

CHAPTER III. TRAVEL TICKETS AND RESERVATIONS

3.1. GENERAL PROVISIONS ON THE TRAVEL TICKET

The Travel Ticket or Electronic Ticket, along with the Terms and Conditions of Travel and the rules and essential information provided on the carrier's website (<https://animawings.com/>), constitute the Contract of Carriage agreed between the passenger and Animawings.

Animawings shall transport only passengers whose names appear on the travel ticket or e-ticket, and passengers are required to present a valid identification document in accordance with the legal requirements of the country of transit or destination, whether domestic or foreign. Organized school trips are permitted with a maximum of 12 minors per accompanying adult.

3.2. BOOKING AND ISSUING THE TICKET

Passengers may reserve tickets for Animawings flights through the following channels:

- a. The official website located at <https://animawings.com/>.
- b. Animawings partner travel agencies
- c. Online aggregator platforms, with or without Animawings' approval, through which flights operated by the air carrier are made available. It should be noted that in the absence of a partnership agreement, contractual clauses may not be respected.

Upon full payment of the price, the reservation of a travel ticket for a specific Animawings flight is confirmed. The Animawings reservation system will then issue the travel ticket (Electronic Ticket or e-ticket) for the reservation, along with the itinerary of the journey and confirmation of payment. The confirmation will be sent via email to the address registered at the time of booking.

In the case of reservations made via the Internet, respectively reservations made via the official Animawings website, the reservation code will be displayed on the screen at the end of the transaction, then sent by e-mail to the e-mail address registered at the time of booking. Animawings recommends printing the electronic ticket, as this document contains information that may be requested during the check-in process. The passenger does not have to reconfirm a flight for which a reservation code has been issued (reconfirmation is only necessary in the event that changes are made to the flight schedule).

The passenger has the responsibility to check whether he has received the documents mentioned above (travel ticket, itinerary and payment confirmation) to the email address

registered at the time of booking, and in the event that any of these documents has not been provided or contains errors, the passenger has the obligation to contact Animawings, through the Call Center Service or by sending an email to customerservice@animawings.com within 24 hours from the time of booking, to report the situation and for to request support. Changes requested within 24 hours from the time of booking will not be charged additionally.

Animawings shall not be held liable if the passenger arrives at the airport check-in desk without full confirmation of payment and the ticket itinerary. In such cases, Animawings is entitled to refuse boarding to the passenger, and the passenger shall not be entitled to any rights conferred by Regulation (EC) No 261/2004 regarding compensation. The passenger bears sole responsibility for providing accurate personal contact details to receive the booking confirmation or e-ticket. Any modifications to the ticket after the booking process has been completed shall be governed by the provisions of Article 3.3 of this Contract.

3.3. INVOICE ISSUANCE

As of 06.08.2025, invoices will be automatically generated and sent to the e-mail address provided in the reservation, following the confirmation of payment of the ticket price into AnimaWings' account.

3.3.1. Entering Billing Information

Billing details must be completed during the reservation process, at the final step, online payment. After selecting the payment option, a window will open displaying the reservation details and the amount due. In the same window, there is a dedicated section for completing the Billing Information. Once the billing details have been entered, the Client may proceed to the next step, i.e., entering the card details and completing the payment.

3.3.2. Types of Required Data

Individuals: first name, last name, country, county, city, address.

Legal entities: checking the Company field and providing, in addition to the information required for individuals, the following: company name, trade registry number, and tax identification code (CUI).

3.3.3. Issuance and Transmission of Invoices

- a) The invoice shall be issued on the day following the bank's confirmation of payment.
- b) On the date of issuance, the invoice shall be sent to the Client at the e-mail address provided in the form/system.

c) From the moment the invoice is received by e-mail, it will also be available in the SPV (Virtual Private Space) within a maximum of 5 (five) calendar days, in accordance with applicable legal provisions.

Fiscal invoices are issued exclusively based on the information provided by the Client, and AnimaWings assumes no responsibility for errors resulting from inaccurate or incomplete information. Invoices for tickets purchased through travel agencies or other partner platforms/aggregators cannot be issued by AnimaWings; in such cases, the request must be addressed directly to the provider through which the purchase was made.

3.3.4. Assistance and Support

For any questions or notifications regarding the invoicing process or potential errors, Clients are requested to send an e-mail to facturare@animawings.com, providing all relevant information and the PNR code of the reservation

3.4. "BOOK NOW & PAY LATER" BOOKING SERVICE

The "Book Now & Pay Later" service allows passengers to hold a fare plan for one or more passengers for a period of 48 hours by deferring payment of the reservation at the time of booking, subject to the payment of 10 EUR service fee per passenger per flight segment. This service is only available for certain flights or destinations up to 15 (fifteen) days prior to the scheduled departure date.

The service fee will be charged at the time of booking, and the passenger or travel dates cannot be changed once the reservation has been made. If the passenger fails to confirm the reservation by making the required payment within the holding period of 48 hours, the reservation will be automatically cancelled and the service fee will not be refunded. Additionally, even if the reservation is confirmed by full payment of the ticket, the 10 EUR fee paid for this service is non-refundable. It is the passenger's responsibility to ensure that the reservation is confirmed and payment is made within the specified timeframe.

Animawings reserves the right to cancel or modify this service at any time without prior notice.

3.5. CHANGE TRAVEL TICKET DATA (ONLY TRAVEL DATE CHANGES ARE PERMITTED)

According to the terms and conditions of Animawings, the travel ticket acquired by the passenger, regardless of whether it was purchased online, through an agent authorized by Animawings, or via an online aggregator platform, is deemed valid exclusively for the route and itinerary specified on the ticket. Specifically, the ticket is valid solely for transportation on the specified date and flight between the place of departure and the final destination, and may only be utilized by the individual whose name is specified on the ticket.

If a passenger wishes to modify their travel dates, such as the departure or arrival date, they must contact Animawings or access their reservation to make the changes themselves. Passengers who have received confirmation of payment have the right to change their booking up to 24 hours prior to the scheduled departure time of the original flight, subject to payment of a change fee, unless otherwise specified. Any changes made by the passenger may result in a recalculation of the fare. If there is a difference between the original fare and the new fare, the passenger must pay this difference, as well as any fees that are valid at the time of the change, unless otherwise specified. The passenger may choose to accept the new fare or keep the original ticket. The regulations that govern changes to an e-ticket are outlined in the General Terms and Conditions of Carriage, which are accessible on the official website. It is the responsibility of the passenger to comply with the applicable regulations and requirements.

CHANGES can be made under the following conditions:

Business Class (C, D, I, J, Z, W classes):

- A maximum of 2 free changes are allowed; additional changes will be subject to a fee.
- The fare difference is payable at the time of re-issuance.

Economy Class (Y, U, M, K, V, T, N, H classes):

- Changes are allowed with a fixed fee.
- The fare difference is payable at the time of re-issuance.

Economy Class (P, Q, X, E classes):

- No changes are permitted.

Fixed change fees:

- 50 euro/segment/person for international routes.
- 25 euro/segment/person for domestic routes.

For flight tickets purchased through aggregator platforms or travel agencies, any request to modify the reservation must be directed to the partner through which the purchase was made.

Subject to payment of the change fee and other applicable charges, changes to a reservation can be made up to 24 hours before the scheduled departure time of the original flight, irrespective of whether the check-in process has been completed or not. In order to

reopen the check-in process, the passenger must contact the Customer Service department at customerservice@animawings.com. Once the desired changes have been made, the passenger must re-enter the Online check-in process, when and where applicable, and re-issue their boarding pass. The passenger is solely responsible for ensuring compliance with all applicable regulations and requirements.

In the event of an online change to the booking, any adjustments made will apply to all passengers associated with that booking. In the case where only specific passengers on a booking code require modifications, they must directly contact the Call Centre or Customer Service Department to make such changes.

It is important to note that no further modifications to the travel dates will be allowed if the ticket itinerary contains multiple flight segments and the travel date for any of the segments has already elapsed.

N.B. In the event of a change to the passenger's name due to a minor error, such as the omission of up to three characters or letters or the reversal of names, or due to a change in marital status or administrative error, Animawings will make corrections free of charge. The passenger must inform Animawings as soon as possible by contacting customerservice@animawings.com or the Call Center and providing supporting documentation. Failure to do so may result in unpleasant situations at the airport.

However, it should be noted that if the reservation needs to be rebooked under a different name, a new ticket must be purchased, as Animawings does not allow name changes to existing bookings.

3.6. SEATING ON THE AIRPLANE

Animawings reserves the right to allocate any available seat randomly, based on availability, to passengers who do not make a selection. Passengers may select their seat up to two hours before departure, subject to safety and security guidelines and fare conditions. Passengers with children, pets, or requiring special assistance are prohibited from choosing seats adjacent to emergency exits or adjacent rows. After the payment is confirmed, the selected seat can no longer be changed.

To occupy seats at emergency exits, all eligibility criteria must be met.

For safety and security reasons, passengers falling into the category of those requiring special assistance (pregnant women, passengers with visual, hearing, and/or speech impairments, passengers with reduced mobility, etc.) CANNOT select seats adjacent to emergency exits or those adjacent rows (located in front of or behind rows adjacent to emergency exits).

Passengers may choose a seat on rows adjacent to emergency exits, EXCEPT in the following cases:

- Their age is under 18 years
- They do not wish to assist
- They cannot read or understand instructions in Romanian and English
- They have mobility, strength, or dexterity issues with their arms/hands and/or legs and cannot reach the emergency exit, manage evacuation instructions, or exit as quickly as possible
- They cannot understand and/or execute cabin crew instructions
- They have vision or hearing impairments and, as such, cannot follow cabin crew instructions
- They cannot verbally convey information to other passengers
- They have other dependents, such as infants or young children, which may prevent them from following cabin crew instructions
- They suffer from a condition that may harm them or prevent the passenger from reacting or following cabin crew instructions
- They use a wheelchair or other mobility equipment
- Passenger securing cannot be done with a standard safety belt, and an extension is required
- They are traveling with a service animal or pet

In some cases, Animawings may allocate seats after boarding begins for safety, operational, or flight security reasons. If a passenger cannot use their paid seat due to these criteria, Animawings will not refund the price difference or the priority seat reservation fee if they are reallocated to a seat in a lower fare class.

3.7. CANCELLATION OF RESERVATION AT PASSENGER'S REQUEST

The price paid for Animawings reservations is non-refundable, unless otherwise specified in the fare conditions. If a passenger decides they no longer wish to travel with the airline, they may request, no later than 30 (thirty) days from the scheduled flight date, a refund of the airport taxes paid, subject to payment of a processing fee, if applicable. None of the other amounts paid by the passenger are refundable, unless expressly stated in the fare conditions.

CANCELLATION can be made under the following conditions:

Business Class:

ANIMA BUSINESS FLEX (C, D, I, J, Z, W classes):

- Cancellation is allowed free of charge.
- Fully refundable up to 24 hours before the flight.

ANIMA BUSINESS (C, D, I, J, Z, W classes):

- The ticket is non-refundable.
- Only the value of the taxes will be refunded.

Economy Class (all Y, U, M, K, V, T, N, H, P, Q, X classes):

- The ticket is non-refundable.
- Only the value of the taxes will be refunded.

For flight tickets purchased through aggregator platforms or travel agencies, any request to cancel the reservation must be directed to the partner through which the purchase was made.

In the event of the death of a person during the journey, the validity of tickets for those accompanying the deceased passenger may be extended. In the case of the death of the spouse or a close family member accompanying a person who has commenced the journey, the validity of the passenger's tickets and those of their close family members may be adjusted in the same manner. The aforementioned adjustments may be made based on the death certificate. The extension of ticket validity cannot exceed 45 days from the date of death.

In the event of serious illness that makes a passenger's travel impossible, cancellation may be made at the discretion of the airline.

In case a change of travel date is necessary due to medical reasons, Animawings reserves the right to waive any restrictions or fees, subject to receipt of appropriate supporting documents from the passenger before the scheduled travel date.

CHAPTER IV. PRICES, TAXES AND TARIFF RULES

4.1 PRICES

The price will be applied for air transport from the departure point to the destination point, according to the flight itinerary. The price of the travel ticket purchased by the passenger will be calculated in accordance with the Animawings fares, valid at the time of purchase. The price represents the value of the air transport service booked by the passenger for a specific fare family, for a specific route, flight, and date. The price includes mandatory taxes inherent to the provision of air transport services.

4.2. TAXES

4.2.1. Mandatory Taxes

Mandatory taxes are taxes or fees that are required to be paid by passengers in return for services rendered or certain rights, and they are imposed by government institutions. These mandatory taxes are inherent to air transport service airport taxes.

4.2.2. Additional Taxes

Supplementary taxes, or charges, refer to the taxes or fees collected by the air carrier from the passenger on top of the base fare for the provision of additional services or amenities.

4.3. Tariff Rules

Animawings offers five different bundles, each with specific features and prices, which are detailed below for the passenger's information:

ANIMA ONE

- 1 x Small Cabin Baggage: (20x30x40 cm)
- 1 x Cabin Baggage: 8kg (56x45x25 cm)
- Seat Selection: Standard Seats
- Online Check-in & Airport Check-in
- Flight Date Change: Permitted under certain conditions
- Non-Refundable

ANIMA ONE BUNDLE RULES:

- PNR/ Reservation Code is the proof of the reservation.

- ANIMA ONE fare is applied per passenger, per flight segment, and includes all airport and government taxes and fees. If a flight is canceled by the passenger or the passenger doesn't show up, only airport taxes will be refunded upon request. This policy is specific to flight tickets booked directly through the animawings.com website.
- Infants, aged 8 days to 2 years, can travel on their parent's lap for free. They're also permitted to bring one Personal Item and a Stroller, which will be carried in the hold of the aircraft, free of charge.
- Children aged 2 to 12 years must have a purchased flight ticket to travel. Passengers accompanied by children up to five years of age are permitted to carry one stroller per child without any additional charges.

ANIMA PRIORITY

- 1 x Small Cabin Baggage: (20x30x40 cm)
- 1 x Cabin Baggage: 8kg (56x45x25 cm)
- Seat Selection: Premium
- Priority Check-In & Priority Boarding
- Online Check-in & Airport Check-in
- Flight Date Change: Permitted under certain conditions
- Non-Refundable
- PNR/ Reservation Code is the proof of the reservation.
- ANIMA ONE fare is applied per passenger, per flight segment, and includes all airport and government taxes and fees. If a flight is canceled by the passenger or the passenger doesn't show up, only airport taxes will be refunded upon request. This policy is specific to flight tickets booked directly through the animawings.com website.
- Infants, aged 8 days to 2 years, can travel on their parent's lap for free. They're also permitted to bring one Personal Item and a Stroller, which will be carried in the hold of the aircraft, free of charge.
- Children aged 2 to 12 years must have a purchased flight ticket to travel. Passengers accompanied by children up to five years of age are permitted to carry one stroller per child without any additional charges.

ANIMA PLUS

- 1 x Small Cabin Baggage: (20x30x40 cm)
- 1 x Cabin Baggage: 8kg (56x45x25 cm)
- 1 x Checked Baggage: 23kg (100x80x30 cm)
- Seat Selection: Premium
- Priority Check-In & Priority Boarding
- Online Check-in & Airport Check-in
- Flight Date Change: Permitted under certain conditions
- Non-Refundable

ANIMA PLUS BUNDLE RULES:

- PNR/Reservation Code is the proof of the reservation.
- ANIMA PLUS fare is applied per passenger, per flight segment, and includes all airport and government taxes and fees. If a flight is canceled or the passenger doesn't show up, only airport taxes will be refunded, upon request. This policy is specific to flight tickets booked directly through the animawings.com website.
- Infants, aged 8 days to 2 years, can travel on their parent's lap for free. They're also permitted to bring one Personal Item and a Stroller, which will be carried in the hold of the aircraft, free of charge.
- Children aged 2 to 12 years must have a purchased flight ticket to travel. Those up to 5 years old are allowed to bring a stroller, which will be carried in the hold of the aircraft, free of charge.

ANIMA BUSINESS

- 1 x Small Cabin Baggage: (20x30x40 cm)
- 1 x Cabin Baggage: 12kg (56x45x25 cm)
- 2 x Checked Baggage: 32kg (100x80x30 cm)
- Seat Selection: Business Seats
- Onboard Anima Beverages Selection
- Meal Menu: Cold Snack/Hot Meal

- Online Check-in & Airport Check-in
- Priority Check-In & Priority Boarding
- Flight Changes: Only Fare Difference
- Non-Refundable

ANIMA BUSINESS BUNDLE RULES:

- PNR/Reservation Code is the proof of the reservation.
- ANIMA BUSINESS fare is applied per passenger, per flight flight segment, and includes all airport and government taxes and fees.
- Flight/Route Changes are permitted up to 24 hours prior to the scheduled departure date and impose the payment of fare ticket differences (if any) by the passenger. Any changes made after this timeframe will be treated as no-show and only airport taxes will be refunded, upon request. This policy is specific to flight tickets booked directly through the animawings.com website.
- Infants, aged 8 days to 2 years, can travel on their parent's lap for free. They're also permitted to bring one Personal Item and a Stroller, which will be carried in the hold of the aircraft, free of charge.
- Children aged 2 to 12 years must have a purchased flight ticket to travel. Those up to 5 years old are allowed to bring a stroller, which will be carried in the hold of the aircraft, free of charge.
- **ANIMA BUSINESS includes a cold snack menu for flights under 1.5 hours and a hot meal menu for all other flights.

ANIMA BUSINESS FLEX

- 1 x Small Cabin Baggage: (20x30x40 cm)
- 1 x Cabin Baggage: 12kg (56x45x25 cm)
- 2 x Checked Baggage: 32kg (100x80x30 cm)
- Seat Selection: Business Seats
- Onboard Anima Beverages Selection
- Meal Menu: Cold Snack/Hot Meal
- Online Check-in & Airport Check-in

- Priority Check-In & Priority Boarding
- Flight Changes: Only Fare Difference
- Refundable up to 24h before flight

ANIMA BUSINESS FLEX BUNDLE RULES:

- PNR/Reservation Code is the proof of the reservation.
- ANIMA BUSINESS FLEX fare is applied per passenger, per flight flight segment, and includes all airport and government taxes and fees.
- Flight/Route Changes are permitted up to 24 hours prior to the scheduled departure date and impose the payment of fare ticket differences (if any) by the passenger. Any changes made after this timeframe will be treated as no-show and only airport taxes will be refunded, upon request. This policy is specific to flight tickets booked directly through the animawings.com website.
- Infants, aged 8 days to 2 years, can travel on their parent's lap for free. They're also permitted to bring one Personal Item and a Stroller, which will be carried in the hold of the aircraft, free of charge.
- Children aged 2 to 12 years must have a purchased flight ticket to travel. Those up to 5 years old are allowed to bring a stroller, which will be carried in the hold of the aircraft, free of charge.
- **ANIMA BUSINESS FLEX includes a cold snack menu for flights under 1.5 hours and a hot meal menu for all other flights.

4.4 PAYMENT AND CURRENCY

The payment of the total price is the final step of the ticket booking process, and it is the passenger's obligation to complete the payment to obtain the e-ticket, itinerary, and confirmation of payment. All fares, mandatory fees, and surcharges must be paid in EUR, regardless of whether they are initially displayed in EUR or RON. AnimaWings reserves the right to convert the amount from RON or USD to EUR at the internal exchange rate. The accepted method of payment is by bank card.

4.4.1. Payment by Card

If the passenger opts for payment by bank card, they will be directed to PlatiOnline.ro for secure payment processing. Visa, MasterCard, and Maestro are accepted bank cards for payment of the travel ticket, subject to availability based on the chosen currency.

The payment for the travel ticket must be authorised by the cardholder whose name is specified in the booking. The air carrier reserves the right to cancel the reservation without prior notice, if there are reasonable grounds to suspect that the passenger or the cardholder is involved in any form of fraudulent activity. Such suspicion may arise from various situations, such as:

- passenger's inability to provide contact information for the cardholder upon request, to enable us to perform security checks.
- the cardholder's failure to authorize payment and claiming that the booking was made fraudulently.
- past instances of fraudulent activity or returns of payments by the passenger or cardholder.
- erroneous or contradictory information provided to make the booking, which may indicate a fraudulent behavior.
- several attempts to make payment with conflicting data being entered.

4.4.2 Payment by Instalments

The PlatiOnline.ro platform offers the option to pay for air tickets in 3 (three) installments using the Star Card from Banca Transilvania. To use this service, the passenger should select the payment method of 3 (three) installments from the available options in the "Payment Information" section during the payment process and provide their bank card details. For additional information about the 3 (three) instalment payment service, the passenger should contact Banca Transilvania.