

SkyAlps Circle Terms and Conditions of Participation

(valid from 1.1.2026)

1. Programme Overview

- 1.1. The SkyAlps Circle Loyalty Programme is operated by Sky Alps S.r.l. (hereinafter "Sky Alps").
- 1.2. The Programme rewards registered members ("Members") for eligible flights, partner activities, and purchases with miles, status, and associated benefits.
- 1.3. The Programme operator reserves the right to modify the Programme, including miles accrual, redemption rules, and benefits, subject to Applicable Law.

2. Definitions

- **Applicable Law:** means any national, European or international law applicable to Carriage, including but not limited to: (i) Montreal Convention dated as of 28 May 1999, for the Unification of Certain Rules for International Carriage by Air; (ii) Regulation (EC) No. 261/2004 of the European Parliament and of the Council establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights; (iii) Regulation (EC) No. 889/2002 of the European Parliament and of the Council on air carrier liability in the event of accidents; (iv) Italian Navigation Code No. 327, Royal Decree No. 327 as of 30 March 1942 and subsequent amendments.
- **Award Miles:** Miles earned by eligible activity that can be redeemed for flights, upgrades, or extras.
- **Carrier or Air Carrier:** means Sky Alps S.r.l. with registered office in 39100 Bolzano, Piazza del Grano no. 3, registered with Bolzano register of companies with tax code, registration number and VAT number 03067170211, economic and administrative index (REA) BZ-229344.
- **Eligible Activity:** Activities approved for miles accrual as defined in Programme communications.
- **Family/Corporate Pooling:** Optional arrangements allowing miles accumulation and benefits across defined groups.
- **Member:** Any individual registered in the Programme with a valid account.
- **Status Levels:** Hierarchical categories granting specific benefits based on status miles.
- **Status Miles:** Miles earned through eligible flights or segments that determine member status.

3. Membership Eligibility & Enrollment

- 3.1. Membership is possible from 2 years of age; for minors, consent from a legal guardian is required.
- 3.2. Members must be natural people; legal entities or companies are excluded.
- 3.3. Each member may hold only one account; duplicate accounts are merged or closed.
- 3.4. The Programme has no country of residence or nationality restrictions. The Carrier reserves the right to introduce regional limitations anytime if required.
- 3.5. Personal details (name, address, date of birth, email, etc.) must be correct and kept up to date.
- 3.6. There is no legal entitlement to membership; the operator may reject applications.
- 3.7. Membership begins upon successful account creation and acceptance of these Terms.

4. Account Status & Status Levels

- 4.1. Status levels are achieved based on accumulation of Status Miles within defined periods.
- 4.2. **Status Validity:** 24 months from achievement.
- 4.3. **Renewal:** If requalification criteria are met within the validity period, status is extended automatically for an additional 24 months.
- 4.4. A grace period of 1 month is provided.
- 4.5. The Programme operator may suspend, downgrade, or revoke status for fraud, misuse, or policy violations.

5. Miles Accrual

- 5.1. **Award Miles:** Earned on eligible base fare/purchase amounts and ancillary services, if applicable.
- 5.2. **Status Miles:** Earned per flown segment only.
- 5.3. **Ineligible Activity:** Taxes, mandatory fees, free or promotional travel, and certain assistance services are excluded.
- 5.4. Retroactive claims may be submitted within 180 days of eligible activity, subject to proof.

6. Miles Redemption

- 6.1. Miles can be redeemed for flights, upgrades, ancillaries, partner services, or other extras.
- 6.2. Cash + Miles redemptions are permitted, subject to the Carrier's specifications. TOP-UP options are not permitted.
- 6.3. Re-deposit and reissue of redeemed points are permitted, subject to the Carrier's specifications; nominal fees may apply.
- 6.4. Award Miles cannot be converted to cash and cannot be transferred.

7. Miles Expiration

- 7.1. Award Miles expire 36 months after accrual.
- 7.2. Status Miles expire 24 months after accrual.
- 7.3. Members are notified of impending expiration via the preferred communication channel.

8. Statements & Reporting

- 8.1. Periodic statements are issued monthly for active members.
- 8.2. Statements include opening balance, points earned, redemptions, adjustments, and closing balance.
- 8.3. Inactive, suspended, or waiting-for-activation members do not receive statements.

9. Account Changes, Suspension & Termination

- 9.1. Members may terminate their account at any time.
- 9.2. Accounts may be suspended or terminated for fraud, misuse, or violation of these Terms.
- 9.3. Upon account closure, points may be retained or forfeited according to Programme rules.

10. Family & Corporate Group Rules

- 10.1. Only verified family members may participate in Family Pooling.
- 10.2. Corporate Pooling applies to verified corporate accounts; points may be allocated per

internal rules.

10.3. Points pooling does not affect individual status.

11. Data Privacy & Communications

11.1. Personal data is processed to administer the Programme, communicate offers, and comply with legal obligations.

11.2. Members may opt in/out of marketing communications as permitted by law.

12. Programme Changes

12.1. The operator may modify Programme rules, accrual, redemption, or benefits with reasonable notice.

12.2. Continued participation constitutes acceptance of changes.

13. Governing Law & Dispute Resolution

13.1. The Programme is governed by national and international laws and regulations in force in Italy.

13.2. These General Conditions are subject to Italian law and the jurisdiction where the Carrier has its registered office, unless non-derogable mandatory rules establish that the Applicable Law and jurisdiction are those of the Passenger.

13.3. Pursuant to section 63 of the Italian Consumer Protection Code (Legislative Decree No. 206/2005), any dispute arising between Sky Alps and the Passenger in relation to these General Conditions, including any dispute relating to their interpretation, validity, effect, execution and termination, shall be the exclusive jurisdiction of the court of the Passenger's place of residence or domicile, if residing in Italy, without any prejudice to any different jurisdiction provided by Applicable Law for specific kind of disputes.

14. Fraud & Misuse

14.1. Any abuse, manipulation, or fraudulent activity may result in forfeiture of miles and/or termination of membership.

14.2. Members must not sell, trade, or otherwise monetize points outside the Programme.

15. Miscellaneous

15.1. Programme elements (miles, tiers, benefits) are property of the Programme operator.

15.2. Headings are for convenience only; the terms remain binding regardless.