

APPENDIX 1: LOTUSOCIETY PROGRAM TERMS AND CONDITIONS

The Lotusociety Program is an exclusive incentive program for individual Vietnam Airlines customers who meet the requirements for each product category. Customers who participate in the Lotusociety Program and use the LotuStudents, LotuSociates, Lotus Industry, or any other Lotusociety Program goods that are implemented in different stages are presumed to have accepted all of the terms and conditions outlined below.

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. Lotusociety: Lotusociety Program

Article 2. General Conditions of Lotusociety

- 2.1. The Lotusociety program is available to customers who are members of Vietnam Airlines' Lotusesmiles Program. If you are not a member, please register using the link provided below:
<http://www.vietnamairlines.com/lotusesmiles/enroll-new>
- 2.2. Customers who participate in and receive offers from the Lotusociety Program will continue to be eligible for the Lotusesmiles Program's benefits, as specified in its official terms and conditions.
- 2.3. Customers will receive detailed information about free baggage and additional services during the flight booking process.
- 2.4. The offers and benefits for each product are publicized on the website www.vietnamairlines.com, in the "Special deals" section under "Plan your trip".
- 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. Specific conditions applicable to each product

- 3.1. LotuStudents
 - a. Subjects of application: Students aged between 18 and 26 years old.
 - b. Eligibility: 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
 - c. Applicable itineraries:
 - Vietnam domestic routes operated by VN, OV, or BL
 - International routes to or from Vietnam operated by VN (not applicable to multi-leg itineraries).
 - d. Registration approval deadline: No later than 3 working days from the time VN receives the complete registration documents.

- e. Maximum number of tickets per year: No limit
- f. Not applicable during peak periods. For details on peak periods, please refer to the following address: <https://www.vietnamairlines.com/vn/en/plan-book/lotustudents-offers>
- g. Registration process and ticket purchasing instructions: Please visit: <https://www.vietnamairlines.com/vn/en/plan-book/uu-dai-cho-hoc-sinh-sinh-vien-LotuStudents> (featured on the “Special deals” under the “Plan your trip” section)

3.2. LotuSociates

- a. Subjects of application: Officials and employees working at enterprises, agencies, or organizations that have cooperative or commercial relations with VNA (hereinafter collectively referred to as 'the organization'), who have registered to participate and received approval from VN.
- b. Eligibility requirements for organizations:
 - The organization has entered into a strategic partnership agreement with VN.
 - The organization currently has a Corporate Account agreement with VN.
 - The organization is currently supplying goods or services to VN.
 - The organization has cooperation or sponsorship agreements with VN.
 - Other organizations as specifically approved by the competent authority of VN.
- c. Applicable itineraries:
 - Vietnam domestic routes operated by VN, OV, or BL
 - International routes to or from Vietnam operated by VN (not applicable to multi-leg itineraries).
- d. This program is not applicable to the agencies or organizations listed in Section 3.3b of these Terms and Conditions. (Please refer to the Lotus Industry program).
- e. Registration approval deadline: No later than 05 working days from the time VN receives the complete registration documents.
- f. Maximum number of promotional tickets:
 - Each officer and employee may purchase up to five discounted tickets per year for themselves and their family members.
 - Notes: Each reservation code (PNR) must include the organization's officer or employee
- g. Not applicable during peak periods. Details of peak periods are updated regularly at the following link: <https://www.vietnamairlines.com/vn/en/plan-book/uu-dai-cho-nhan-vien-LotuSociates>
- h. Registration process and ticket purchasing instructions: Please visit <https://www.vietnamairlines.com/vn/en/plan-book/uu-dai-cho-nhan-vien->

[LotuSociates](#) (featured on the “Special deals” under the “Plan your trip” section)

3.3. LotusIndustry

a. Subjects of application: Officers, employees, and their family members who hold official labor contracts with VNA’s partner agencies or units, entities involved in VNA’s business and production cycle, or those who are part of the aviation industry as defined in Section 3.3.b, and who have registered and been approved by VNA, are eligible.

b. Eligibility:

Agencies, units, and organizations operating in the Vietnamese market, including:

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

c. Applicable itineraries:

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

d. Registration approval deadline: No later than 5 working days from the time VN receives the complete registration documents.

e. Maximum number of tickets per year:

- Each individual (whether an employee, staff member, or immediate family member) will be eligible for a maximum of 05 discounted tickets per year
- Each booking is made for 01 person only.

f. Not applicable during peak periods. Details of peak periods are updated regularly at the following link: <https://www.vietnamairlines.com/vn/en/plan-book/uu-dai-cho-nhan-vien-Lotusindustry>

g. Registration process and ticket purchasing instructions: Please visit <https://www.vietnamairlines.com/vn/en/plan-book/uu-dai-cho-nhan-vien-Lotusindustry> (featured on the “Special deals” under the “Plan your trip” section)

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. Any amendments or supplements to these Terms and Conditions shall not affect

promotional tickets issued prior to the date on which such amendments or supplements are announced.

- b. Vietnam Airlines reserves the right to suspend or terminate the Program, or any individual product within it, and will notify customers at least 10 days in advance of the effective date of such suspension or termination, unless otherwise required by law.
- c. Vietnam Airlines reserves the right to request customers to provide documentation supporting their registered information and to verify its authenticity to ensure compliance with the participation requirements. In the event it is determined that a customer does not meet the participation requirements, Vietnam Airlines reserves the right to refuse to provide services and benefits as stipulated in these Terms and Conditions.
- d. Vietnam Airlines reserves the right to collect and process customer information to provide benefits under these Terms and Conditions and, upon obtaining customer consent, to send marketing and promotional materials.
- e. Vietnam Airlines reserves the right to terminate the provision of benefits to customers in the event that a customer commits any of the following violations:
 - Fraudulent registration for the Program (including forgery of documents or provision of false information);
 - Failure to comply with the provisions of these Terms and Conditions; the Vietnam Airlines Conditions of Carriage; or the Terms of Use of Vietnam Airlines' online ticketing system;
 - Misuse of the Program's benefits or privileges for purposes other than their intended use (such as reselling promotional tickets or utilizing another person's benefits), or for unlawful acts.

4.2. VN's Responsibilities:

- a. Provide the correct and complete benefits and privileges for each product as communicated to customers.
- 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/en/legal/privacy-policy>
- c. Provide public notice of any amendments or additions to these Terms and Conditions, or of any suspension or termination of the Program or any individual product, within the time frame stipulated herein.
- 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 or individual products.
- 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.