

## WIZZ MultiPass – Terms and Conditions

In order to subscribe to WIZZ MultiPass you should expressly accept these terms and conditions. Furthermore, you hereby expressly confirm that you received information on the special conditions of these terms and conditions (indicated below with *italics*) and that you expressly accept such special conditions. The WIZZ MultiPass is the service provided by:

### Wizz Air Hungary Ltd.

(having its registered seat at: H-1095 Budapest, Lechner Ödön fasor 6., Hungary; in the underlying Agreement it is referred to as “Wizz Air Hungary”)

and

### Wizz Air UK Limited

(having its registered seat at: Percival House 134 Percival Way, London Luton Airport Roundabout, Luton, LU2 9NU, United Kingdom; in the underlying Agreement it is referred to as “Wizz Air UK”)

and

### Wizz Air Malta Limited

(having its registered seat at: Skyparks Business Centre, Level 2, Malta International Airport, Luqa LQA 4000, Malta).

and

### Wizz Air Abu Dhabi Limited

(having its registered seat at: Business Park 01, Plot P6, Office number 208, Abu Dhabi International Airport, Abu Dhabi, United Arab Emirates)

Wizz Air Hungary, Wizz Air UK, Wizz Air Malta and Wizz Air Abu Dhabi are hereinafter jointly referred to as a “**Wizz Air**”.

## INTERPRETATION

- 1.1 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.
- 1.2 The provisions of the TC prevail in case of any contradiction between the GCC and the TC.

## 2 DEFINITIONS

**App:** Wizz Air mobile application connected to the Website and operated by or for Wizz Air where bookings can be made.

**Month:** refers to calendar months.

**Subscriber** or **You:** natural person named as the member of the WIZZ MultiPass during the Subscription Period who subscribed to WIZZ MultiPass.

**Subscription Cycle:** has the meaning defined in Point 3.3.

**Subscription Fee:** has the meaning defined in Point 3.3.

**Subscription Period:** has the meaning defined in Point 3.2.

**Token:** has the meaning defined in Point 4.2. Information on the number of Tokens the Subscriber receives in a Subscription Period is provided in Point 5.2.

**Website:** <https://multipass.wizzair.com>

**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 Wizz Air entity that operates the flight You booked as a Subscriber.

### 3 SUBSCRIPTION

- 3.1 WIZZ MultiPass is a 12-Months subscription plan which allows the Subscribers to travel each Month on the eligible Wizz Air flights by paying a monthly fixed fee including all taxes and additional fees in accordance with the TC. Namely the Subscribers, in exchange of the Subscription Fee, receive token(s) which they may use to book flight(s) in accordance with the TC. You can subscribe to WIZZ MultiPass on the Website by selecting the suitable WIZZ MultiPass plan and accepting this TC. You should provide Wizz Air with your first and last name, gender, country code, mobile phone number, e-mail address and nationality/citizenship or use your current Wizz Account to subscribe to WIZZ MultiPass.
- 3.2 You can subscribe to WIZZ MultiPass for a mandatory 12-Month period (**Subscription Period**). Upon your explicit consent during your subscription to WIZZ MultiPass, WIZZ MultiPass will automatically renew at the end of each Subscription Period for a further Subscription Period (12 Months) unless the WIZZ MultiPass is terminated as per Point 7 below.
- 3.3 You will be charged with the subscription fee (**Subscription Fee**) through the entire Subscription Period (12 Months), however, the payments of the Subscription Fee are made in a subscription cycle as defined in Point 4.4 (**Subscription Cycle**). You can choose the start of the Subscription Cycle in accordance with the below provisions. The start of the Subscription Cycle may be:
  - (a) the day of subscription if You subscribe on the first day of the Month,
  - (b) if you do not subscribe on the first day of the Month – the day of subscription if You select the option to book a one-way or return flight within the Month of the subscription in accordance with Point 5, or
  - (c) if you do not subscribe on the first day of the Month – the first day of the Month following the subscription.

### 4 PAYMENT

- 4.1 You will be charged the Subscription Fee for each Subscription Cycle after the end of the respective Subscription Cycle (i.e. on the 1st day of the following Month) based on the payment method and currency you selected when subscribing to WIZZ MultiPass. The available payment methods are by credit card only. The Subscription Fee is set out on the Website <https://multipass.wizzair.com>. The amount of Subscription Fee (as published on the Website) may change from time to time and will be published on the Website. In case of a change in the Subscription Fee amount, such changed Subscription Fee will only be applicable for the next Subscription Period. You will be notified by email within a reasonable time before the planned changes to the Subscription Fee.
- 4.2 You will receive electronic tokens (**Tokens**) upon the confirmation of your successful payment on the first day of each Subscription Cycle. Once You receive the Tokens, You can use the Tokens to book flights within the Subscription Cycle as detailed under Point 5.
- 4.3 If Wizz Air is unable to process your payment, Wizz Air asks you to select a different payment method. Until the process of your payment, You are not eligible to use the Tokens and your WIZZ MultiPass subscription is suspended of which you will be informed and requested to provide the alternative payment method. The suspension does not mean that the You are not obliged to pay the Subscription Fee in the next Subscription Cycle, and for the previous Subscription Cycle in case failed payments. Should the attempt to process your payment

(including through the alternative payment method) fails to result in the payment of the Subscription Fee for any Subscription Cycle, Wizz Air reserves the right to terminate your WIZZ MultiPass. Wizz Air informs you in advance on the possible termination of your WIZZ MultiPass, so that you could cure the situation.

- 4.4 The Subscription Cycle lasts for one Month and starts on the first day of a Month except for the scenario under Point 3.3 (b) above where the first Subscription Cycle lasts for less than a Month (i.e. it does not start on the first day of the Month, but in the course of the Month, and ends at the end of the Month when the Subscriber subscribes to WIZZ MultiPass). Your subscription covers every Month within the entire Subscription Period.

## 5 BENEFITS

- 5.1 With the subscription of WIZZ MultiPass you can book one one-way or one return flight that is available in the itinerary of the Website or App in every Subscription Cycle within the Subscription Period, if the booking is made at least 5 days before departure (i.e. not less than 120 hours). Please note that there is a limited number of eligible flights available to Subscribers. For more details, please refer to Point 6.7 below.
- 5.2 One Token enables You to book a one-way flight whilst the other Token enables You to book a return flight (for the eligible flights please refer to Point 5.3 below), except for the black-out periods referred to in Point 6 below. The number of Token(s) that you will receive in each Subscription Cycle will depend on your plan chosen by you when subscribing to WIZZ MultiPass. For one-way plans you will receive 1 token, for return flights plan you will receive 2 tokens. The relevant information will be provided during subscription to WIZZ MultiPass.
- 5.3 A one-way or return flight may cover flight(s)
- (a) from an eligible airport in
    - (i) Albania,
    - (ii) Italy, and/or
    - (iii) Polandto any eligible airport in the network, or
  - (b) from any eligible airport in the network to an eligible airport in
    - (i) Albania,
    - (ii) Italy and/or
    - (iii) Poland.
- 5.4 WIZZ MultiPass enables You to choose travelling with
- (a) Free carry-on bag (40 x 30 x 20 cm) in the cabin, placed under the seat; and
  - (b) WIZZ Priority; or
  - (c) 20 kg checked-in bag; or
  - (d) WIZZ Priority and 20 kg checked-in bag.
- 5.5 You can choose one of the options listed in Point 5.3 upon subscription. You can modify the chosen option within the Subscription Period only expanding the existing plan:
- (a) Free carry-on bag (40 x 30 x 20 cm) in the cabin, placed under the seat; and WIZZ Priority
  - (b) Free carry-on bag (40 x 30 x 20 cm) in the cabin, placed under the seat and 20kg checked-in bag
  - (c) Free carry-on bag (40 x 30 x 20 cm) in the cabin, placed under the seat; WIZZ Priority and 20kg checked-in bag

## 6 RESTRICTIONS AND LIMITATIONS

- 6.1 Notwithstanding Point 5 above, You cannot book a flight that departs and/or arrives in the period between or on the following dates (ie. these periods are exceptions from the general rule contained in Point 5 above and are thus not covered as a WIZZ MultiPass benefit).
- 6.2 Concerning the routes referred to in Point 5.3(a)(i) and Point 5.3(b)(i)
- (a) from 1 May to 3 May 2024;
  - (b) from 14 June to 16 June 2024;
  - (c) from 20 December to 24 December 2024;
  - (d) from 30 December to 31 December 2024;
  - (e) from 1 January to 2 January 2025;
  - (f) from 28 March to 30 March 2025;
  - (g) from 17 April to 19 April 2025;
  - (h) from 21 April to 22 April 2025;
  - (i) from 1 May to 3 May 2025;
  - (j) from 4 June to 6 June 2025;
  - (k) from 13 August to 18 August 2025;
  - (l) from 19 December to 24 December 2025;
  - (m) from 30 December to 31 December 2025.
- 6.3 Concerning the routes referred to in Point 5.3(a)(ii) and Point 5.3(b)(ii)
- (a) from 1 May to 3 May 2024;
  - (b) from 13 August to 18 August 2024;
  - (c) from 20 December to 24 December 2024;
  - (d) from 30 December to 31 December 2024;
  - (e) from 1 January to 2 January 2025;
  - (f) from 17 April to 19 April 2025;
  - (g) from 23 April to 27 April 2025;
  - (h) from 1 May to 3 May 2025;
  - (i) from 30 May to 3 June 2025;
  - (j) from 14 August to 18 August 2025;
  - (k) from 19 December to 24 December 2025;
  - (l) from 30 December to 31 December 2025.
- 6.4 Concerning the routes referred to in Point 5.3(a)(iii) and Point 5.3(b)(iii)
- (a) from 1 May to 3 May 2024;
  - (b) from 20 December to 24 December 2024;
  - (c) from 30 December to 31 December 2024;
  - (d) from 1 January to 2 January 2025;
  - (e) on 6 January 2025;
  - (f) from 17 April to 19 April 2025;
  - (g) from 21 April to 22 April 2025;
  - (h) from 1 May to 3 May 2025;
  - (i) from 19 December to 24 December 2025;
  - (j) from 30 December to 31 December 2025.
- 6.5 You cannot cumulate your Tokens that were not used within one or more Subscription Cycle(s). In line with Point 5.2, You may either choose the one-way plan or the return flight plan. In case of choosing the return flight plan, You should select the origin and destination. If you book one flight as a single trip with the return flight plan, the remaining Token will be considered to be unused and cannot be redeemed.
- 6.6 Your unused Tokens will be removed from your account in the end of each Subscription Cycle and new Tokens will be provided following the payment of the renewed Subscription Fee.
- 6.7 You cannot book a flight where, because of your booking, the number of WIZZ MultiPass holders would exceed 10% in case of flights under Point 5.3.

- 6.8 Additional Services can be purchased and be added to the booking of the respective flight(s) before departure in accordance with the otherwise applicable rules for the given flight. The payment of such services are not covered by WIZZ MultiPass.

## 7 WITHDRAWAL AND REIMBURSEMENT, TERMINATION

- 7.1 You may withdraw from WIZZ MultiPass within 14 calendar days from the date of subscription without justification. The right of withdrawal is to be exercised by way of sending your withdrawal declaration to Wizz Air via <https://wizzair.com/en-gb/information-and-services/compliments-and-complaints/>. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired. In this regard, for ease of reference, please provide Wizz Air with the date of subscription and your name to exercise the right of withdrawal. Wizz Air shall acknowledge the receipt of your withdrawal declaration without delay in any event not later than within 3 days. For the purpose of withdrawal from the agreement relating to WIZZ MultiPass, you may use the following withdrawal form, however, it is not obligatory:

- Attention: Wizz Air [PLEASE COMPLETE THE ADDRESS, EMAIL AND PHONE NUMBER]

I hereby revoke the contract concluded by me to subscribe to WIZZ MultiPass:

— date of conclusion of contract on: .....

— first name and surname of subscriber: .....

— address of subscriber: .....

— date

- 7.2 Upon withdrawal, Wizz Air shall reimburse all payments received from you without undue delay and in any event not later than 14 days from the receipt of your withdrawal declaration except for the scenarios under Points 7.3 (a)-(b) below.

- 7.3 *If You withdraw from WIZZ MultiPass after using either of your Token You were provided within the Subscription Cycle, Wizz Air undertakes to calculate the reimbursement amount based on the Subscription Fee and the general price of the flight you booked with the Token. The general price of the flight refers to the price that could have been available to You without WIZZ MultiPass. If the price of the flight*

(a) *exceeds the Subscription Fee, Wizz Air will not reimburse the Subscription Fee,*

(b) *does not reach the Subscription Fee, Wizz Air will reimburse the difference between the price of the flight and the Subscription Fee.*

- 7.4 Wizz Air will apply the payment method for the reimbursement that You applied for subscribing to WIZZ MultiPass in accordance with Point 4.1 above.

- 7.5 You cannot terminate your subscription to WIZZ MultiPass during the mandatory Subscription Period. You may cancel your subscription to WIZZ MultiPass during a given Subscription Period: your subscription to WIZZ MultiPass will be cancelled after the end of the mandatory Subscription Period. In such case Wizz Air will not renew your subscription to WIZZ MultiPass for the next Subscription Period. You can cancel your subscription by way of sending your withdrawal declaration to Wizz Air via <https://wizzair.com/en-gb/information-and-services/compliments-and-complaints/>. You may also cancel your subscription to WIZZ MultiPass, for which You can find the competent call centre here under “Existing bookings”: <https://wizzair.com/en-gb/information-and-services/contact/contact-us>.

- 7.6 Wizz Air may terminate your subscription at any time by written notice to You should Wizz Air fail to fulfil its obligations and/or exercise its rights within the meaning of this TC.

- 7.7 Wizz Air may stop offering the WIZZ MultiPass in one or several countries. Should Wizz Air proceed so, your subscription to WIZZ MultiPass will be valid till the end of the current Subscription Period and will not be prolonged for the next Subscription Period.

## 8 PROCESSING PERSONAL DATA

- 8.1 By subscribing to WIZZ MultiPass, You agree to the application of Wizz Air's Privacy Notice regarding the processing of your personal data.

## 9 MISCELLANEOUS

- 9.1 All promotions, fares, and any other special offers provided by Wizz Air are subject to the terms and conditions pertaining to that specific offer. Unless otherwise agreed by Wizz Air, the benefits of WIZZ MultiPass cannot be combined with other offers provided by Wizz Air.
- 9.2 WIZZ MultiPass comprises personal and non-transferable services which cannot be assigned or in any way alienated to any third party. Flight tickets and/or services within the scope of WIZZ MultiPass cannot be offered for commercial purposes by You to a third party, including but not limited to, internet auctions and/or other online platforms.
- 9.3 You should provide accurate and truthful personal data when subscribing to WIZZ MultiPass and maintain such data when using WIZZ MultiPass. If You fail to comply with this obligation, Wizz Air reserves the right to terminate your WIZZ MultiPass membership with immediate effect.
- 9.4 Wizz Air reserves the right to unilaterally amend this TC at any time by publishing the amended TC on the Website. Unless specified otherwise herein, to bookings made or services purchased on the Website, the GCC of the flight operating Wizz Air entity applies.
- (a) [Wizz Air Hungary Ltd.](#)
  - (b) [Wizz Air UK Limited](#)
  - (c) [Wizz Air Malta Limited](#)
  - (d) [Wizz Air Abu Dhabi Limited](#)
- 9.5 The TC shall be governed by and interpreted in accordance with the laws stipulated in the GCC of Wizz Air. Any dispute between You and Wizz Air concerning or arising out of the TC in any way whatsoever shall be subject to the jurisdiction stipulated on the GCC of Wizz Air.

In force from: 18 April 2024