

Terms & Conditions:

1. Purpose

1.1 Introduction. Welcome to Fly-Foot website (the "Site"). These Terms and Conditions (including any documents referred to in it) ("Agreement") list the terms of the agreement between you ("You") and Fly Foot SAL ("Fly Foot" or "We" or "Us") for the purchase of packages ("Packages"), and all other services that We provide (the "Services"). By using our Site, You agree to accept this Agreement.

1.2 Description. Fly Foot provides a service that offers you ready made packages and tailored made packages consisting of a plane ticket from your city of residence to the country where the football match is to be played, accommodation in a hotel for the period of travel, and the Match Ticket. Some packages can include other services such as Stadium tours tickets, Transportation to and from airport, Travel insurance and other services.

1.3 Modification. If We change this Agreement, We shall post a revised version of this Agreement, which shall automatically replace the terms of this Agreement. The revised version of this Agreement is automatically effective after it is initially posted on the Site. Your continued use of the Site and the Services following Fly Foot's posting of a revised Agreement will constitute Your acceptance of the revised Agreement. If You do not agree with the terms of this Agreement or any revised version of this Agreement, do not continue to use the Services or this Site.

2. Your Activity

2.1 Requirements. To use this Site, You must agree to accept the terms in this Agreement. You may only use the Services if You can legally enter into and form binding contracts. If You do not qualify, do not use the Services.

2.2 Booking. For some arrangements, we may allow you to advance register or apply to make a booking – you may be required to sign and return our booking form. This does not guarantee we will confirm your booking, only that you have made a request for a booking to be made and accept our terms and conditions.

For all bookings, a contract will exist between you and us when we issue a confirmation invoice/receipt/e-mail.

The person who signs the booking form or completes the booking online or over the telephone is the 'lead name'. He or she must have a minimum age of 18 and is responsible for payment of the total booking price, and subsequent cancellation/amendment charges that may be payable. He/she also agrees to provide accurate and full information to the remainder of the traveling party in relation to the booking, including any changes and confirms that all the other members of the party, including any that may be added at a later date agree to be

bound by these conditions, and all other information on our website and brochure (as applicable).

2.3 After booking. We will communicate your booking with you by e-mail (unless you booked via your travel agent in which case all communications will be sent to your travel agent). By making your booking or enquiry online or otherwise providing us with an e-mail address, you authorize us to contact you in relation to your booking or enquiry using the e-mail address you have used to contact us or which you have otherwise provided. . Not all communications can go by e-mail. We may also contact you by post or by telephone if, for example and for whatever reason, we have difficulty contacting you by e-mail or we urgently need a response from You.

2.4 Payment terms. Payment terms may vary depending on the arrangements you book and the time in which you book. We may require a deposit at the time of booking followed by full balance payment by a specified date. In other cases, particularly when bookings are made close to departure, full payment will be required at the time of booking. You will be advised at the time of booking what payment is required for the arrangements in question. PLEASE NOTE FAILURE TO PAY ON TIME WILL RESULT IN CANCELLATION. If you are purchasing a travel insurance policy through us, the premium for this will also be payable at time of booking.

2.5 Method of Payment. Credit Cards: We accept Visa and MasterCard. Customers choosing to use this method of payment will be subject to a credit card handling fee of which will be advised at the time of booking through a secure web portal sponsored by Bank AUDI SAL.

Cash Deposit: We accept cash deposit in our account at all Bank AUDI Branches in Lebanon

Wire Transfer: We accept wire transfers into our account at Bank AUDI

2.6 Pricing Formats. For readymade packages the prices are set in US Dollars (\$) and are mentioned next to the packages details. For tailor made packages, prices will be communicated to you upon filling the booking form.

3. Packages conditions and Fly-Foot Activity

3.1 Package conditions. When we book a flight, a hotel and a match ticket for you, our responsibility is limited to the arrangement of the reservations and of the tickets. We do not have any responsibility for the supply, provision or conduct of the game itself. The tickets may contain important information and conditions that you must read carefully. Tickets are non-transferable unless otherwise stated. Unfortunately, whilst rare, Games can be cancelled, postponed, rescheduled, abandoned or curtailed at short notice or even without notice. We make every effort to obtain and pass on to you up to date information regarding the Games. This information is based on details supplied to us but we cannot guarantee its accuracy or that changes will not occur. The cancellation of a Game is entirely outside our control and outside our contractual responsibility and we cannot accept any responsibility for it.

We will always do our best to find a suitable alternative, but cannot promise to be able to do so. If however, we manage to obtain a refund, this will be passed on to you.

3.2 Accommodation. When you book a Package, accommodation will be reserved for you on either the night before or the night of the scheduled date of the Game. Where a Game is rescheduled for any reason whatsoever to a kick-off time within 48 hours of the previously confirmed time, we will, subject to availability, offer you the option to change the night of your accommodation booking to coincide with the game change. This change does not constitute a significant change and no refund will be payable if you cancel your Package.

3.3 Stadium admission and Conditions. Admission to stadiums is controlled by the match organizer, stadium officials and/or the police. Where we provide you with a ticket for the game, our responsibility is limited to the provision of the ticket itself and this does not guarantee your admission to the stadium: Your actions or behavior or the behavior or actions of others may result in you being denied entry to the stadium. Such circumstances are beyond our control and we accept no responsibility if this happens.

We accept no liability whatsoever for either the quality of any game or stadium facilities, or for any injury sustained in the stadium or in the vicinity of the stadium or during the duration of your trip (except where such injury is caused by our negligence)

3.4 Ticket Replacement. FLY FOOT will not issue duplicate/replacement tickets. FLY FOOT accepts no responsibility for lost or stolen tickets.

3.5 Changes by us before Travel. If any change will have a significant effect on your package, we will tell you about it. Changes we will tell you about include:

3.5.1 Change of your Flight

3.5.2 Change of the time you are due to arrive at your city of destination so that you will miss the game or the start of the game;

3.5.3 If we downgrade your accommodation by a lower official rating

If you do not want to accept a significant change, which we will tell you about before you depart, we will, if we are able to do so, offer you an alternative package of equivalent or closely similar standard and price at no extra cost, or a less expensive package, in which case we will refund the difference in price. If you do not wish to take the alternative we offer you, you can choose a different package offered for sale by us and pay, or receive a refund of, any price difference. Or, if you prefer, you can cancel your package and receive a full refund of any money you have paid to us, except for any amendment charges.

3.6 Minor Changes by us before travel. Any change that is not deemed to be significant, as outlined in the section entitled 'Changes made by us before travel', will be classed as a minor change. We will endeavor to tell you about a minor change before you travel however, we will not pay compensation as a result of this change.

3.7 Our Liability to you. Our obligations under our contract are limited to using our reasonable skill and care to arrange for the provision of the transport services and accommodation included in your booking by independent third parties. We have no responsibility or liability for the provision of the actual transport services, accommodation or the event or for the acts or omissions of the transport/accommodation provider concerned or any of its/their employees, agents, suppliers or subcontractors. The transport provider's conditions of carriage will apply to your contract. We are not an airline or air carrier, or train, coach or ferry operator and do not enter into a contract for carriage with you. We do not provide or undertake to provide any transport services; we simply agree to arrange these where included in your travel arrangements.

3.8 Changes you make before travel. If you want to change the arrangements you have booked in any way, we will try to help you, although we cannot guarantee that we will always be able to do this as changes are subject to availability at the time and to the transport providers terms and conditions. Please note that typically changes to scheduled flight tickets are very restrictive. Where we can make a change, we will charge for any additional services, facilities, or other items changed, at the price that applies on the day the change is made. In addition, we will also apply charges for each person on the booking and for each item you want to change as per the rate we will pre-advise before making any changes. Any booking discount you may have received at the time the original booking was made, may be altered or reduced whenever changes are made. If you have paid supplements for accommodation and the number of people in your accommodation changes, you may have to pay extra and may lose any free or reduced infant and child places or any free group places. And remember any change to your departure date, airport, transport, destination, accommodation, or length of stay has to apply to all members of your booking.

3.9 Changes Made After Travel

Changes can be made after travel subject to availability.

3.10 Flight and Other Travel Timings. Flight, Rail and other transport timings are provided by airlines / train and other transport operators and are subject to Air Traffic Control and Network Rail restrictions, as applicable. Local Police Authorities and safety officers may also influence the timing of transport schedules particularly where events involve large numbers of spectators and crowd control is necessary. All means of transportation are subject to weather conditions and the need for constant maintenance and the ability of passengers to check in on time. There is no guarantee that transport will depart or arrive at the times stated on any itinerary or tickets that you receive. All timings are estimates only, and we do not have any liability to you for any delay, which may arise, or for any schedule alterations.

3.11 Passports & Visas. It is your responsibility to ensure that you and all those travelling with you have a valid passport and any necessary visa and that you have obtained any necessary vaccinations to gain entry to any country you are visiting. It can often take some time to obtain a passport or visa therefore you should apply well in advance. In peak periods it is advisable to allow at least 4

weeks. General information on passport and visa requirements is available through our website. However, passport and visa regulations and health requirements can change at any time, therefore, we recommend that you check passport/visa requirements with the Embassy or Consulate of the country you intend to visit.

3.12 Special requests. If you have a special request for anything that is not automatically part of the travel arrangements you book through us, please advise us when you book. Our note of your request on your invoice/receipt confirms we have received it and does not guarantee that we can meet with your request. Where possible we will try to help you, but we cannot guarantee any request unless it is noted on your invoice/receipt and we also confirm the request separately in writing. We must emphasize that, verbal confirmations of special requests cannot be taken as a guarantee that they will be met e.g. special meal types on flights.

3.13 Personal Information. We will provide your personal information, as well as any personal information you provide in relation to those other persons who form your booking party, to hotels and carriers, to enable the operation of the services requested by you. If you make special requests, which include, but are not limited to, special dietary, religious or disability-related requirements, which constitute sensitive information, the relevant data will also be passed to the relevant hotels and carriers to enable provision of the services to you.

3.14 Your Responsibility. We want all our customers to have an enjoyable and carefree trip. But you must remember that you are responsible for your actions and the effect they may have on others. If we (or another person in authority) believe your actions could upset other customers or our own team, or put them in danger, your travel arrangements may be ended and this could mean we or our suppliers may either ask you to leave your booked accommodation, or offload you or prevent you from boarding the aircraft or other means of transport.

3.15 Circumstances Beyond Our Control. Except where we say differently elsewhere in these conditions, we cannot pay any compensation, reimburse expenses, or cover losses for any amount or otherwise accept responsibility if, as a result of circumstances beyond our control, we have to change the arrangements you have booked with us after departure, or we, or our suppliers, cannot supply your arrangements, as we, or they, had agreed, or you suffer any loss or damage of any description. When we refer to circumstances beyond our control, we mean any situation that we, or the supplier in question, could not foresee or avoid, even after taking all reasonable care. This particularly applies where circumstances beyond our control lead to the cancellation of events or to the rearrangement or re-scheduling of events so that they do not coincide with your other travel arrangements and we are unable to change your travel arrangements or you are unable to take any changed travel arrangements we can offer. Circumstances beyond our control will also usually include, but are not limited to, war, terrorist activity, civil unrest, industrial dispute, vandalism, road traffic accidents/congestion, bad weather (actual or threatened) and significant

building work ongoing outside of your accommodation, which is not known to us in advance of your departure date and building work from a third party (such as resort development).

4. Refund policy

4.1 General Policy. Fly Foot offers two kind of packages, the Non-Refundable Package and a Special Conditions package. The Non-Refundable package does not entitle you for any refund in case of cancelation or no-show. The Special Conditions package has specific cancelation conditions and refunds policy that is communicated to you during your booking process

4.2 Refund Exceptions:

We understand that sometimes you are forced to cancel or change your travel plans. FLY FOOT will look to cancelation requests on a case-by-case basis. If we manage to cancel and refund we will change the general policy for you as a good will gesture, however such exceptions are rare and we do not guarantee a refund.

4.3 Refund Payment

For Special Conditions packages refund, you are entitled to a cash refund. Refund will be issued using 2 payment methods only:

4.3.1 Cash Refund that is redeemed in our offices in Beirut, Lebanon

4.3.2 Bank Transfers, where you will have to bare the exchange rates and any bank charges fees.

For Refund Exceptions, there will be no cash or bank transfer refund, instead you will be entitled to a Fly Foot Voucher (Credit Note), that you will be entitled to use against our services within a certain period of time specified clearly on the voucher.

5. Miscellaneous

5.1 Complaints

If you are not satisfied with any aspect of your travel arrangements please complain as soon as possible and contact us on the telephone number supplied to you on your invoice/receipt and we will do everything reasonably possible to sort the problem out.

5.2 Ownership of Intellectual Property. You acknowledge and agree that (i) our patents, trademarks, trade names, service marks, copyrights and other intellectual property (collectively, "Intellectual Property") is and shall remain our sole property, and (ii) nothing in this agreement shall confer in You any right of ownership or license rights in our Intellectual Property. In addition, You shall not now or in the future contest the validity of Fly Foot's Intellectual Property.

5.3 Copyright. Copyright (c) 2010-2016, FLY FOOT SAL. The software and the Site, including without limitation all text, graphics, logos, buttons, images, audio clips, and computer programs, are the property of Fly-Foot or its suppliers, and

are protected by country and international copyright, trademark and other intellectual property laws. The compilation (meaning the collection, arrangement, and assembly) of all content on the Site is the exclusive property of Fly-Foot and protected by country and international copyright law. Any unauthorized reproduction, modification, distribution, transmission, republication, display, or performance of the software or the content on the Site is strictly prohibited.

5.4 Governing Law. This Agreement shall be governed by and interpreted in accordance with the laws of Lebanon. You consent to the exclusive personal jurisdiction and venue of Lebanese courts. Fly Foot SAL, Registered in commercial record, Beirut, Lebanon.

5.5 Miscellaneous. This Agreement (and all documents incorporated by reference) constitutes the entire agreement between the parties pertaining to the subject matter hereof and supersedes all prior agreements and understandings between the parties hereto with respect to the subject matter hereof, whether written or oral. No amendment, modification or supplement of any provision of this Agreement will be valid or effective unless made in accordance with the express terms of this Agreement. If any provision of this Agreement is held to be invalid or unenforceable under any circumstances, its application in any other circumstances and the remaining provisions of this Agreement shall not be affected. You may not assign or transfer this Agreement, or any of its rights or obligations, without our prior written consent, which We can refuse in our sole discretion. Nothing in this Agreement is intended to confer benefits, rights or remedies unto any person or entity other than the parties hereto and their successors and permitted assigns. Our suppliers and co-brand partners are third-party beneficiaries of this Agreement. This does not prevent us from varying these terms without reference to them. The title at the beginning of each paragraph of this Agreement is for reference purposes only and in no way defines, limits, construes or describes the scope or extent of such paragraph.