



WIZZ MultiPass – Terms and Conditions

The WIZZ MultiPass is the service provided by:

Wizz Air Hungary Limited (having its registered seat at: H-1095 Budapest, Lechner Ödön fasor 6., Hungary),

Wizz Air UK Limited (having its registered seat at: Percival House 134 Percival Way, London Luton Airport Roundabout, Luton, LU2 9NU, United Kingdom),

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

1. 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). Bookings made or services purchased on the Website are subject to the GCC of the flight operating Wizz Air entity unless stipulated otherwise in this TC. The GCCs are available here: [Wizz Air General Conditions of Carriage for Passengers and Baggage](#).

1.2. The provisions of this TC prevail in case of any contradiction between the flight operating Wizz Air entity's 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.

Caravelo: Changeyourflight S.L., having its registered seat at: Gran Via de les Corts Catalanes, 641, 1-1, 08010; Barcelona, Spain.

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 3.1.

Subscription Period: has the meaning defined in Point 3.2.

Token: has the meaning defined in Point 4.3. Information on the number of Tokens the Subscriber receives in a Subscription Period is provided in Point 5.2.

Wizz Air: The above-named Wizz Air entities, including Wizz Air Hungary Limited, Wizz Air UK Limited, Wizz Air Malta Limited, Wizz Air Abu Dhabi LLC.

3. SUBSCRIPTION

- 3.1. WIZZ MultiPass is a 12-Months subscription plan which allows You to travel each Month on the eligible Wizz Air flights by paying a monthly fixed fee which includes all taxes and additional fees (Subscription Fee), subject to the benefits, restrictions and limitations set out in Points 5 and 6.
- 3.2. You can subscribe to WIZZ MultiPass for a mandatory 12-Month period (**Subscription Period**). In each Month within the Subscription Period, in exchange of the Subscription Fee (see Points 5 and 6 below) You receive electronic token(s) which may be used to book flight(s).
- 3.3. The payments of the Subscription Fee are made in each subscription cycle (**Subscription Cycle**). The Subscription Cycle lasts for one Month and starts on the first day of a Month except for the scenario under Point 3.4 (b) below 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).
- 3.4. Your subscription covers every Month within the entire Subscription Period. You can choose the start of the Subscription Cycle in accordance with the below. The start of the Subscription Cycle may be:
 - 3.4.1. the day of subscription if You subscribe on the first day of the Month,
 - 3.4.2. 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
 - 3.4.3. if you do not subscribe on the first day of the Month – the first day of the Month following the subscription.
- 3.5. You can subscribe to WIZZ MultiPass on the Website by selecting the suitable WIZZ MultiPass plan and expressly 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.
- 3.6. Upon your explicit consent in the process of subscribing to WIZZ MultiPass for the first time, 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.

4. PAYMENT

- 4.1. You will be charged the Subscription Fee for each Subscription Cycle by the provider Caravelo after the end of the respective Subscription Cycle (i.e. on the first day of the following Month) based on the payment method and currency you selected when subscribing to WIZZ MultiPass. The available payment method is by credit card only.

- 4.2. 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 30 days before the planned changes to the Subscription Fee.
- 4.3. 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.
- 4.4. If the provider Caravelo is unable to process your payment due to a failure within your sphere of influence, Caravelo will ask 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 of 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 subscription. Wizz Air informs you in advance on the possible termination of your WIZZ MultiPass, so that you could cure the situation.

5. BENEFITS

- 5.1. With a WIZZ MultiPass You may 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, depending upon a number of internal and external factors, including, but not limited to the number of total Subscribers of WIZZ MultiPass, the number of overall passengers with booking to the given flight, and the seat capacity of the given flight. For more details on the restrictions and limitations, please refer to Point 6 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 6.1 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 Your subscription.

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- 5.3. A one-way or return flight may cover a flight or flights:

5.3.1. from an eligible airport in:

5.3.1.1. Albania,

5.3.1.2. Austria,

5.3.1.3. Bulgaria,

- 5.3.1.4. Cyprus,
- 5.3.1.5. Hungary,
- 5.3.1.6. Italy,
- 5.3.1.7. Poland,
- 5.3.1.8. Romania,
- 5.3.1.9. The United Arab Emirates, and/or
- 5.3.1.10. The United Kingdom

to any eligible airport in the network; OR

5.3.2. from any eligible airport in the network to an eligible airport in:

- 5.3.2.1. Albania,
- 5.3.2.2. Austria,
- 5.3.2.3. Bulgaria,
- 5.3.2.4. Cyprus,
- 5.3.2.5. Hungary,
- 5.3.2.6. Italy,
- 5.3.2.7. Poland,
- 5.3.2.8. Romania,
- 5.3.2.9. The United Arab Emirates, and/or
- 5.3.2.10. The United Kingdom

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5.4. WIZZ MultiPass enables You to choose to travel with:

- 5.4.1. Free carry-on bag (40 x 30 x 20 cm) in the cabin, placed under the seat; and
- 5.4.2. WIZZ Priority; or
- 5.4.3. 20 kg checked-in bag; or
- 5.4.4. WIZZ Priority and 20 kg 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 (*i.e.*, these periods are exceptions from

the general rule contained in Point 5 above and are thus not covered as a WIZZ MultiPass benefit).

<p style="text-align: center;">From an eligible airport in * to any eligible airport in the network</p> <p style="text-align: center;">OR</p> <p style="text-align: center;">From any eligible airport in the network to an eligible network in **</p>	<p style="text-align: center;">Period / Date</p>
<p>* Albania;</p> <p>**Albania</p> <p>(Point 5.3.1.1 and Point 5.3.2.1.</p>	<p>from 1 May to 3 May 2024; from 14 June to 16 June 2024; from 20 December to 24 December 2024; from 30 December to 31 December 2024; from 1 January to 2 January 2025; from 28 March to 30 March 2025; from 17 April to 19 April 2025; from 21 April to 22 April 2025; from 1 May to 3 May 2025; from 4 June to 6 June 2025; from 13 August to 18 August 2025; from 19 December to 24 December 2025; from 30 December to 31 December 2025.</p>
<p>* Austria;</p> <p>** Austria</p> <p>(Point 5.3.1.2 and Point 5.3.2.2.</p>	<p>on 26 October 2024; on 25 December 2024; from 1 to 2 January 2025; from 18 to 21 April 2025; on 1 May 2025; on 26 October 2025; from 25 to 31 December 2025.</p>
<p>* Bulgaria;</p> <p>** Bulgaria</p> <p>(Point 5.3.1.3 and Point 5.3.2.3.</p>	<p>from 5 to 9 September 2024; from 20 to 23 September 2024; from 25 to 31 December 2024. from 1 to 2 January 2025; from 28 February to 3 March 2025; from 18 to 21 April 2025; on 1 May 2025; on 6 May 2025; from 5 to 8 September 2025; from 19 to 22 September 2025; from 25 to 31 December 2025.</p>
<p>* Cyprus;</p>	<p>from 20 December to 24 December 2024; from 30 December to 31 December 2024;</p>

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<p>** Cyprus</p> <p>(Point 5.3.1.4 and Point 5.3.2.4.</p>	<p>from 1 to 2 January 2025; on 6 January 2025; from 17 to 19 April 2025; from 21 to 22 April 2025; from 19 to 24 December 2025; from 30 to 31 December 2025.</p>
<p>* Hungary;</p> <p>** Hungary</p> <p>(Point 5.3.1.5 and Point 5.3.2.5.</p>	<p>from 17 to 20 August 2024; on 23 October 2024; from 25 December to 31 December 2024; on 1 January 2025; on 15 March 2025; from 18 to 21 April 2025; on 1 May 2025; from 8 to 9 June 2025; from 23 October to 24 October 2025; from 25 to 31 December 2025.</p>

<p>* Italy; ** Italy (Point 5.3.1.6 and Point 5.3.2.6.</p>	<p>from 1 May to 3 May 2024; from 13 August to 18 August 2024; from 20 December to 24 December 2024; from 30 December to 31 December 2024; from 1 January to 2 January 2025; from 17 April to 19 April 2025; from 26 April to 27 April 2025; from 1 May to 3 May 2025; from 30 May to 3 June 2025; from 14 August to 18 August 2025; from 19 December to 24 December 2025; from 30 December to 31 December 2025.</p>
<p>* Poland; ** Poland (Point 5.3.1.7 and Point 5.3.2.7.</p>	<p>from 1 May to 3 May 2024; from 20 December to 24 December 2024; from 30 December to 31 December 2024; from 1 January to 2 January 2025; on 6 January 2025; from 17 April to 19 April 2025; from 21 April to 22 April 2025; from 1 May to 3 May 2025; from 19 December to 24 December 2025; from 30 December to 31 December 2025.</p>
<p>* Romania; ** Romania (Point 5.3.1.8 and Point 5.3.2.8.</p>	<p>from 23 to 24 June 2024; from 15 to 16 August 2024; from 30 November to 1 December 2024 from 25 December to 31 December 2024; from 1 to 2 January 2025; from 6 to 7 January 2025; on 24 January 2025; from 18 to 21 April 2025; on 1 May 2025; on 1 June 2025; from 8 to 9 June 2025; on 15 August 2025; from 30 November to 1 December 2025; from 25 to 31 December 2025.</p>
<p>* United Arab Emirates; ** United Arab Emirates (Point 5.3.1.9 and Point 5.3.2.9.</p>	<p>from 14 to 19 June 2024; from 5 to 7 July 2024; from 13 to 16 September 2024; from 3 to 4 December 2024; from 20 to 24 December 2024; from 29 to 30 December 2024; from 1 to 2 January 2025; from 28 March to 2 April 2025;</p>

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	<p>from 18 to 22 April 2025; from 5 to 9 June 2025; from 26 to 30 June 2025; from 4 to 8 September 2025; from 28 November to 4 December 2025; and from 19 to 24 December 2025.</p>
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<p>* United Kingdom; ** United Kingdom (Point 5.3.1.10 and Point 5.3.2.10.</p>	<p>from 25 to 27 May 2024; from 24 to 26 August 2024; from 20 to 21 December 2024; from 24 to 26 December 2024; from 1 to 2 January 2025; from 18 to 22 April 2025; from 3 to 5 May 2025; from 24 to 26 May 2025; from 23 to 25 August 2025; from 19 to 24 December 2025.</p>
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- 6.2. You cannot accumulate 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.
- 6.3. 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.
- 6.4. 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. Should You be unable to book a flight within a Subscription Cycle for 3 times because of the number of WIZZ MultiPass holders, You may request additional Token(s) equivalent to those for a Subscription Cycle that You can use within the Subscription Period via <https://wizzair.com/en-gb/information-and-services/compliments-and-complaints/>. Your request must include the date and time of the planned booking and the flight number.
- 6.5. 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.
- 6.6. 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.

7. TERMINATION

- 7.1. You cannot terminate your subscription to WIZZ MultiPass with immediate effect during the mandatory Subscription Period except for the cases under Point 7.4 and 7.5. However, You may terminate your subscription to WIZZ MultiPass during a given Subscription Period, in which case your subscription to WIZZ MultiPass will be terminated after the end of the mandatory Subscription Period. In this case, Wizz

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Air will not renew your subscription to WIZZ MultiPass for the next Subscription Period. You can terminate your subscription by way of sending your 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>.

- 7.2. Wizz Air may terminate your subscription at any time by written notice to You should

You fail to fulfil the obligations and/or exercise the rights within the meaning of this TC.

- 7.3. You cannot withdraw from your subscription to WIZZ MultiPass if You book a one way or return flight with your Token(s) within the first fourteen (14) days of the first Subscription Cycle. If You withdraw from Your subscription to WIZZ MultiPass before booking a one-way or return flight, Caravelo will refund You using the same payment method that You provided for the subscription.
- 7.4. Wizz Air reserves the right to unilaterally amend this TC at any time by publishing the amended TC on the Website. Should Wizz Air intend to materially amend this TC, You will be notified by e-mail about the proposed amendment within thirty (30) days before the planned amendment, which only takes effect upon your approval. If You are uncomfortable with the proposed amendment, You may terminate your WIZZ MultiPass subscription upon written notice to Wizz Air with immediate effect.
- 7.5. Wizz Air may stop offering the WIZZ MultiPass in one or several countries. Should Wizz Air proceed so, You may terminate your subscription upon written notice to Wizz Air with immediate effect or your subscription to WIZZ MultiPass will be valid until the end of the current Subscription Period and will not be prolonged for the next Subscription Period.

8. MISCELLANEOUS

- 8.1. 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.
- 8.2. 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.
- 8.3. You may submit your complaint concerning WIZZ MultiPass:
 - 8.3.1. in Hungary, to the conciliatory bodies established by the county chambers of commerce and industry (<http://www.bekeltetes.hu/index.php?id=testuletek>) if Wizz Air Hungary Limited operates the flight You booked;
 - 8.3.2. in the United Kingdom, to the Civil Aviation Authority (whose contact details are listed at: <https://www.caa.co.uk>) if Wizz Air UK Limited operates the flight You booked;
 - 8.3.3. in Malta, to the Civil Aviation Directorate (whose contact details are listed at: <https://www.transport.gov.mt/aviation>) if Wizz Air Malta Limited operates the flight You booked, or
 - 8.3.4. You may also submit Your complaint via the European Commission Online Dispute Resolution platform at <http://ec.europa.eu/consumers/odr/> (ODR).
- 8.4. The TC shall be governed by and interpreted in accordance with the laws stipulated in the GCC of the Wizz Air entity that operates the flight You booked if the

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interpretation of or dispute about this TC arises in connection with a specific booking. 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: 6 November 2024