

GENERAL CONDITIONS FOR  
INTERMEDIARY SERVICES PROVIDED BY "SOFIA AIRPORT" EAD WITH RESPECT TO AIRLINE TICKET SALES

„Sofia Airport” EAD is a company registered in accordance with the laws of the Republic of Bulgaria with seat of business: Sofia, Bulgaria, registered office: Sofia 1540, Sofia Airport, No 1 “Christopher Columbus” Blvd., UIN: 121023551. „Sofia Airport” EAD is a licensed travel agent with license No 05545/20.09.2005 and since 01.08.2011 it is a member of International Air Transport Association (IATA) and BSP (Billing and Settlement Plan).

„Sofia Airport” EAD provides intermediary services to its customers regarding the sale of airline tickets on behalf of IATA member airlines and low-cost airlines and associated products via a direct contact with suppliers and issues airline tickets and/or documents for associated products.

„Sofia Airport” EAD is an administrator of personal data pursuant to Certificate No dated 24.07.2006 issued by the Commission for Personal Data Protection. All personal data provided in relation to and regarding the services provided by „Sofia Airport” EAD are processed solely and exclusively for the purposes for which they were obtained.

To avoid any misinterpretation, it should be borne in mind that these General Conditions apply to the relations regarding booking and purchasing air tickets and other associated services offered by „Sofia Airport” EAD. The carriage conditions, including (but not limited to) penalty fees for changes to a reservation, baggage allowance, cancelation of air tickets, etc., as well as the conditions for using the relevant service are subject to the specific tariff conditions and the requirements of the air carrier and the supplier. Customers are informed about the specific conditions either by the ticket sales agent before the purchase of the ticket and/or the associated product, or from the website of the respective service supplier.

For reasons of clarity with respect to the General Conditions, we shall specify the following:

User is the person purchasing an airline ticket and/or other associated service from „Sofia Airport” EAD that sells the airline ticket and/or the other associated service in the name and for the account of the supplier.

Supplier is the organization and/or the company providing the carriage service and/or another associated service.

IATA – International Air Transport Association

Low-Cost Airlines – also known as Low Cost Carriers (LCC). The IATA General Conditions of Carriage do not apply to them. Those airlines differ from all other airlines with the special prices they offer for most of their flights, but also they have specific conditions related to the baggage allowance, the ways of payment, the options for changes and other details of the already issued ticket.

BSP (Billing and Settlement Plan) – a billing system designed to facilitate the flow of funds between the airlines and the travel agencies.

Using the airline ticket reservation system, entering their personal data and confirming their reservations, the customers agree with the General Conditions described below that apply to reservations made at a company office, by phone, e-mail or via the online reservation system of „Sofia Airport” EAD.

From that moment on the Users authorize „Sofia Airport” EAD to retain and use the personal data entered by them for purposes related to the further processing of the reservation and issuing tickets as well as other associated services and documents.

Customers also declare the reliability of the provided information.

## 1. Reservation

In case the reservation is made by phone and/or e-mail, „Sofia Airport” EAD will send to the e-mail provided by Users the booking information together with the terms of payment and the tariff conditions. Users are obliged to confirm on the same day, but not later than 5:00 p.m., the accuracy of the reservation data (names, travel dates, destination). In case Users are unable to provide an e-mail address, „Sofia Airport” EAD shall have no liability for the accuracy of the provided data (names, travel dates, destination).

„Sofia Airport” EAD maintains a reservation system which can be used by customers to book airline ticket/tickets.

Making reservation neither guarantees issuing airline tickets, nor obliges customers to make payment in case they cancel the reservation before the airline tickets are issued.

Reservations can be changed, amended or cancelled free of charge according to customers' wishes until the payment of the airline tickets, only on condition that there are available seats for the desired changes. After payment and issuing tickets, all changes and cancellations are subject to the specific tariff conditions of the airlines.

Unlike traditional airlines, **low-cost airlines** issue tickets automatically and immediately upon customers' payment. They do not provide a “reservation” period when customers can make changes, cancel flights and tickets cannot be cancelled. The amounts paid for the tickets are absolutely non-refundable.

Some tariffs, usually concerning promotional, seasonal and other special offers, are not subject to any changes and recovery of amounts after issuing the ticket.

The main cancellation and changes conditions are set out in section “Booking Conditions”, at Basket webpage of the reservation process – before finishing the process, as well as at the page and the e-mail confirming your reservation sent to the customer to the e-mail address provided at the time of reservation.

Customers can receive detailed information via e-mail or over the phone about the specific tariff conditions of their reservations before issuing the ticket or after that.

In rare cases, the flights or prices booked online may not be confirmed by the airline/ airlines. In such cases, our employees will contact customers as soon as possible to inform them about the impossibility of issuing airline tickets for the selected flight and/or price and will offer alternative options that can be confirmed at that moment.

## 2. Information provided upon reservation

Customers have to provide and/or enter the entire information required from them in an accurate and reliable manner. „Sofia Airport” EAD shall not be liable if customers or their companions cannot use the booked and paid services (airline ticket and/or others) due to inaccurately entered data (passenger name, date of birth, contact details, etc.).

Standard communication with customers is carried out electronically and „Sofia Airport” EAD takes no responsibility if customers fail to read or to receive the information necessary for their reservation and/or ticket due to inaccurately entered e-mail address, anti-spam or other settings of the e-mail address provided upon reservation.

Furthermore, it is customers' obligation to provide „Sofia Airport” EAD with telephone numbers at which they can be contacted before and after the beginning of their journey.

### **3. Fares**

Airline ticket fares at the office or in „Sofia Airport“ EAD’s online reservation system are the final amounts for all tickets of the selected number of passengers and include the price of the airline ticket/tickets, service fee and all airport charges, security charges, fuel charges, etc. that were announced in advance in the reservation process. Low-cost airlines’ ticket fares include also all additional (beyond the ticket price, airport charges, security charges, fuel charges, etc.) payments for issuing the tickets determined as such by those airlines.

Some airlines may have additional fees (handling fee, baggage fee, payment fee, validation fee, etc.) that will be displayed after customers choose a flight.

### **4. Additional fees**

„Sofia Airport“ EAD has no additional fees above the airline’s total fare announced in the reservation. Exceptions are countries where airport charges are paid directly to the airport immediately prior departure. In case your reservation includes such countries, you will be notified by e-mail.

The price does not include fees for additional services that customers might desire to add to their reservation against additional payment. Such fees may include checked baggage fee, seat reservation fee, meal on board fee, etc.

#### **Baggage fee**

As a result of the newly introduced, after 2014, baggage rules of the majority of traditional airlines, as a general rule the airline tickets do not include checked baggage anymore. When such baggage is not included, it can be added at a later stage by „Sofia Airport“ EAD’s employee upon customer’s request and against the additional payment of fixed prices announced by the airline for the different tariffs.

Information on whether or not such baggage is included in the price is provided by „Sofia Airport“ EAD before the reservation is finished – at section “Field details”, page: “Basket” of the reservation system; and after the reservation is finished – at the confirmation page and in the confirmation e-mail which customers receive at the provided e-mail address.

It is customers’ sole responsibility to check and find out what baggage is included in the ticket fare for the booked flights before continuing their reservation. „Sofia Airport“ EAD is not liable for any failures of customers, before paying the tickets, to acquaint themselves with the services (baggage, etc.) included in the airline tickets they booked and any additional fees that they will have to pay later, in case they need some services not included in the booked or already issued airline tickets.

### **5. Payment conditions**

When purchasing airline tickets of traditional air carriers, customers have to make the payment within the time period specified in the confirmation of the reservation which can be seen at the final step of the reservation process, as well as in the e-mail received at the provided e-mail address.

In some cases the time period for payment and issuing airline ticket/tickets can be changed (and become shorter) by the airline after booking confirmation. In such cases „Sofia Airport“ EAD shall notify electronically customers of the shorter payment period. „Sofia Airport“ EAD has no influence on those changes and customers, in case they desire to

purchase their ticket/tickets at the initially booked price, will have to make the payment within the specified new time period.

When purchasing airline tickets of low-cost air carriers, customers have to make the payment at the time of reservation with a bank card or in cash at the ticket sales offices of „Sofia Airport” EAD.

### **5.1 Payment can be made as follows:**

#### **Payment with a bank card:**

If customers choose to pay with bank (credit or debit) card, the entire amount of the booked ticket including the airport charges and the handling fee will be blocked from their bank account on the basis of the provided by them card details.

„Sofia Airport” EAD has no fees for online payment with cards.

Nevertheless, the bank issuer of customers’ cards and/or the airline from which the ticket is being purchased may impose additional fees for the online use of the cards or fees for currency conversion, in case customers’ cards are in currency different from BGN. „Sofia Airport” EAD takes no responsibility for the fees which customers’ bank and/or the airline may impose and customers are obliged to acquaint themselves with those fees before making their payments.

Customers are responsible for the accuracy and the reliability of the card details provided by them. Cancelling the reservation after its completing and confirming is considered as cancellation of the purchase and is subject to the provisions of item 6 of these conditions (Cancellation of booked services).

In turn, „Sofia Airport” EAD has the right to cancel the issuing of the ticket/tickets if doubts arise as to the authenticity and validity of the provided card.

#### **Payment via bank transfer:**

The entire amount due for the airline tickets including all applicable charges has to be transferred to the bank account of „Sofia Airport” EAD at UNITED BULGARIAN BANK, Sofia. Bank details are:

IBAN BGN: **BG80 UBBS 8423 1010972911**

BIC: **UBBSBGSF**

Customers have to notify „Sofia Airport” EAD of the payment sending a copy of the payment order to e-mail: [ticketdesk@sofia-airport.bg](mailto:ticketdesk@sofia-airport.bg) (from 9:00 a.m. to 5:00 p.m., on business days only). Sending the payment order does not serve as a sufficient basis for issuing airline tickets, but it is necessary for confirming customers’ intention of purchasing the booked tickets.

Upon bank transfer for booked airline tickets, the entire amount due for them, together with all included charges and the handling fee, needs to be received at „Sofia Airport” EAD’s bank account, in order for the airline tickets to be considered paid within the payment period and „Sofia Airport” EAD’s employees to be able to issue them before the cancellation of the reservation.

Customers take sole responsibility for making sure whether the bank transfer they made is received at the bank account of „Sofia Airport” EAD within the specified time period for payment.

In case customers send the amount for the tickets, but it fails to reach the bank account of „Sofia Airport” EAD within the specified time period, their reservation will be cancelled and they will lose the right to receive the airline tickets at the initially specified price.

In case the reservation can be renewed at the same price, their tickets will be issued once the payment is received at the bank account of „Sofia Airport” EAD.

In case the reservation cannot be renewed at a price corresponding to the amount sent by customers, they have to choose whether they want „Sofia Airport” EAD to return their payment to their accounts or to make a new reservation at the new higher price for which they must pay the price difference, having in mind that if paying via bank transfer, the same conditions described herein for bank transfer will be valid, and the above should be requested in writing via e-mail.

Such type of payment is not possible for purchasing low-cost airline tickets.

#### **Payment at office of „Sofia Airport” EAD:**

Customers can pay and receive the booked ticket/tickets at [the ticket sales office](#) of „Sofia Airport” EAD, but not later than the specified payment period.

The contact details of „Sofia Airport” EAD’s offices can be found at the company web site — [www.sofia-airport.bg](http://www.sofia-airport.bg).

„Sofia Airport” EAD reserves the right to cancel any reservation of an airline ticket that fails to meet at least one of the abovementioned payment conditions and the respective payment is not received by „Sofia Airport” EAD within the specified time periods.

#### **6. Cancellation of booked services**

“Cancellation of booked services” shall mean cancellation of booked journey with paid airline ticket or tickets. Each ticket has specific conditions and requirements with respect to changes or cancellations determined by the respective airline and subject to the respective tariff (basic ticket fare).

Ticket cancellation can be made only at the office where the ticket was paid and issued. In case the tariff conditions allow refund of the ticket fare, „Sofia Airport” EAD will refund it to customers after authorization from the airline, in the time period determined by the airline and after charging and deducting an administrative handling fee.

The refund of the remaining part of the amount to be recovered to customers is made also to the person who made the ticket payment and as follows:

- for payment received via bank transfer or bank card – via bank transfer to the bank account provided by the payer in a written request and
- for payments made in cash – via bank transfer to the bank account provided by the payer in a written request or in cash at the cash desk of „Sofia Airport” EAD, 1 “Christopher Columbus” Blvd., administration at “Departures” building, Terminal 1.

Upon refunding received amount in euro to customer’s bank account in euro, all bank commissions are charged to the recipient (the customer).

#### **7. Visas and travel documents**

Customers and all passengers, for whom they booked tickets, are obliged to make sure that they possess all travel documents and that they are in order and to check all requirements for visas and personal documents for all destinations (initial, final, transit, etc.) on the route of their journey, including Bulgaria, if it is part of it. „Sofia Airport” EAD takes no responsibility in case any of the passengers faces obstacles at any point of the journey due to inadequacy, incorrectness, non-validity or lack of any required document.

## **8. Price guarantee**

All airlines reserve the right to change the prices of airline tickets prior to their full payment and issuing. In such cases „Sofia Airport” EAD shall be obliged to notify customers in time, but it takes no responsibility for the price difference announced by the airline.

## **9. General conditions of carriage**

Customers are subject to all specific conditions and regulations for carriage of passengers of the respective air carrier. All claims and requests related to problems concerning the journey of the customers or their baggage shall be submitted to the respective airline.

## **10. Additional provisions**

Users shall be obliged to check, no later than 72 hours prior to the booked flight, whether the air carrier made changes to the initially announced hour of departure or the route.

Users shall be obliged to acquaint themselves in advance with the political situation in the country of their destination. „Sofia Airport” EAD takes no responsibility for emergency situations, such as natural disasters, disturbances, strikes, war actions or other similar circumstances in the respective country which might cause damages to the Users.

Payments are made in cash (in euro or Bulgarian leva) via wire transfer to the bank accounts of „Sofia Airport” EAD (in euro or Bulgarian leva) or via bank debit/credit card.

Upon the purchase of airline ticket and/or associated service, Users agree to these General Conditions and the General Conditions of the airline and/or the supplier.

In its capacity as an intermediary between User and the airline, „Sofia Airport” EAD takes no responsibility for any damages caused by postponed or cancelled flights due to the fault of the airline or the Users, as well as other exceptional circumstances.

Airline tickets purchased by „Sofia Airport” EAD in its capacity as a ticket sales agent in the name and for the account of the airline cannot be returned, re-sold or given for use to a third person, unless otherwise stated in air carrier’s tariff conditions.

„Sofia Airport” EAD in its capacity as an intermediary collects from Users a fee determined in advance – agency fee for intermediary services with respect to the sale of airline tickets and/or associated services. The fee (the agency fee) varies according to the service type (issuing ticket, change of flight date, refund of amounts for unused ticket, etc.). This fee is announced to Users at the moment of offering the service and it is added to the total fare of the airline tickets and/or associated services.

The correspondence related to the airline ticket sales is sent and received at the following e-mail address:

[ticketdesk@sofia-airport.bg](mailto:ticketdesk@sofia-airport.bg)

These General Conditions are published at the official web site of „Sofia Airport” EAD at: [www.sofia-airport.bg](http://www.sofia-airport.bg), section „Tickets”.

„Sofia Airport” EAD reserves the right to update and change unilaterally these General Conditions.

Sofia, March 2016