

LOTUSTUDENTS PROGRAM TERMS AND CONDITIONS

LotuStudents is a special offer program for Vietnam Airlines' Lotusmiles Members who are students, aged from 15 to 31. Participation in the Program constitutes the Customer's acceptance of all terms and conditions stipulated herein.

Article 1. Definitions and Abbreviations

The following terminologies shall be defined in these Terms and Conditions as follows:

- 1.1. VN: stands for Vietnam Airlines JSC.
- 1.2. BL: stands for Pacific Airlines
- 1.3. 0V: stands for Vasco
- 1.4. LotuStudents: LotuStudents Program

Article 2. General Conditions

- 2.1. The LotuStudents Program applies to members of Vietnam Airlines' Lotusmiles Program who are students, aged from 15 to 31. If you are not a member, please register using the link provided below:
<https://www.vietnamairlines.com/vn/vi/lotusmiles/enroll-new>.
- 2.2. Customers participating in and enjoying privileges under the LotuStudents program will continue to receive the benefits and privileges of the Lotusmiles Program as stipulated in the Lotusmiles Program Terms and Conditions, available at <https://www.vietnamairlines.com/vn/vi/lotusmiles/member-benefits/terms-and-conditions>
- 2.3. Customers will receive detailed information about free baggage and additional services during the flight booking process. Customers can find information at: <https://www.vietnamairlines.com/vn/vi/buy-tickets-other-products/fare-conditions/fare-types>.
- 2.4. The privileges and accompanying benefits of LotuStudents are published on the website www.vietnamairlines.com (displayed under the "Plan your trip" section of "LotuStudents Offers").

Article 3. Detailed conditions

- 3.1 Subjects of application: Students aged between 15 and 31 years old.
- 3.2 Eligibility:
 - 3.2.1. Students must provide one of the following valid documents: student cards, letters of admission, student visas, offer letters, course enrollment confirmations, or other equivalent valid documents.
 - 3.2.2. Registration documents and instructions: Please visit <https://www.vietnamairlines.com/vn/vi/plan-book/LotuSociety/lotustudents-offers>
 - 3.2.3. Registration approval deadline: Within a maximum of 01 working day from the time Vietnam Airlines receives the complete and valid registration documents.
 - 3.2.4. Notes: Students must be currently enrolled in or have been accepted to full-time formal training programs lasting at least 03 months. Vietnam

Airlines may conduct verification and reserves the right to deny benefits if eligibility requirements are not satisfied or if there are indications of misuse of the policy.

3.3 Applicable itineraries:

- Vietnam domestic routes operated by VN, 0V, or BL;
- International routes to or from Vietnam operated by VN (not applicable to multi-leg itineraries).

3.4 Maximum number of tickets per year: No limit.

3.5 The program does not apply during peak periods. For details on peak periods, please refer to the following address: <https://www.vietnamairlines.com/vn/vi/planbook/LotuSociety/lotustudents-offers>

3.6 How to buy tickets: Please visit:

<https://www.vietnamairlines.com/vn/vi/planbook/LotuSociety/lotustudents-offers>
(displayed under the “Plan” section of “LotuStudents Offers”)

Article 4. Rights and Responsibilities of VN

4.1. VN’s Rights:

- a. Vietnam Airlines reserves the right to establish, amend, or supplement these Terms and Conditions to align with its business strategy, market conditions, or applicable laws and regulations, and will notify customers at least 10 days in advance of their effective date, unless otherwise required by law. Amendments and supplements to these Terms and Conditions shall not affect the benefits and privileges associated with tickets issued prior to the date of notification of such amendments or supplements.
- b. Vietnam Airlines reserves the right to suspend or terminate this Program and shall notify customers at least 10 days prior to the official suspension or termination date, unless otherwise required by law.
- c. In the event it is determined that a customer does not meet the participation requirements, Vietnam Airlines reserves the right to refuse the provision of services as well as the benefits and privileges stipulated in these Terms and Conditions.
- d. Vietnam Airlines reserves the right to collect and process customer information for the purpose of delivering services, benefits, and privileges under these Terms and Conditions in compliance with applicable laws, and may send marketing or promotional communications subject to the customer’s explicit consent.
- e. Vietnam Airlines reserves the right to terminate the provision of benefits and privileges to customers in circumstances where the customer commits any of the following violations:
 - Fraudulent registration for the program (including falsification of documents or provision of inaccurate information);

- Non-compliance with these Terms and Conditions; Vietnam Airlines' Conditions of Carriage; the terms of use of Vietnam Airlines' online booking system; the Lotusmiles Program Rules; and any other regulations issued by VNA as published on www.vietnamairlines.com.
- Using the benefits and privileges of the Program for purposes other than the original intent (For example: resale of promotional tickets, misuse of another person's benefits, or use of privileges to commit unlawful acts).

4.2. VN's Responsibilities:

- a. Provide the correct and complete offers and privileges in the Program as announced to the Customer.
- b. Safeguard customers' personal information in accordance with the Privacy Policy published on the Vietnam Airlines website and mobile app. Please see the details here: <http://vietnamairlines.com/vn/vi/legal/privacy-policy>
- c. Provide public notice of any amendments or additions to these Terms and Conditions, or when temporarily suspending or terminating the Program, within the time frame stipulated in these Terms and Conditions.
- d. Ensure that all customer entitlements arising at the time of flight booking are fully honored prior to any amendments or supplements to these Terms and Conditions, or any suspension or termination of the Program.
- e. Be responsible for providing assistance, addressing customer inquiries, and resolving complaints related to this Program.
- f. Any other obligations under applicable law.

Article 5. Rights and Responsibilities of Customers

5.1. Customer Rights:

- a. Enjoy the promotional offers and service benefits applicable to the registered products, as approved by Vietnam Airlines.
- b. Access transparent and clear information regarding the Program and its products.
- c. Have the right to contact Vietnam Airlines for assistance, to have inquiries addressed, and to have complaints resolved
- d. Have the right to voluntarily withdraw from the Program at any time.
- e. Any other rights under applicable law.

5.2. Customer Responsibilities:

- a. Ensure that all personal information and documents provided to Vietnam Airlines are accurate, complete, and promptly updated.
- b. Comply with these Terms and Conditions and all other regulations, policies, and terms of Vietnam Airlines when using Vietnam Airlines' services.

- c. Bear sole responsibility for maintaining the confidentiality of your Program participation account information.
- d. Any other obligations under applicable law.

Article 6. Implementation Provisions

- 6.1. These Terms and Conditions of the Lotusociety Program constitute the complete and unified understanding between Vietnam Airlines and the customer regarding the Program, and supersede any prior oral or written understandings or agreements relating to the Lotusociety Program as set forth herein.
- 6.2. Any matters not specified in these Terms and Conditions shall be governed by the Vietnam Airlines Conditions of Carriage and by Vietnam Airlines' current policies and regulations, as published on its website www.vietnamairlines.com and its mobile app.
- 6.3. If any provision of these Terms and Conditions is deemed invalid, unenforceable, or non-compliant with applicable law by any competent authority, such provision shall not affect the validity or enforceability of the remaining provisions of these Terms and Conditions. In such cases, Vietnam Airlines and the Customer agree to replace the invalid, unenforceable, or non-compliant provision with a lawful and enforceable one that reflects the original intent and nature of the initial provision.
- 6.4. These Terms and Conditions have been prepared in both English and Vietnamese. In the event of any discrepancy or dispute regarding the meaning or interpretation of these Terms and Conditions between the language versions, the Vietnamese version shall prevail.
- 6.5. For any inquiries or to submit complaints to Vietnam Airlines regarding participation in the Lotusociety Program, customers are kindly requested to contact us via email at spdd@vietnamairlines.com or call our hotline at [19001100](tel:19001100).
- 6.6. The governing law of these Terms and Conditions shall be the laws of Vietnam.
- 6.7. Any feedback or complaints regarding Vietnam Airlines' passenger transportation services or the use of airline tickets or additional services will be addressed in accordance with the Vietnam Airlines Conditions of Carriage, as published on www.vietnamairlines.com or the Vietnam Airlines mobile app.
- 6.8. All customer feedback, requests, complaints, and disputes related to participation in the Lotusociety Program will be received and handled by Vietnam Airlines in accordance with these Terms and Conditions and applicable laws.
- 6.9. Vietnam Airlines and the Customer agree to give priority to resolving disputes through negotiation and conciliation. If Vietnam Airlines and the Customer are

unable to resolve the dispute through negotiation within 30 (thirty) days of its occurrence, the dispute shall be submitted to the competent People's Court of the Socialist Republic of Vietnam for resolution. The Court's decision shall be final and shall serve as the legal basis for the parties' compliance. All court costs shall be borne by the losing party.