

TAP Donate Miles Programme 2020

Regulations

1. Programme aims and territorial reach

1.1 TRANSPORTES AÉREOS PORTUGUESES, S.A. (“TAP Air Portugal”), in furtherance of its strategic management approach based on sustainable processes, and acting in a socially responsible and transparent manner, has launched the TAP Donate Miles Programme for the 2020 calendar year (“Programme”), which will involve 3 (three) new partner bodies that will remain in this partnership with TAP Air Portugal for 3 (three) calendar years, without prejudice to the provisions contained in Point 9 of these Regulation.

1.2 The Programme is a TAP social responsibility initiative that has been developed within the context of the TAP Air Portugal TAP Miles&Go Programme that seeks to support non-profit organisations working within communities in the countries and regions where TAP operates.

1.3 The support mentioned above will be provided by the donation of miles that TAP Miles&Go Clients collect for the purpose of acquiring air travel, which may be used by the 3 (three) bodies selected by TAP Air Portugal to participate in the Programme.

1.4 The current regulations (hereinafter “Regulations”) establish the terms and conditions that apply to the Programme. Participation in the Programme as partner bodies presupposes knowledge and acceptance, in whole and without reservations, of the conditions contained in these Regulations, including any eventual additions and/or modifications.

2. Eligibility

2.1 Only bodies meeting the following requirements are eligible to take part in the Programme:

a) Legally constituted institutions with head offices in Portugal, Brazil and African countries in which TAP Air Portugal operate, that are duly registered and recognised as an NGO (Non-Governmental Organisation) or as an IPSS (Private Social Solidarity Charity Institution) or similar bodies recognised in the respective local legislation;

b) Bodies that are engaged in or seek to engage in non-profit socially-responsible activities in Portugal and other countries in the TAP Air Portugal network;

2.2 TAP Air Portugal may, at any time and at its sole discretion, demand the provision of documents proving the body meets the requirements set out above.

3. Application Process

3.1 Applications to become Programme partners may only be submitted digitally by completing the Application Form available at <https://www.flytap.com/miles-and-go/spend-miles/donate-miles>. All applications submitted in any other format or by any other means will be disregarded.

3.2 Failure to fully and accurately complete the application form, or to supply any of the information required by TAP Air Portugal is sufficient reason for the automatic elimination of the application.

3.3 Clarification of any doubts about the Programme may be obtained by calling 218 419 507 or 218 416 026 between 10am and 12pm on Fridays from 1 December 2019 to 31 January 2020.

3.4 Only 1 (one) Programme application is allowed per organisation.

4. Calendar

4.1 Applications are open from 1 to 31 January 2020. All applications for partnerships that are received after 31 January 2020 will be disregarded and automatically excluded.

5. Criteria for excluding applications

5.1 The following applications will be excluded automatically:

- Those submitted by organisations that do not meet the requirements set out in 2.1 above;
- Applications submitted by organisations that at the date of their application are already TAP Donate Miles Programme partners;

5.2 Any decision by TAP Air Portugal to exclude any organisation or application is final.

6. Application Assessment Criteria

6.1 The assessment and selection of partner organisations will take place during February 2020.

6.2 Applications will be assessed according to the following criteria:

- Request credibility – assessment of the coherence between the submitted application and TAP Air Portugal support (30% of assessment);
- Organisation's experience and soundness – assessment of the organisation's experience in the field of intervention and with its target audience (30% of assessment);
- Potential impact on the community – assessment of whether the application will achieve significant social change and the measurable impacts for the organisation, the beneficiaries and the surrounding community (40% of assessment).

7. Critères de sélection finale et annonce des résultats

7.1 Candidates will be selected based on the assessment and weighting of the criteria set out above, and TAP Air Portugal may call on the finalists to make a pitch in support of their application prior to the selection of the final 3 (three) new partners.

7.2 The announcement of the 3 (three) selected organisations will be made during March 2020.

8. TAP Donate Miles Account and conditions of use of TAP Miles&Go Miles

8.1 TAP Air Portugal will create a TAP Donate Miles Account for each of the selected organisations and will credit these Accounts with 500,000 (five hundred thousand) miles during the year the organisation enters the Programme. This Account will also be credited with miles donated by TAP Miles&Go clients while the selected organisations are part of the Programme, without prejudice to the following paragraph.

8.2 TAP Donate Miles Accounts will be administered by TAP Air Portugal and may not, under any circumstances, hold a balance greater than 1,500,000 (one million five hundred thousand) miles during the first calendar year or greater than 1,000,000 (one million) miles in each of the following 2 (two) calendar years ("Annual Miles Allowance").

8.3 All travel bookings made by the organisations selected for the Programme, using the Annual Miles Allowance, must be completed by 31 December of each calendar year. No waiting list bookings are permitted.

8.4 For security reasons, each selected organisation must provide two contacts authorised to make bookings with TAP Air Portugal. Any change of contact must be notified in writing to TAP Air Portugal at least 5 (five) working days in advance.

8.5 All miles that remain unused at the end of each calendar year will expire and cannot be carried forward.

8.6 Miles allocated to Programme partner organisations may only be used to acquire Economy Class travel on flights operated by TAP and TAP Express as part of the organisations' activities, with travel being subject to existing space at the time of booking and the applicable public fares.

8.7 The rules of the TAP Miles&Go Programme also apply to TAP Donate Miles, and can be consulted at <https://www.flytap.com/miles-and-go/spend-miles/fees>. Travel acquired by the 3 (three) Programme partner organisations is subject to TAP's General Conditions of Transport applicable on the date travel is booked, which can be consulted at <https://www.flytap.com/transport-conditions?accordionid=1>.

8.8 Airport taxes, booking fees, change fees and/or ticket fuel surcharges, and any other taxes that may be implemented on air or passenger transport while the Programme is in operation, may not be paid for using TAP Miles&Go miles and must therefore be paid for by the selected organisations.

8.9 TAP Miles&Go miles allocated to the selected organisations are non-transferable and have no cash value.

8.10 At the end of each calendar year, the selected organisations will provide TAP Air Portugal with a report describing the activities they undertook using the TAP Miles&Go miles.

9. Breaches of Programme Rules

9.1 Any Programme participant who acts in bad faith, who participates using false information or provides false documents, or who in any way breaches the Programme, will be automatically removed and their allocated TAP Miles&Go miles cancelled.

9.2 Suspected fraudulent participations will be reported to the competent authorities and may be subject to legal action.

10. Final Provisions

10.1 TAP Air Portugal reserves the right to unilaterally rule on any and all queries that may arise in the scope of this Programme, particularly on matters involving the clarification or explanation of the applicable rules.

10.2 TAP Air Portugal reserves the right to amend, suspend or cancel the Programme at any time and any such amendment, suspension or cancellation does not give any participant and/or selected organisation the right to any compensation or indemnity.

10.3 TAP Air Portugal also reserves the right to change the current regulations without warning, with the new regulations being effective immediately upon publication.