



## PRICE LIST

### 1. Definitions

Our Price List should be read in conjunction with our Terms and Conditions, where you may find all the defined terms used in the Price list.

### 2. Service Fee

#### 2.1 For Compensation applications

When the Client receives Compensation, Compensair is entitled to the Service fee, which is deducted from Compensation received or should be paid by the Client directly to Compensair in the specified manner.

The client has several options to pay Service Fee.

The basic option that is available to all clients is 30% Commission of the received Compensation.

In accordance with the circumstances of the Case, the Client may be provided with one or more additional options to choose from:

- Flat Fee which can vary from 30 to 90 EUR;
- Reduced Flat fee + reduced Commission. The exact amount of the Flat fee and Commission is calculated based on the ticket price and the actual circumstances of the Case.

In case of legal proceedings Compensair collects additional fee in the amount of 10% of the received Compensation.

#### 2.2 For Refund applications

When the Client applies for a ticket Refund, he may choose 2 possibilities: to pay flat fee before Services are provided or to pay Commission that is calculated from the ticket price (if the ticket price exceeds 80 EUR or equivalent in foreign currency).

The exact amount of Flat fee and Commission depends on the ticket price.

Ticket price and applicable fees:

1 - 80 EUR – flat fee is 10 EUR.

81 - 150 EUR – flat fee is 10 EUR or 25% Commission calculated from the ticket price.

151 - 300 EUR – flat fee is 10 EUR or 20% Commission calculated from the ticket price.

301 - 500 EUR – flat fee is 15 EUR or 15% Commission calculated from the ticket price.

Above 500 EUR – flat fee is 15 EUR or 10% Commission calculated from the ticket price.

In accordance with the circumstances of the Case and information provided, Commission may be raised to 35 %.

For all cases Flat fee is non refundable.

### **3. Other expenses**

The Client shall incur all additional expenses for money transfer.

### **4. VAT**

All fees and charges stated in the Price List exclude applicable VAT.

### **5. Flight Compensation/Refund Amount Guarantee**

Compensair guarantees that the Client will always get the correct amount of Compensation/Refund. If the Client's case is Covered by EU 261/2004, the Client is guaranteed the correct amount in EUR. If the Client's case is filled in accordance to any other legislation/regulations, the Client is guaranteed the correct amount in the applicable currency in accordance with the current exchange rate.

**Updated on: 13 May 2020**