used the Change for any reason once for this booking.

Article 4 - Change for any reason cost

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

The cost of Change for any reason is not refundable in any case in the cases stated in article 3 of these Terms and Conditions.

Article 5 - Change for any reason usage

If you change your booking at your own initiative, Koala will credit you **80% of your booking price** (see article 2 of these terms and conditions) following the completion of the Change for any reason service as described below.

The Change for any reason service can only be used once per booking. If you have received a previous credit for this booking, the service can no longer be used.

The total credit amount for the Change for any reason service cannot exceed €3,000 per booking.

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

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

If Change for Any Reason is used, the new ticket will belong to the same fare class. Under no circumstances may Change for Any Reason be used as a means of upgrading your fare class.



How to use the Change for any reason service?

- 1 Contact Pelikan customer service at least 3 days before the departure of the initial flight of their booking by e-mail at letenky@pelikan.sk or directly via the dedicated online form to ask for your ticket change <https://cestovanie.pelikan.sk/ziadost-na-zmenu-letenky>
- 2 Once the request is received, Pelikan will offer you different propositions from available choices to match your requirements as much as possible.
- 3 In case of agreement, Pelikan will send you the new booking details.

Article 6 - Start and duration of Change for any reason

The Change for any reason service takes effect upon confirmation of purchase of the Change for any reason service, subject to payment of the full price of your reservation or the first deposit required by Pelikan.

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

The Change for any reason service ends 3 days (72 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 Change for any reason, by virtue of Article L.221-28.1° of the Consumer Code.

Indeed, Change for any reason 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 Change for any reason service

The Change for any reason service is available for all **Pelikan bookings and all their customers**.

Article 9 - Complaint procedures

In case of any difficulty in using the Change for any reason service, you can send your complaint to:

- ✓ By email at: 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 - Personal data

Koala and @:shared.overwrite.partnerName collect and process your personal data for the execution of your Service @:shared.overwrite.productName.changeForAnyReason 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 @:shared.overwrite.productName.changeForAnyReason and to manage your claim. This information is intended exclusively for @:shared.overwrite.partnerName and Koala (and their agents) for the purposes of managing the Service @:shared.overwrite.productName.changeForAnyReason and, where applicable, for the supervisory Authorities.

Your data is kept until five (5) years after the end of the contract @:shared.overwrite.productName.changeForAnyReason{'.'} You have the right to access, oppose, rectify and delete any of your personal information by sending an email to: @email_link:shared.overwrite.dpoEmail

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 11 - 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 if you have any questions. We will be happy to answer you!