

## **EKO Smile Points to Miles+Bonus Miles Conversion and Miles+Bonus Miles to EKO Smile Coupon Conversion**

**The terms below will have the following meaning:**

**AEGEAN or AEGEAN AIRLINES:** denotes the public company with the name “AEGEAN AIRLINES” that is headquartered in Kifisia Attikis, Viltaniotis Street no.31.

**COMPANY:** denotes the company with the name “EKO CYPRUS LIMITED” with brief title “EKO”, with offices in Nicosia, in Ellispontou Street 3, 2015, STROVOLOS.

**EKO SMILE COUPON:** this is the digital coupon that will be created in the EKO Smile program that the Miles+Bonus Member maintains, who is at the same an EKO Smile Member, after the completion of the request to convert and/or redeem the Miles+Bonus Miles that they possess, according to the terms provided in paragraphs 12 to 22 below.

**Aegean APP Application:** this is the Aegean application that can be downloaded for free in PLAYSTORE and APPLESTORE.

**EKO SMILE APP Application:** this is the EKO Smile application that can be downloaded for free in PLAYSTORE, APPLESTORE and APPGALLERY.

**Miles+Bonus Program:** this is AEGEAN’s loyalty program based on which AEGEAN provides specific benefits to its clients, by crediting miles to the member cards that it issues. More information for the Miles+Bonus Program is posted on the webpage [<https://el.aegeanair.com/milesandbonus/>].

**Miles+Bonus Member:** this is the natural person who is a member of AEGEAN’s Miles+Bonus Program.

**Miles+Bonus Miles:** these are the redeemable miles of Aegean’s Miles+Bonus that AEGEAN provides to its clients and members of Miles+Bonus Program. The redeemable miles are regulated by the Terms and Conditions of Miles+Bonus Program, as they are subject to changes from time to time at AEGEAN discretion. These terms and conditions are posted on AEGEAN’s website, [<https://el.aegeanair.com/oroi-kai-gnostopoiiseis/milesbonus-terms-and-conditions/>].

**EKO Smile Program:** this is the rewarding loyalty program of EKO. More information about the EKO Smile Program is posted on the website [<https://www.eko.com.cy/>].

**EKO Smile Member:** this is the natural person, member of EKO’s EKO Smile Program.

**EKO Smile Points:** These are the reward points of EKO Smile Program, which the COMPANY provides to its clients and members of EKO Smile Program. The reward program is regulated by the Terms and Conditions of EKO Smile Program, as they are subject to change from time to time at the COMPANY’s discretion, and they are also posted on the website [<https://www.eko.com.cy/>].

## A. EKO SMILE POINTS TO MILES+BONUS MILES CONVERSION

1. The EKO Smile Member who is at the same time a Miles+Bonus Program member (Miles+Bonus Member), can convert and/or redeem their EKO Smile Points that he has collected or will collect through the EKO Smile Program into Miles+Bonus Miles. The terms and conditions based on which the EKO Smile Member can collect EKO Smile Points are posted on the website [<https://www.eko.com.cy/>].
2. Every EKO Smile Member, who is at the same time a Miles+Bonus Program member (Miles+Bonus Member), has the ability to convert their EKO Smile Points into Miles+Bonus Miles as following:
  - 2.000 EKO Smile Points = 2.000 Miles+Bonus Miles
  - 3.000 EKO Smile Points = 3.000 Miles+Bonus Miles
  - 5.000 EKO Smile Points = 5.000 Miles+Bonus Miles
  - 10.000 EKO Smile Points =10.000 Miles+Bonus Miles

The minimum number of EKO Smile points to convert into Miles+Bonus Miles is 2.000 EKO Smile Points.

3. The maximum number of EKO Smile Points to convert into Miles+Bonus Miles per EKO Smile Member is 45.000 EKO Smile Points, within one year from the date which the first conversion and/or redeem took place. Subject to the provisions of paragraph 8 below, any EKO Smile Member who is also a Miles+Bonus Member and holds more than 45,000 EKO Smile points, and has chosen to convert the 45,000 EKO Smile points into Miles+Bonus miles, may choose to use any surplus EKO Smile Points for offers listed in the EKO Smile Program.
4. It is understood that for the conversion or/and redemption of EKO Smile Points into Miles+Bonus Miles, the following procedure must be followed:

### a. In the event of:

(i) **The EKO Smile Member is not a member of the Miles+Bonus Program**, the EKO Smile Member must be enrolled as a member of Miles+Bonus Program through the [el.aegeanair.com/milesandbonus/member/enroll/](http://el.aegeanair.com/milesandbonus/member/enroll/). first. The enrollment procedure is completed with the application of the electronic form. Enrollment in Miles+Bonus is conducted without any charge by AEGEAN.

(ii) **The Miles+Bonus Member is not a member of EKO Smile Program**, the Miles+Bonus Member must enroll as a member of the EKO Smile Program through the EKO Smile APP application first.

The procedure of enrolling in the EKO Smile Program is the following:

- The user can download the application by clicking at the following link:  
<https://bit.ly/EKOSmileApp>
- After installing the application in their mobile device, next they click on the “Sign Up” option.
- Insert “User Name”
- Insert “User Surname”
- Insert “User Mobile Number”
- Accept the “Terms and Conditions” of the application
- The user clicks on the “Sign Up” field
- Next the user fills the field “Mobile Number” and presses on “Connect”.
- Insert the OTP and press “Connect” next.

The procedure of membership enrollment is completed with the submission of the electronic form. Enrollment in the EKO Smile Program is conducted without any charge by the COMPANY.

b. The conversion and/or redemption of the EKO Smile Points into Miles+Bonus Miles is done in the EKO Smile APP application.

c. Simultaneously with the submission of the EKO Smile Member's request for conversion or/and redemption of EKO Smile Points into Miles+Bonus Miles, (i) the corresponding deduction of the EKO Smile Points from the EKO Smile Program account maintained by the EKO Smile Member will occur, and (ii) the crediting of the corresponding Miles+Bonus Miles into the Miles+Bonus account will take place, always in accordance with the provisions of paragraph 2 above. The EKO Smile Points deducted due to the above conversion or/and redemption cannot be refunded.

d. The crediting of the corresponding Miles+Bonus Miles occurs in the Miles+Bonus account that the EKO Smile Member maintains under the status of Miles+Bonus Member.

e. The submission of the order for conversion and/or redemption of EKO Smile Points into Miles+Bonus must occur by the EKO Smile member that is simultaneously a Miles+Bonus Member themselves.

f. The EKO Smile Program and the Miles+Bonus account must be active. Furthermore, regarding the Miles+Bonus right of redeeming miles at the partner, this is retained by the Miles+Bonus Members who have completed the enrollment and who have registered at least one flight in the AEGEAN network, Olympic Air or with the collaborating airline companies of Star Alliance network in their Miles+Bonus account, as well as the holders of AEGEAN Bonus Visa or AEGEAN Visa Cyprus with completed registration.

5. It is denoted that every EKO Smile member that is simultaneously a Miles+Bonus member can be informed about the Miles+Bonus Miles they have collected through the online Miles+Bonus account management that the EKO Smile Member maintains under the status of Miles+Bonus Member at the website [www.aegeanair.com](http://www.aegeanair.com).
6. The corresponding Miles+Bonus Miles from the conversion and/or the redemption of EKO Smile Points can be registered into one and only one Miles+Bonus account of Miles+Bonus Member and once per conversion and/or redemption transaction.
7. The corresponding Miles+Bonus Miles from the conversion and/or redemption of EKO Smile Points do not hold any commercial value and in any case are not exchanged with money. Any divestment (selling, exchange etc.) of Miles+Bonus Miles or offers is considered automatically invalid.
8. In the event of cancellation of Miles+Bonus Program according with the general terms posted on the website [<https://el.aegeanair.com/oroi-kai-gnostopoiiseis/milesbonus-terms-and-conditions/>], all of the Miles+Bonus Miles that were collected (included without limitation of Miles+Bonus Miles that were collected by means of conversion and/or redemption of EKO Smile Points) are automatically invalidated and are no longer exchangeable for any other offers.
9. Aegean does not bear any responsibility for the quality of the offered services by the COMPANY or for any possible occurring problems.
10. It is clarified that the order for conversion and/or redemption of EKO Smile Points into Miles+Bonus Miles is accepted beginning from [-], whence the collaboration between AEGEAN and the COMPANY has commenced.
11. It is clarified that:
  - a) Considering that the order of conversion and/or redemption of EKO Smile Points into Miles+Bonus Miles has been completed and the corresponding miles were not registered in the Miles+Bonus account that the EKO Smile Member maintains under the status of Miles+Bonus then
  - b) The EKO Smile Member can request a retroactive credit of miles by calling the EKO Customer Service line at 0035722477000, within six weeks from the date the conversion and/or redemption order was completed.

## **B. Conversion of Miles+Bonus Miles into EKO Smile Coupon**

12. The Miles+Bonus Member that is simultaneously an EKO Smile Program member (EKO Smile Member) can convert and/or redeem the Miles+Bonus Miles that they have collected or will collect through the Miles+Bonus Program into an EKO Smile Coupon. The Terms and Conditions based on which the Miles+Bonus Member can collect Miles+Bonus Miles are posted on the website [el.aegeanair.com/oroi-kai-gnostopoiiseis/milesbonus-terms-and-conditions/](http://el.aegeanair.com/oroi-kai-gnostopoiiseis/milesbonus-terms-and-conditions/).

13. Every Miles+Bonus Member, that is simultaneously an EKO Smile Program member (EKO Smile Member), has the ability to convert the Miles+Bonus Miles into an EKO Smile Coupon as follows:

3.000 Miles + Bonus Miles	EKO Smile Coupon worth Euro 10.00.
6.000 Miles + Bonus Miles	EKO Smile Coupon worth Euro 20.00.
9.000 Miles + Bonus Miles	EKO Smile Coupon worth Euro 30.00.
12.000 Miles + Bonus Miles	EKO Smile Coupon worth Euro 40.00.
15.000 Miles + Bonus Miles	EKO Smile Coupon worth Euro 50.00.
18.000 Miles + Bonus Miles	EKO Smile Coupon worth Euro 60.00.
21.000 Miles + Bonus Miles	EKO Smile Coupon worth Euro 70.00.
24.000 Miles + Bonus Miles	EKO Smile Coupon worth Euro 80.00.
27.000 Miles + Bonus Miles	EKO Smile Coupon worth Euro 90.00.
30.000 Miles + Bonus Miles	EKO Smile Coupon worth Euro 100.00.
33.000 Miles+ Bonus Miles	EKO Smile Coupon worth Euro 110.00.
36.000 Miles + Bonus Miles	EKO Smile Coupon worth Euro 120.00.
39.000 Miles + Bonus Miles	EKO Smile Coupon worth Euro 130.00.
42.000 Miles + Bonus Miles	EKO Smile Coupon worth Euro 140.00.
45.000 Miles + Bonus Miles	EKO Smile Coupon worth Euro 150.00.

The minimum number of Miles+Bonus Miles that can be converted and/or redeemed into EKO Smile Coupon is 3.000 Miles+Bonus Miles.

14. The maximum number of Miles+Bonus Miles that can be converted and/or redeemed to an EKO Smile Coupon per Miles+Bonus Member are 45.000 Miles+Bonus Miles, within one year from the date the first conversion and/or redemption took place. Subject to the provisions of paragraph 19 below, any Miles+Bonus Member who is simultaneously an EKO Smile Member and holds more than 45.000 Miles+Bonus Miles and has chosen to convert 45.000 Miles+Bonus Miles into an EKO Smile Coupon may use any surplus Miles+Bonus Miles for offers listed in the Miles+Bonus Program.
15. It is understood that for the conversion and/or redemption of Miles+Bonus Miles into an EKO Smile Coupon, the following procedure must be followed:

- a) In the event of:
- i) The Miles+Bonus Member is not an EKO Smile Program member, the Miles+Bonus Member must first register as an EKO Smile Program member, through the EKO Smile APP application. The registration procedure in EKO Smile Program is the following:
    - The user can download the application by clicking on the following link:  
<https://bit.ly/EKOSmileApp>
    - After installing the application in their mobile device, next they click on the option "Sign Up"
    - Insert "User Name"
    - Insert "User Surname"
    - Insert "User Mobile Number"
    - Accept the "Terms and Conditions" of the application.
    - The user clicks on the option "Sign Up"
    - Following that, the user fills the "Mobile Number" field and clicks on "Connect".
    - Insert the OTP and next click on "Connect"

The registration procedure is completed with the submission of the digital registration. Enrollment in the EKO Smile program is conducted without any charge by the COMPANY.
  - ii) The EKO Smile Member is not a member of Miles+Bonus Program, the EKO Smile Member must first and foremost enroll as a member of Miles+Bonus Program member, through the [el.aegeanair.com/milesandbonus/member/enroll/](http://el.aegeanair.com/milesandbonus/member/enroll/). The enrollment procedure is concluded with the submission of the digital registration. Enrollment in the Miles+Bonus Program is conducted without any charge by AEGEAN.
- b) The conversion and/or redemption of Miles+Bonus Miles into an EKO Smile Coupon is conducted in the Aegean APP application or digitally in Miles+Bonus account that the Miles+Bonus Member maintains on the website [aegeanair.com](http://aegeanair.com).
- c) Simultaneously with the submission of the Miles+Bonus Member's request for conversion or/and redemption of Miles+Bonus Miles into an EKO Smile Coupon, (i) the corresponding deduction of the Miles+Bonus Miles from the Miles+Bonus account maintained by the Miles+Bonus Member will occur, and (ii) the creation of the EKO Smile Coupon will take place in accordance with the provisions of paragraph 13 above. The Miles+Bonus Miles deducted due to the above conversion or/and redemption cannot be refunded.
- d) After the completion of the Miles+Bonus Member's order for conversion and/or redemption of Miles+Bonus Miles into an EKO Smile Coupon, the Miles+Bonus Member who is at the same time an EKO Smile Member will receive the EKO Smile Coupon at the EKO Smile Program digitally. The commercial value that corresponds to the EKO Smile Coupon will be displayed written on it, in accordance with the providence of paragraph 13 as seen above.

- e) The order submission for conversion and/or redemption of Miles+Bonus Miles into an EKO Smile Coupon must be conducted by the Miles+Bonus Member themselves, who is at the same time an EKO Smile Member.
  - f) The Miles+Bonus account and the EKO Smile program must be active.
16. It is noted that every Miles+Bonus Member who is at the same time an EKO Smile Member can be informed for the EKO Smile Coupon that has been created through the EKO Smile Program application, which the Miles+Bonus Member maintains under the status of an EKO Smile Member in the EKO Smile application.
17. The corresponding EKO Smile Coupons from the conversion and/or redemption of Miles+Bonus Miles are created in the EKO Smile Program of the EKO Smile Member, once per conversion and/or redemption transaction.
18. The EKO Smile Coupon that is created by the conversion and/or the redemption of Miles+Bonus Miles cannot be exchanged with money under any circumstance. The EKO Smile Coupon can be used for the purchase of fuel (according to the predefined amount that will be displayed written on it and that will refer to the specific purchase) and car washing services (according to the predefined amount that will be displayed written on it and that will refer to the specific purchase) at the Company's Stations that participate in the reward program. Any kind of divestment (selling, exchange etc.) of the EKO Smile Coupon or offers is regarded automatically as invalid.
19. In the event of the EKO Smile Program cancellation, according to the stipulated general terms that are available within the EKO Smile application, all EKO Smile Points and Coupons that have been issued by the conversion and/or redemption of the Miles+Bonus Miles, are automatically invalidated and are no longer exchangeable with any other offers.
20. The COMPANY does not bear any responsibility regarding the quality of the offered services by Aegean or any possible problems that may occur.
21. It is clarified that the order of conversion and/or redemption of Miles+Bonus Miles into EKO Smile Coupons is accepted starting from [-], whence the collaboration between the COMPANY and AEGEAN has commenced.
22. It is clarified that:
- a) Considering that the conversion of Miles+Bonus into EKO Smile Coupon is completed and the EKO Smile Coupon is not created in the EKO Smile Program that the Miles+Bonus Member maintains under their status as an EKO Smile Member, then
  - b) The Miles+Bonus Member can request a retroactive issuing of an EKO Smile Coupon to Aegean (via email at <https://aegeanairlines-gr.custhelp.com/app/ask>) within six weeks from the date of the conversion and/or redemption order of Miles+Bonus Miles was completed.

