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GROUP REPATRIATION

PHNOM PENH

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WATTAY

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AMSTERDAM



LINK TO SIGN-UP PAGE: <https://mailchi.mp/flyenvoy/repatriation-flight>

## CHARTER FLIGHT FOR GROUP REPATRIATION

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Dear Sir or Madam,

This document explains and sets the terms and conditions for the group charter flight for repatriation reasons. This terms and conditions work as an agreement between the charter organization - ENVOY AIR SERVICES, a company organized and existing under the laws of The Netherlands, having its registered office at Breda Business Park, Ceresstraat 1, 4811 CA, Breda with Dutch Chamber of Commerce number 72705787 – and the passengers confirmed to the flight described here (chapter Flight Schedule).

ENVOY will assign, intermediate, and manage an aircraft operator to perform the flight schedule below, under the terms set out in this agreement. The agreement comes into place only when passengers have confirmed for the flight. Passengers have confirmed after completing all the booking process explained below. The completion of the booking process is an acceptance of the terms set on this agreement.

## FLIGHT SCHEDULE AND ROUTE

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Aircraft: Boeing 737-800 or Boeing 787-900 - The final type depends on the total number of passengers confirmed. And passenger preferences (see below)

Seats: 2 flights with 180 seats or one flight with 255 seats

Route:

From: Phnom Penh International Airport (PNH)

To: Amsterdam Airport Schiphol (AMS)

Via: Wattay International Airport (VTE)

Departure Date and Time: 12th-20th of June, to be confirmed upon flight approvals and permissions granted. Only boarding will be allowed at Phnom Penh International and Wattay International Airport. Passenger boarding in PNH shall remain inside the aircraft during the stopover at VTE. From Wattay International Airport, the flight goes direct to Amsterdam, non-stop. Note: If the demand for the flight from passengers in PNH is higher than the seat capacity, the first flight might go straight to Amsterdam, without stopping at VTE.



## DEPARTURE DATE, SEATS AND SERVICES

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### Number of Seats

Number of seats will depend of the interest and demand. We will offer 2 flights with 180 seats each with a Boeing 737-800 (A) or one flight with 255 seats minimum, with a Boeing 787-900 (B).

Catering: the price includes catering with reduced cabin service due to COVID-19 concerns.

Baggage allowance: one checked baggage is allowed up to 23 kilos and one cabin baggage up to 8 kilos. Allowance will be confirmed after sign-up process is concluded.

## PRICE PER TICKET

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Option A - 985 Euros (taxes included) - Based on flying on a Boeing 737-800 with full capacity – 180 seats.

Flight details: 2 fuel stops will be required, before reaching Amsterdam –approximate flight time 16 hours. There is no inflight-entertainment and limited comfort. The aircraft is a narrow-body, used for short-haul operations.

Option B - 1295 Euros (taxes included) - Based on flying on a Boeing 787-900 (or similar) with full capacity – 255 seats. Flight details: It is a non-stop flight. No fuel stops will be required on its way to AMS. Inflight-entertainment is included and the aircraft will be a wide-body, used for long-haul operations.

First, you will need to show your interest in this flight after reading this document via the link in “How To Book”. Please note that you are not confirming anything yet when you sign up on that page. Please, select which option of flight you prefer (A or B). After the sign-up is closed, passengers will be informed about which option (A or B) is preferable, the aircraft assigned and the final price per ticket. If they wish to proceed, they will also have get a link via e-mail so they can reserve/book their place on the flight on a first come first serve basis via ENVOY’s website.



## COVID-19 MEASURES

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The flight will follow the guidance issued by the European Union Aviation Safety Agency (EASA) for air transport of passengers. Besides technical requirements related to aircraft cleaning and management of the air cabin, the following rules apply to this flight:

Members on board an aircraft should adhere at all times to preventive measures, including strict hand hygiene and respiratory etiquette, and should wear a face mask.

On-board service will be limited, necessary to ensure comfort and wellbeing standards for passengers (and due to COVID-19 concerns).

There will be limited contact between crew members and passengers, giving proper consideration to the duration of the flight.

There will be no duty-free or other non-essential product sales on-board.

There will be a reduced food and drink service.

All passengers should wear a non-medical or a surgical face mask during the flight and the boarding process. The face mask should be large enough to cover both nose and mouth. Passengers must ensure that they carry the required facial protection with them (they are responsive to arrange the masks). Passengers who do not wear adequate facial protection/mouth masks may be refused boarding at the gate.

## HOW TO BOOK

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First, you will need to show your interest in this flight after reading this document via the link below. Please note that you are not confirming anything yet when you sign up on this page.

<https://mailchi.mp/flyenvoy/repatriation-flight>

Passengers will be informed about the final price after the minimum number of 255 passengers have signed up. Thereafter, passengers will receive a link via e-mail so they can reserve/book their place on the flight via ENVOY's website.

The booking works on a "first-come, first-served basis".

Passengers will have 24 hours to proceed with payment (see Payment).

Bookings are invalid of those passengers that have paid too late, so seats can be allocated to passengers on the waiting list—doing so, we avoid postponing everyone's journey because of payment delays. The booking process is closed as soon all seats and waiting list spots are reserved.



## PAYMENTS

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Payments accepted in Euros. For flights quoted in other currencies, the price in Euros will be calculated based on the exchange rate from ING bank.

Via ENVOY website, at checkout page, passengers can select how they wish to pay for their flight.

For this flight, passages can pay the booking via:

Bank Transfer: Bank transfer to ENVOY's account at ING Bank in The Netherlands. Bank details for transfer are provided on your booking confirmation. Please, include your Order Number as a reference when doing your payment transfer. Also, send a confirmation of transfer to [operations@flyenvoy.com](mailto:operations@flyenvoy.com). Credit card payments have a transaction fee of 2.9% of the total ticket price per passenger. iDEAL: Passengers with a Dutch Bank Account can also pay using iDEAL.

## CANCELLATIONS AND REFUNDS

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From the passenger

Tickets are non-refundable if the passenger decides to cancel the trip after payment. Tickets are also non-transferable. In case of a passenger missing their flight, or being denied boarding due to safety risk, the same rule applies.

From ENVOY and its Operators

In case the flight is canceled due to the landing permits or insurance not being granted, passengers are not liable to pay any cancellation fee. Any amount paid will be fully refundable via bank transfer, as follows:

Passengers will receive a link to provide their bank details.

ENVOY will process the refund within 14 days after receiving passengers the bank details.

Refunds are in Euros.



## MEETING POINTS AND DELAYS

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All passengers and baggage must be ready for embarking and loading at least 2 hours before the Scheduled Departure Time, which ENVOY communicates once the flight is approved.

### Delay and Remedies

In case of passengers arriving later than 2 hours before the scheduled Departure Time, the Flight Operator may, at its sole discretion and without any liability whatsoever, depart as expected.

In case of delays caused by operational reasons or health concerns (such as passenger screening or health checks at the point of departure), ENVOY or its operator will not be liable.

## TRAVEL DOCUMENTS AND RESTRICTIONS

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Each country in Europe is dealing differently with passengers arriving from abroad. Some states now require passengers to go through mandatory 14 days self-isolation. Others are just allowing passengers from certain nationalities. Passengers should get the most up-to-date information from their respective governments regarding what quarantine procedures (if any) they must go through at their final destination.

Passengers are required to have the correct documentation for traveling to Europe. Passengers can find Specific information for arrivals in the Netherlands on the Dutch Ministry of Foreign Affairs page:

<https://www.netherlandsandyou.nl/>

Third-country nationals need to prove that they are in transit to their home country when arriving at Schiphol.



## COMMUNICATION

After the booking is confirmed, communications between ENVOY and its passengers will be through e-mail.

E-mail: ENVOY will communicate personal information and flight status via e-mail.

For urgent matters, a live chat box is available via ENVOY's website during business hours (09:00 am – 06:00 pm Dutch time).

Communication is done primarily in English.

In case of any questions, please feel free to get in touch with us – [info@flyenvoy.com](mailto:info@flyenvoy.com).

## DATA PROCESSING AND CONTENT

Passenger details will be shared with flight operators and government authorities to get the necessary permits. Sharing this data is crucial for the performance of the flight, and the trip cannot be performed without this data. When agreeing with the terms of the flight, you also agree with sharing your data.

### PROPOSED TIMELINE



\*Estimated. Permits can be granted sooner.

