

WayAway Premium Support Rules

Version No. 2.

This version comes into force on August 10, 2022

These Premium Support Rules (hereinafter referred to “Regulations”) constitute a document regulating the conditions and establishing the basic principles of providing our premium support help channel (hereinafter referred to as “support” or “premium support”) within WayAway services and products. Once you have contacted us, the provisions of these Regulations are mandatory for you without any exceptions.

Our premium support service is based on 5 basic principles:

1. Support for independent travelers;
2. Recommendatory nature;
3. Security of information
4. Mutual respect;
5. Limitation of the scope of support to travel-related issues;

Each of these principles includes special provisions, pursuant to which users can contact support according to these Regulations.

1. Principles of our support service

1.1. Support for independent travelers

Our support service was set up to help users find information and the answers to questions that may arise while independently planning personal trips for you or your close friends and family.

Our premium support service is only available to users who pay for a WayAway Plus Subscription for personal, non-commercial purposes, and the information and/or

materials received are not permitted for use in commercial activities, including for resale, publication, processing or in any other way for one's own benefit or the benefit of third parties.

We consider commercial activity to be any activity in which one receives financial gain or benefits related to reputation, prestige, other indicators of your personal enterprise, brand, web resource, affiliated persons, or any other benefit (for example, if you organize tours or run a travel blog using the advice from our premium support).

1.2. *Recommendatory nature*

WayAway is not responsible for the relevance and unconditional suitability of the information that the support team may provide, due to the fact that on-demand information searches are carried out within the services of WayAway and partners of WayAway, as well as in open sources. All responses are recommendatory and informational in nature. WayAway is not responsible for the content of answers meeting your expectations, as well as for the consequences of your decisions on the relevant issue, if such decisions are based solely on information received from the support team without verification of such information on your part.

Our support team does not provide any tourist services and does not act as travel agent or tour operator.

We are not responsible for the actions of any third-party services and providers that are not partners of WayAway. We are not obliged to assist you in resolving disputes or issues that may arise from your relationships with such third parties or providers.

When contacting our support team, pursuant to the rights waiver restrictions established by applicable law, you waive any claims or demands against WayAway in connection with responses and/or materials you receive in relation to your request.

1.3. *Security of information*

We guarantee the security and confidentiality of any personal data, other information and materials you may provide, when contacting us and using WayAway services.

Such information and materials may be used by us only to address your request and in the context of improving our support services and other services of WayAway.

You can find out more about WayAway data processing practices in our [Privacy Policy](#) (if you use the WayAway mobile app, please see this [page](#) to get the information on the matter).

At the same time, you guarantee that by submitting any information/materials to the support team along with your request, you are not violating the rights and legitimate interests of third parties, applicable law, and that such information or materials will not harm WayAway. WayAway is also not responsible for the correctness and reliability of personal data, information and materials sent by you.

1.4. Mutual respect

We treat all of our users with warmth and respect and ask that you extend the same courtesy to our support team.

In cases when, within the framework of your request and in connection with it, you speak to our support staff in a harsh or aggressive manner, use abusive and obscene language, or if circumstances that indicate manifestation or sympathy on your part of incitement to racial, religious, national, political hatred and enmity, discrimination on any grounds, propaganda of extremism, terrorism, social, racial, national, religious or linguistic superiority arise, we reserve the right to:

- immediately suspend consideration of your request;
- unilaterally block your access to WayAway support forever;
- Block your access to WayAway Plus features.

The access block based on these grounds is carried out regardless of the general response procedure for consideration of violations of these Regulations.

1.5. Limitation of the scope of support to travel-related issues

We will not consider or provide support service for requests if their subject matter lies beyond the scope of travel-related issues and the current functionality of our services.

You can contact us for assistance with a wide variety of issues given that they lie within the scope of travel and related services provided by WayAway Plus partners, if your request concerns:

- Travel to and from destinations, as well as your stay there;
- Refund and/or exchange of tickets as well as any other operations relating to purchased flight tickets and hotel bookings;
- Questions concerning flight check-in, loyalty programs, and business lounges in transport hubs;
- Information on entry requirements for destinations in terms of visa and passports processing times, as well as whether a Covid vaccination certificate is necessary and what Covid restrictions are in place at the given destination;
- Insurance with WayAway Plus cashback partners;
- Additional information related to the content of the WayAway maps and guides (cafés and restaurants, organized excursions, interesting locations, guides, photographers);
- Assistance on issues related to WayAway Plus cashback partners and in selecting tours from WayAway Plus cashback partners.

When contacting WayAway Plus support, your question should be formulated clearly and directly. Our support team is entitled not to answer general and non-specific questions that imply an answer in the form of advice without the ability to use introductory information to be provided by you about your situation or circumstances. For example: "Where is the best place for a vacation?".

In order to receive a full and relevant answer, your responses to our support team clarifying questions should be comprehensive.

We do not guarantee a specific timeframe in which your request will be considered. The period of consideration depends on various factors, including the complexity of your questions, range of details, and general workload of the support team.

The WayAway support team will not provide recommendations and answers under any circumstances for the requests that are connected with:

- Recommendations for more than 12 (twelve) trips per WayAway Plus subscription period;

- Medical issues;
- Issues requiring professional legal consultation;
- Issues relating to long-term non-touristic trips (lasting over 21 calendar days);
- Issues concerning the interests of the general public, meaning all the third parties who are to benefit from the support. Users have the right to approach WayAway Plus support with questions solely for their own benefit and on behalf of no more than 3 (three) friends/family members.

2. Procedure for consideration of violations of these Regulations

- 2.1. If violations of these Regulations or any other conditions of the WayAway services are discovered to significantly affect the normal operation of the support and/or for which no other response mechanism is provided (for example, the right to ignore a request by a support team), as well as in case of repeated violations, we reserve the right to completely block or partially restrict your access to the support and/or to WayAway Plus subscription features. Notification of access restriction is sent via any of the communication channels available.
- 2.2. We reserve the right to give you the opportunity to correct the violation without an immediate access block/restriction. You will be informed of any detected violations and possible block or restriction of access by any means available to us. At the same time, if we detect any prohibited use of support service, we reserve the right to apply appropriate measures without prior warning. If it is not possible to contact you or you do not eliminate the violation within a reasonable time period, we reserve the right to block or restrict your access accordingly without additional notification.
- 2.3. Access blocks and partial restriction decisions are permanent and final.
- 2.4. Any way that is used to circumvent the block or restrictions, for example, by accessing WayAway Plus features via a new authorization method, shall be deemed as a violation of these Regulations and any other terms of service of WayAway.

3. Procedure for changing the terms of these Regulations

- 3.1. These Regulations are part of the [WayAway Terms of Use](#) (the WayAway [License Agreement](#) shall apply to users of the WayAway mobile app) and [WayAway Plus Auto-Renewable Subscription Terms](#). Any issues that are not covered by these Regulations shall be governed by the relevant provisions of the WayAway Terms of Use and WayAway Plus Auto-Renewable Subscription Terms.
- 3.2. WayAway also reserves the right to unilaterally change and exclude any provisions of these Regulations. Any changes to these Regulations come into effect on the date of their posting on [this page](#).