

BAMBOO GIFT CARD – TERMS & CONDITIONS

For the purposes of these terms and conditions, the term "Bamboo Gift Card" (also "Gift card") means a virtual gift card issued by Bamboo Airways.

By purchasing or redeeming a Gift Card, you agree to the following terms and conditions.

✈ *Purchasing Bamboo Gift Cards*

- Gift Cards are available for purchase in any denomination between 500.000VND and 20.000.000VND on giftvoucher.bambooairways.com. Maximum 10 Gift Cards can be purchased in one time.
- Option to deliver Gift card directly to yourself or your recipient through email. The delivery date can be chosen flexibly by purchaser within 60 days from the date of purchase.
- Gift Cards that are undeliverable or not received due to inaccurate information provided by the purchaser will not be replaced or refunded.
- After making the purchase of the Gift Card, you will receive an order confirmation and delivery/receipt confirmation in your email inbox.
- The recipient of your Gift Card will receive in the email the Gift Card with the selected image, message and value. It will include the number of the Gift Card, the PIN code, and the link to the Terms and Conditions and to Bamboo Airways Privacy Policy. The delivery of the email may take up to 24 hours. If you have selected "Delivery for later", then the Gift Card will be delivered on the date you have selected.
- Gift Cards are non-refundable, cannot be exchanged for cash and/or cannot be paid out in cash under any circumstances.
- Gift Cards are available for immediate issue and delivery after purchase.
- Gift Cards are valid for 12 months from the date of purchase. The expiration date which means the last date on which customer can redeem its Gift Card is mentioned in the email by which the Gift Card was delivered. The Gift Card will expire on this date at end of the day: 23:59 UTC (Coordinated Universal Time).
- Gift Cards purchased or bartered from sources other than Bamboo Airways-authorized vendors (Unauthorized Vendors) are not valid or redeemable.

✈ *Redeeming Bamboo Gift Cards*

- Gift Cards are redeemable online to purchase flight ticket and/or Ancillary available for sale on the official Bamboo Airways website www.bambooairways.com and Mobile App. Gift Cards

may not be used to redeem for other products or services including hotel, car/transfer service, seat upgrades, in-flight purchases. To redeem a Gift Card online, you must have access to the Gift Card number and pin provided on the Gift Card or by email.

- Bamboo Gift Cards will not be activated and available for using until 72 hours after purchase
- The Gift Card can be redeemed until its expiration date.
- Any flight booked with a Gift Card must be completed before the expiration date of the Gift Card.
- If the flight ticket and/or ancillary price is greater than the value of the Gift Card(s), the difference may be paid with a credit card. If the flight ticket and/or ancillary price is less than the value of the Gift Card(s), then the unused portion will remain on the Gift Card until the balance of the Gift Card is decreased to zero, at which time the Gift Card will be deactivated.
- Up to three Gift Cards may be redeemed in a single transaction or purchase, and guaranteed not to exceed three forms of payment, combining Gift Card(s), Voucher(s) and any credit card accepted by Bamboo Airways.
- Currently, it is not possible to jointly redeem Promotional Code(s) together with a Gift card(s) or a Voucher(s).
- The redemption of the Gift Card may be restricted on specific days, called blackout dates. If you have the departure or the arrival date on one of these dates, you will not be able to redeem your voucher for that specified period. This blackout dates can be verified in the Check balance section on <https://giftvoucher.bambooairways.com/en-gb/CheckBalance>
- Any flight-only tickets paid totally or partially with Gift Card(s) are refundable or non-refundable depending on the fare rules of the ticket(s) paid by the Gift Cards. All refunds are made to the original form of payment, if the original form of payment was the gift card(s), the gift card(s) must be in expiration date

General

- Bamboo Gift Cards are co-operation between Bamboo Airways and our partner, Qwiksilver Solutions Pvt. Ltd.
- Gift Cards have no monthly or maintenance fees and cannot be reloaded with additional funds.
- Gift Cards are not credit, debit or charge cards and have no implied warranties.
- The Gift Card is transferable and can be used multiple times, within the validity period, until the total balance of the Gift Card has been used completely. After the expiration date, the Gift Card cannot be used, renewed or reactivated, nor can any unused remaining balance on the Gift Card be claimed or redeemed for cash. No refunds or credit notes shall be issued for unused part of the

Gift Card...

- Bamboo Airways is not responsible if any Gift Card is lost, stolen, destroyed or used without recipient's permission. Neither Bamboo Airways nor Bamboo Airways's agent, employee or representative is obligated to request a person presenting this Gift Card to identify himself/herself.
- Bamboo Airways does not accept any liability in the case that the email address of Gift Card recipient is misspelled.
- The failure of Bamboo Airways to exercise any of its rights shall not be construed as a waiver or relinquishment of the future performance of any of its rights, and your obligations with respect to such future performance shall continue in full force and effect.
- If any clause contained in these Terms and Conditions becomes void, unenforceable or prohibited in any jurisdiction, this will not affect the validity and enforceability of the other clauses in these Terms and Conditions, or of these same clauses in other jurisdictions. In such cases, Bamboo Airways and you agree to replace the clause that is void, unenforceable or prohibited with a valid, enforceable clause in the spirit of the original.
- These Terms and Conditions are drafted in English and Vietnamese. If translated into a language other than English or Vietnamese for any purpose, the Vietnamese version shall prevail and be paramount in the event of any differences, questions or disputes concerning the meaning, form, validity, or interpretation of these Terms and Conditions.
- These Terms and Conditions shall be governed by the laws of Vietnam. To the extent permitted by law, you agree to submit to The People's Courts of the Socialist Republic of Vietnam, for settlement of any dispute which might arise as a result of or in connection with these Terms and Conditions.
- These Terms and Conditions shall be read in conjunction with Bamboo Airways General Conditions of Carriage, Privacy Policy, Cookie Policy and Terms of Use.
- You may check your Gift Card's balance at giftvoucher.bamboairways.com
- Please contact Bamboo Airways for questions or help with their Gift Cards at giftvouchers@bamboairways.com.

Changes To Terms and Conditions

Bamboo Airways reserves the right, and holder or purchaser of a Gift Card agrees that, Bamboo Airways may at any time change the terms and conditions of the Gift Card program. The most

current terms and conditions are available at www.bambooairways.com and/or giftvoucher.bambooairways.com and will supersede all previous versions of the terms and conditions. The most current terms and conditions shall be effective upon posting of such modified terms and conditions. Your use of the Gift Card after such posting constitutes your acceptance of the modified terms and conditions.

Restrictions On Use

- Unless prohibited by law, Bamboo Airways reserves the right to refuse, deactivate, cancel, reject or hold for review any Gift Card (a) if the card number is invalid, has not been activated, or cannot be found within the American Airlines system or (b) mistakenly issued in an incorrect denomination or (c) suspected to have been issued or procured, directly or indirectly, in connection with fraudulent actions or in violation of these terms and conditions. You are responsible for safeguarding your Gift Card from unauthorized use.
- Use of Bamboo Airways' name, logo, trade dress (including any image or likeness of the cards) or trademarks (or those of any of its subsidiaries or affiliates) in connection with the purchase or use of Gift Cards is strictly prohibited. The use of Gift Cards in any manner that states or implies that any person, website, business, product or service is endorsed or sponsored by, or otherwise affiliated with, Bamboo Airways or any of its subsidiaries or affiliates is prohibited. Furthermore, the use of Bamboo Airways' name, logo, trade dress or trademarks by any third party to resell gift cards is strictly prohibited.