

## SUGGESTED SCOPE OF WORKS FOR ANCILLARY SERVICES AND LUCKY DRAW IMPLEMENTATION

### I. WITH RESPECT TO ANCILLARY SERVICES IMPLEMENTATION

#### 1. Introduction

In recent years, Vietnam Airlines (VNA) has implemented some ancillary services related to air transportation services which is directly served by VNA (i.e, prepaid baggage, upgrade ...) in Vietnamese market.

In near future, VNA has intention of extending the scope and range of ancillary services via its website and mobile application (“web & app”) in some foreign markets appearing on web & app, including **Japan, South Korea and Singapore** (the “Project”) as below details:

No.	Service	Selling Time	Platform	Payment	Implementation method pursuant to Vietnamese laws
1	Prepaid baggage/upgrade/seat selection/seat reservation	During ticket booking process	VNA’s website + App	Direct to VNA	VNA directly provides these services along with selling air ticket.
		In “Booking management” function			
		Online check-in			
2A	Hotel/Taxi/Airport pick up/Airport transfer/ golf voucher	Anytime (not necessary along with ticket purchase)	Services Provider’s website	Services Provider’s payment gateway	VNA and Services Provider enter into e-commerce services agreement (Services Provider advertises its products in VNA’s web & app)
2B	Travel Insurance	During ticket booking process In “Booking management” function	VNA’s website + App	Direct to VNA Services Provider’s payment gateway	
3	Package (air ticket + 2A service)	During ticket booking process	VNA’s website + App	Direct to VNA, VNA will check and divide corresponding revenue for Services Provider.	Up to each Services Provider and service.

#### 2. Scope of works

VNA would like to select a Law Firm to advise and support us in the Project. The selected Law Firm shall be responsible for the following tasks:

a. As to services No.1 and No.3

To advise or provide consultancy for VNA if the answer is positive by identifying all legal requirements and process that VNA is obliged to comply with applicable laws on:

- Providing passengers flying from foreign to Vietnam with such services;
- Advertising the services on our web & app.

b. As to services No.2A

To advise or provide consultancy for VNA if the answer is positive by identifying:

- All legal requirements and process that VNA is obliged to comply with applicable laws in order for VNA to provide Services Providers with platform on web & app for advertising and selling their services;
- All legal requirements that Services Provider should meet to advertise and sell their services on the platform of VNA;
- The appropriate form of cooperation/agreement between VNA and Services Provider pursuant to applicable laws.

c. As to services No.2B

To advise or provide consultancy for VNA if the answer is positive by identifying:

- All legal requirements and process that VNA is obliged to comply with applicable laws in order for VNA to provide Services Provider with platform on web & app for advertising and selling their services;
- The legality to combine travel insurance products and its payment into ticket booking process according to applicable laws;
- The appropriate form of cooperation/agreement between VNA and Services Provider pursuant to applicable laws.

d. Overall works

- To represent VNA to perform any necessary works and procedures at competent authorities to fully meet all legal requirements in the Project implementation;
- To represent VNA to directly communicate with competent authorities, where it requires;
- To explain, clarify and/or respond all comments or requests of competent authorities or relevant parties, if any.

## **II. WITH RESPECT TO LUCKY DRAW PROGRAM IMPLEMENTATION**

### **1. Introduction**

VNA is about to launch an online survey on post-flight passengers for their feedback in order to enhance our service quality. This survey is promoted to all passengers who have completed a flight, also the residing outside Vietnam, regardless of ticket purchasing channel (website, CTO/ATO, agency...).

VNA shall send email to post-flight passengers and invite them to participate in the online survey and enter into a lucky draw program to win a round-trip economy class tickets or 2 upgrades to Business class to be drawn each quarter. The proposed lucky draw program shall be conducted by Vietnam-based headquarter and in Vietnam.

### **2. Scope of works**

VNA would like to select a Law Firm to advise and support us in the Project. The selected Law Firm shall be responsible for the following tasks:

- a. To advise or provide consultancy for VNA if the answer is positive by identifying all legal requirements and process that VNA is obliged to comply with applicable laws on conducting the lucky draw program;
- b. To review and comment on the Terms and Conditions of the lucky draw program and to assist VNA to complete it;
- c. To represent VNA to perform any necessary works and procedures at competent authorities to fully meet all legal requirements in the program implementation;
- d. To represent VNA to directly communicate with competent authorities, where it requires;
- e. To explain, clarify and/or respond all comments or requests of competent authorities or relevant parties, if any.