



WIZZ ACCOUNT AND WIZZ CREDIT – TERMS AND CONDITIONS

1 INTERPRETATION

Terms and expressions defined in the General Conditions of Carriage of Wizz Air (**GCC**) have the same meaning in these Terms and Conditions (**TC**) unless set out below or unless the context otherwise requires.

2 DEFINITIONS

- 2.1 **Application:** means the mobile application of Wizz Air.
- 2.2 **Base Currency:** the currency of the Wizz Account, which is determined by the first transaction performed onto the Wizz Account.
- 2.3 **Booking:** a booking for one or more Wizz Air flights (including the Fare and Service Fees and any Additional Services and Fees, if applicable) which is confirmed as accepted by Wizz Air.
- 2.4 **Contact Data:** the contact data of the Customer including the Customer's first name, gender, country code, nationality and / or citizenship, mobile phone number, email address and / or any other data required by Wizz Air for the Registration.
- 2.5 **Customer:** the natural or legal person who completed the Registration.
- 2.6 **General Conditions of Carriage or GCC:** the general conditions of carriage of Wizz Air.
- 2.7 **Passenger:** the natural person using Wizz Air's passenger transport services whose name is provided as a passenger in course of the Booking.
- 2.8 **Registration:** the registration of the Customer's Contact Data in the respective information technology system of Wizz Air. Following the Registration, the Customer is subject to the rights and obligations set out in this TC.
- 2.9 **Website:** www.wizzair.com
- 2.10 **Wizz Account Balance:** the Wizz Account Balance is available from the Wizz Account and comprises the Wizz Credits issued and uploaded by Wizz Air. The Wizz Account Balance, for instance, may be used for the payment of purchasing Tickets, modifying the existing Booking and/or adding Additional Services provided by Wizz Air and for any other functions that the Website and/or the Application allows.
- 2.11 **Wizz Account:** the Customer's account which is created with the Registration. The Wizz Account, for instance, may be used for Booking, purchasing Tickets, modifying the existing Booking and/or adding Additional Services provided by Wizz Air and for any other functions that the Website and/or the Application allows. The Wizz Account includes the record of the Customer's purchases and the Wizz Account Balance.
- 2.12 **Wizz Air:** Wizz Air entity including Wizz Air Hungary Ltd, Wizz Air UK Ltd, Wizz Air Malta Ltd, Wizz Air Abu Dhabi LLC or any other entity that operates the flight under the Wizz Air brand.
- 2.13 **Wizz Credits:** a settlement instrument connected strictly and solely to the Wizz Account.

3 WIZZ ACCOUNT AND WIZZ ACCOUNT BALANCE

- 3.1 The Customer must be logged in to the Wizz Account on the Website or in the Application to use the Wizz Account and the Wizz Account Balance.



- 3.2 The Wizz Account Balance may be used for Booking if the Customer is one of the Passengers and the Booking does not include more than 6 (six) Passengers.
- 3.3 If the value of the charged amount for a Booking exceeds the value of the Wizz Account Balance, the payment of the outstanding amount should be made by the Customer's bank card.
- 3.4 If a Booking is made in a currency other than the Base Currency, the payable amount will be converted from such currency to the Base Currency at the exchange rate applied by Wizz Air at the time of the Booking. The applied conversion rate may differ from official or interbank exchange rates. The payable amount will then be deducted from the Wizz Credits.

4 WIZZ CREDITS

- 4.1 The Customer may receive Wizz Credits only if the Customer has a Wizz Account. The Customer can find the amount of the Wizz Account Balance on the Website or in the Application when logged in.
- 4.2 Wizz Credits are issued in the Base Currency of the Customer's Wizz Account.
- 4.3 The Customer may receive Wizz Credits from Wizz Air as a compensation and/or a reward related to Customer's activities carried out on the Website, in the Mobile application or during any events connected to or organized by Wizz Air. The issuance of Wizz Credits may include, but is not limited to flight cancellations, promotions, competitions, or events organized by Wizz Air.
- 4.4 In each case, when Wizz Credits are granted, or as long as this is feasible before issuance of the Wizz Credits, Wizz Air provides the Customer in a clear and accessible manner with the specific terms and conditions about those Wizz Credits via email. This may include information on the use of such Wizz Credits, the period in which such Wizz Credits are to be uploaded to the Customer's Wizz Account, and the expiration date of such Wizz Credits.
- 4.5 If Wizz Air cancels a flight that has been paid for in whole or in part with Wizz Credits, any future refunds of the part of the Booking that was paid using Wizz Credits will be refunded in the form of Wizz Credits. If the Booking was partly paid by bank card, Wizz Air will provide the option for the Customer to receive cash refund of the payment made with this method.
- 4.6 Wizz Credits are non-refundable and non-transferable. Wizz Credit cannot be converted into cash, except if this is specifically determined or allowed by Wizz Air when granting Wizz Credits.
- 4.7 If the Customer receives Wizz Credit on behalf of Passengers other than the Customer, the Customer is obliged to promptly and fully inform these other Passengers about the Wizz Credits so received. The Customer is obliged to use Wizz Credit and act in relation to WIZZ Credits as per the relevant provisions of the General Conditions of Carriage.

5 SUSPENSION AND TERMINATION OF THE WIZZ ACCOUNT

- 5.1 Wizz Air may suspend the Customer's Wizz Account immediately in exceptional circumstances. Exceptional circumstances include the following:
 - (a) the Customer has not provided Wizz Air with any information Wizz Air requires, or Wizz Air has good and justified reason to believe that information the Customer has provided is incorrect or not true;
 - (b) the Customer breached this TC in a persistent way and did not remedy such breach within a reasonable time provided by Wizz Air;



- (c) Wizz Air is requested or directed to proceed so by any competent court of law, government authority, public agency, or law enforcement agency.
- 5.2 Wizz Air reserves the right to take all possible legal actions and contact the competent court of law, government authority, public agency, or law enforcement agency in case of the reasons for suspension indicated in Point 5.1.
- 5.3 Wizz Air shall provide the Customer with a notice of any suspension, the reasons for suspension and the potential means to remedy the reasons for suspension (Including the technical steps to change the incorrect data) via email either before the suspension is put in place, or within a reasonable time after, unless notifying the Customer would be unlawful or compromise Wizz Air's reasonable security measures. Wizz Air will lift the suspension as soon as practicable after the reasons for suspension have ceased to exist.
- 5.4 Should the reasons of suspension not cease to exist within 60 days after the receipt of the notice of suspension, Wizz Air may terminate the Wizz Account.

6 PROCESSING PERSONAL DATA

By using the Wizz Account, the Customer agrees to the application of Wizz Air's Privacy Notice regarding the processing of personal data.

7 MISCELLANEOUS

- 7.1 All promotions, fares, and any other special offers provided by Wizz Air are subject to the terms and conditions specifically pertaining to that offer.
- 7.2 Tickets and/or services purchased by using the Wizz Account Balance should not be offered for commercial purposes by the Passenger, Customer or any third party, including but not limited to internet auctions or other web-based platforms, except if this is specifically determined or allowed by Wizz Air.
- 7.3 The Customer handles the information concerning the Wizz Account confidentially. Wizz Air is not liable for any damages arising from any kind of misuse of the Wizz Account that stems from disclosing the information concerning the Wizz Account to anyone other than the Customer (for example, passwords or other sensitive data).
- 7.4 This TC is subject to Hungarian law.*

** Not applicable to consumers with habitual residence in Austria*
- 7.5 The Hungarian courts have non-exclusive jurisdiction in any contractual or non-contractual dispute arising out of or in connection with this TC. Provided that you are a consumer resident in a Member State of the EU, you may also be able to bring proceedings before the courts of that Member State.

In force from: 12 April 2024