

Website [www.helpavia.com](http://www.helpavia.com) is administered by Compensair (hereinafter – the Administrator). The Administrator’s website - [www.compensair.com](http://www.compensair.com).

## Price list

### **1. Definitions**

Our Price List should be read in conjunction with our Terms and Conditions, where you may find all the defined terms used in our Price list.

### **2. Free services**

Compensair does not charge anything for consulting services, providing access to the Software and other services, until compensation is received by Compensair or the Client.

### **3. Service Fee**

When the Client receives Flight Compensation, Compensair is entitled to its Commission, which will be deducted from Compensation or payed by the Client directly to Compensair in the possible manner.

For all Cases with air companies from the list\* the Commission is 25% of the received Compensation.

For all other Cases the Commission is 30% of the received Compensation.

### **4. Legal Service Fee**

In case of legal proceedings Compensair collects overriding commission in amount of 10% of the remaining amount.

### **5. Additional expense**

The Client incurs all additional expenses for money transfer.

### **6. VAT**

All the commission Compensair collects is excluding VAT.

### **7. Flight Compensation Amount Guarantee**

Compensair guarantees that the Client will always get the correct amount of compensation. If the Client’s case is in European Union area, the Client is guaranteed

the correct amount in EUR. If the Client's case is out of European Union area, the Client is guaranteed the correct amount in the applicable currency in accordance with the current exchange rate.

**\* List of companies for the purpose of art. 3** EasyJet Europe (EC), LEVEL Anisec Luftfahrt (VK), Bul Air (LB), Joon (JN), Ernest Airlines (EG), AnadoluJet (TK), FlyOne (5F), Hop! (A5), Air France (AF), Turkish Airlines (TK), Delta Air Lines (DL), Bulgaria Air (FB), Air Canada (AC), Wideroe (WF), KLM Royal Dutch Airlines (KL), Ukraine International Airlines (PS), Virgin Atlantic Airways (VS), Ba Cityflyer (CJ), Vueling Airlines (VY), British Airways (BA), Logan Air, Pegasus Airlines (PC), Aer Lingus (EI), Openskies (LV), KLM Cityhopper (WA), Tarom (RO), Emirates (EK), Easyjet (U2).

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