

Terms and Conditions of Use for the Corporate Customer Online Booking Tool

1. General Provisions

1.1 The Corporate Customer Online Booking Tool is an internet-based electronic sales platform for travel services.

The Corporate Customer Online Booking Tool enables the Customer, 24/7 and in real-time, to familiarise themselves with the main characteristics and terms of travel services of various service providers, including airlines, accommodation establishments, car rental companies, etc., to compare prices and services, to check availability, and to submit orders directly within the booking system of the respective service provider.

1.2 Estravel offers the Customer the opportunity to use a cost-effective, convenient, and efficient Online Booking Tool for planning voyages, as well as compiling and submitting orders without assistance from Estravel.

1.3 The Customer, having familiarised themselves with the options of the English-language sales platform of the Online Booking Tool, is interested in using the e-store for their business operations in accordance with its terms and conditions of use.

1.4 Upon making available and using the Corporate Customer Online Booking Tool, the parties are guided by the terms and conditions of use of the e-store available at <https://www.estravel.ee/e-poe-kasutustingimused/> and these current terms and conditions of use for the corporate customer Online Booking Tool. In the event of conflicts, the latter shall prevail.

1.5 In case of a conflict between the Corporate Customer Agreement and Annex 4 of the Agreement, the provisions of the Annex to the Agreement shall be followed.

2. Availability, Authorised Users

2.1 Estravel will create the Customer's user account and make the Corporate Customer Online Booking Tool available to the Customer based on a standard questionnaire submitted by the latter. In the questionnaire compiled regarding the travel preferences of the Customer's company (hereinafter the Questionnaire), it is possible, in addition to the Customer's details, to specify, among other things, the authorised users acting in the name and on behalf of the Customer, as well as potential restrictions and limitations related to the submission and confirmation of orders.

2.2 Upon approval of the Questionnaire by Estravel, personal and strictly confidential corporate customer Online Booking Tool user IDs and passwords will be issued to the Customer, and the Customer's user account will be activated. The Questionnaire submitted by the Customer and approved by Estravel is considered an annex to this Agreement, and subsequent amendments are only possible with the consent of Estravel.

2.3 When ordering and purchasing travel services through the Corporate Customer Online Booking Tool, the Customer enters into a bilateral agreement with the service provider (airline, accommodation establishment, car rental company). The Customer is aware that Estravel is not a party to the aforementioned bilateral agreement for the provision of travel services.

2.4 The Customer has the option to assign authorised users with different rights (e.g., approvers, travel coordinators, passengers) to use the Online Booking Tool. The exact user rights, their scope,

and possible restrictions related to the submission or confirmation of orders are determined in the Questionnaire or agreed upon during the configuration of the booking system.

3. Usage

3.1 From the activation of the user account, the Customer has the right to use the Corporate Customer Online Booking Tool in their business operations to order travel services by logging in using the personal user ID and password provided by Estravel. The Customer bears full responsibility and payment obligations for orders placed using the user ID and password issued to them. In the event that the personal user ID and password are lost, destroyed, or fall into the hands of third parties, the Customer must immediately inform Estravel. Such information is deemed received once Estravel has confirmed its receipt to the Customer.

3.2 For the Customer using the travel services of the Corporate Customer Online Booking Tool, Estravel provides system-based support solely on technical matters through the contacts specified in clause 3.3. If the Customer requires additional travel-related information and consultation when ordering a travel service, or wishes to book travel services not included in the e-store, they may contact Estravel using the contact details provided in the Agreement.

3.3 Technical questions regarding the Corporate Customer Online Booking Tool can be directed to Estravel's Online Service Team via email at online@estavel.ee or by phone at 626 6308. For questions related to the Agreement and this Annex, the Customer can contact the Corporate Account Management Team via email at ariklientuur@estavel.ee or by phone at +372 626 6260.

3.4 The Customer is aware and agrees that the entire risk, duty of activity, and duty of care when ordering travel services in the Corporate Customer Online Booking Tool rests with the Customer, including, but not limited to, the obligation to familiarise themselves with the terms, prices, availability, duration, restrictions, and opening hours of the travel service of each order, and to ensure that the use of the travel service in the manner set forth in the order by the Customer is reasonably possible. Neither Estravel nor the service provider performs any verification regarding the actual possibility of use upon confirmation of the order.

3.5 The Customer is aware and agrees that they are obliged to carefully check all data when placing each order and entering information, and shall be responsible for the accuracy of the data submitted in the forwarded order. The Customer bears the risk of potential damage arising from mistakes made by authorised users even if, prior to submitting the order, all data entered by the Customer is not displayed for the purpose of identifying and eliminating entry errors.

3.6 The Corporate Customer Online Booking Tool displays travel options starting from the lowest price based on the details entered by the Client. Please note that flight tickets can be booked either as a single round-trip ticket or as two separate one-way tickets. If the booking consists of two separate tickets and the outbound flight is cancelled for any reason, the return flight will not be cancelled automatically. If the outbound flight is cancelled and/or the return flight is no longer needed, the Client must contact Estravel to cancel the return flight.

3.7 Payment for travel services ordered through the Corporate Customer Online Booking Tool may, in the case of certain services (car rental, partially hotel accommodation, flight tickets of low-cost airlines), be technically restricted such that payment must be made immediately and exclusively by credit card, which is why the possession of a credit card is presumed when ordering travel services in such cases. The option to pay by credit card will be deactivated if the Customer does not wish to use it.

4. Preparation and delivery of an order for travel services

4.1 In the Corporate Customer Online Booking Tool, the right to prepare and submit orders is held by users authorised for that purpose, according to the scope of rights assigned to them. If the settings specified by the Customer require the confirmation of the order by another authorised user, the declaration of intent to purchase the travel service is deemed to have entered into force from the moment the person entitled to do so has given their acceptance to the order. The Customer is aware and agrees that a declaration of intent submitted or confirmed by an authorised user is irrevocable.

4.2 An order for travel services submitted using the Corporate Customer Online Booking Tool constitutes the Customer's proposal to purchase the selected travel service from the service provider. In the event that the service provider accepts the Customer's proposal, the service provider and/or Estravel will forward the corresponding confirmation to the Customer's email address. From the moment the service provider's acceptance of the Customer's order/declaration of intent is received, the bilateral agreement between the Customer and the service provider regarding the respective travel service is deemed concluded and binding. In the event that the service provider does not accept the Customer's order/proposal, the agreement remains unconcluded.

4.3 The Customer is aware and agrees that they bear an active obligation to verify whether the service provider has confirmed the order after the submission of their irrevocable declaration of intent. Settlement for travel services acquired through the Corporate Customer Online Booking Tool shall be based on the credit limit specified in clause 1.2.1 of the Agreement.

5. Final Provisions

5.1 The use of the Corporate Customer Online Booking Tool is voluntary. If the Customer finds that the Online Booking Tool does not meet their needs or requirements, it is possible to contact Estravel's Corporate Customer Service to order travel services.

5.2 Estravel has the right to suspend Online Booking Tool usage rights without prior notice if the Customer violates the terms of use of the Online Booking Tool, if the Customer's credit limit is exceeded, or if the Customer's debt has not been liquidated by the due date.

5.3 Estravel is not liable for damage that may arise in connection with the use of the Corporate Customer Online Booking Tool or applications associated with it, or for damage that arose due to the unavailability and/or non-compliance of any travel service.

5.4 This annex to the agreement is digitally signed by the Customer, whereby the Customer confirms that they have familiarised themselves with and agreed to the terms and conditions of use of the Corporate Customer Online Booking Tool ordering system.