

## LOTUSOCIATES PROGRAM TERMS AND CONDITIONS

The Lotusociates Program is a special privilege program exclusively for Lotusmiles members who are officials and employees working at enterprises, agencies, and organizations that have cooperative or commercial relations with Vietnam Airlines (VNA).

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. OV: stands for Vasco
- 1.4. Lotusociates: Lotusociates Program

### Article 2. General Conditions of Lotusociety

- 2.1. The Lotusociates program is available to customers who are members of Vietnam Airlines' Lotusmiles Program. If you are not a member, please register using the link provided below:  
<http://www.vietnamairlines.com/lotusmiles/enroll-new>
- 2.2. Customers participating in and enjoying privileges under the Lotusociates 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 Lotusociates are published on the website [www.vietnamairlines.com](http://www.vietnamairlines.com) (displayed under the "Plan your trip" section of "Lotusociety Offers"). "
- 2.5. The annual ticket issuance deadline is December 31. If customers do not utilize all of their promotional tickets within a calendar year, unused tickets will not be carried over to the following calendar year.

### Article 3. Detailed conditions

- 3.1. Subjects of application:

Members are officials and employees working at enterprises, agencies, or organizations that have cooperative or commercial relations with VNA (hereinafter collectively referred to as 'organizations'), who have registered to participate and been approved by VNA.

- 3.2. Eligibility requirements for organizations to register:

3.2.1. The following organizations may submit an application to participate in LotuSociates:

- Organizations that have a strategic cooperation agreement with VNA.
- The organization currently has a Corporate Account agreement with VNA.
- Organizations that provide goods or services to VNA.
- Organizations that have cooperation or sponsorship agreements with VNA.
- Other organizations as specifically approved by the competent authority of VN.

3.2.2. The program does not apply to the following organizations in the Vietnam market:

- The Civil Aviation Authority of Vietnam.
- Vietnam Air Traffic Management Corporation and its member units.
- Airports Corporation of Vietnam and its member entities.
- Agents and travel companies within VNA's sales network.
- Immigration police units that have signed a strategic partnership agreement with VNA.

(Please refer to the Lotus Industry program at [www.vietnamairlines.com/vn/vi/plan-book/LotuSociety/LotuIndustry-offers](http://www.vietnamairlines.com/vn/vi/plan-book/LotuSociety/LotuIndustry-offers).)

3.2.3. Registration documents and instructions for participating in LotuSociates: Please visit: [www.vietnamairlines.com/vn/vi/plan-book/LotuSociety/lotusociates-offers](http://www.vietnamairlines.com/vn/vi/plan-book/LotuSociety/lotusociates-offers).

3.2.4. Registration approval deadline: No later than 03 working days after VNA has received complete and valid registration documents, including: The program participation form for enterprises and the enterprise's business registration certificate.

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 promotional tickets:

- Each officer and employee may purchase up to 10 discounted tickets per year for themselves and their family members.

- Notes: In each reservation code (PNR), passengers must include themselves as officials or employees of the participating organization.

- Vietnam Airlines does not stipulate the specific relationship, nor does it require accompanying travelers to be Lotuses members.

3.5 The program does not apply during VNA's peak periods. Details of peak periods are updated regularly at the following link: <https://www.vietnamairlines.com/vn/vi/plan-book/LotuSociety/lotusociates-offers>.

3.6 How to buy tickets: Please visit

<https://www.vietnamairlines.com/vn/vi/plan-book/LotuSociety/lotusociates-offers> (displayed under the "Plan your trip" section of "Lotus Society 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](http://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](http://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](mailto: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](http://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.