

"Comfort and benefit up to 25% for Visa cardholders"
PROMOTION RULES
on the Tickets.kz website

1. GENERAL PROVISIONS

1.1. These Rules determine the procedure and terms for the "Comfort and benefit up to 25% Promotion for Visa cardholders" (hereinafter referred to as the Promotion).

1.2. The holders of Visa payment cards become the Promotion Participants after paying for tickets on the Tickets.kz website during the Promotion period.

1.3. The TIKETS KZ Limited Liability Partnership (hereinafter referred to as the Tickets.kz), BIN 150440006398, is the Promo Provider of the Promotion, and is located by the following address: Republic of Kazakhstan, Almaty city, 050059, Al-Farabi Avenue, 17/1, Nurly- Tau PFC , block 5B, 23rd floor.

1.4. The Promotion is not a gambling game and/or lottery within the meaning and definition in accordance with the Law of the Republic of Kazakhstan "On gambling industry" and the Law of the Republic of Kazakhstan "On lotteries and lottery activities", respectively.

1.5. There is no fee for participation in the Promotion.

1.6. Types of Visa payment cards, participating in the Promotion, are the following: Visa Classic, Visa Gold, Visa Platinum, Visa Signature and Visa Infinite.

2. TERMS AND ABBREVIATIONS

2.1. These Rules use the following terms and abbreviations:

- Payment system - the Visa international payment system, which provides services for carrying out payment transactions using Visa payment cards;
- RK - the Republic of Kazakhstan;
- Rules - these rules of the "Comfort and benefit up to 25% for Visa cardholders" Promotion;
- Bonus - a bonus that is part of the bonus fund (which is defined in Section 3 hereunder), provided to the Participants of the Promotion once according to these Rules;
- Promotion Participant is an individual, holder of a Visa payment card (issued by any of the second-tier banks of the Republic of Kazakhstan), who has performed the actions established by these Rules for participation in the Promotion, and meets the requirements specified in Section 4 of these Rules.

3. PROMOTION BONUS FUND

3.1. The Promotion Bonus Fund consists of a set of Bonuses and includes the following:

3.1.1. Discounts for SCAT airline tickets paid through payment systems:

- Visa Classic, Visa Gold - up to 15%
- Visa Platinum - up to 20%

- Visa Signature, Visa Infinite - up to 25%.

The Participant is entitled to purchase any number of SCAT airline tickets during the Promotion period and receive a corresponding discount. At the same time, the maximum amount of the Discount provided to one Participant makes up to KZT 15,000 (fifteen thousand). In case of exceeding the maximum amount of the Discount specified in this clause, the provision of the Discount is terminated in relation to the given Participant.

3.1.2. For holders of premium category cards, such as Visa Platinum, Visa Signature, Visa Infinite and Visa Platinum Business, the following services are provided in the form of a Bonus:

- Taxi as a gift. When paying during the Promotion period, a promotional code is issued in the amount of KZT 3,000 for a comfort class taxi to/from the airport within the Republic of Kazakhstan. If the cost of the trip exceeds the amount of the promotional code, the card holder pays the missing amount on his own.
- Personal service/information during the ticked-based trip, paid for during the Promotion period. The personal managers for premium clients will work 24/7 in the call center.
- Free choice of seats of increased comfort on board any airline with a ticket paid for during the Promotion period, subject to availability of seats on the flight.
- Free check-in for a flight of any airline, for each ticket paid for during the Promotion period, subject to technical capabilities.
- No service charges when exchanging or returning a ticket paid for during the Promotion period.

3.2. Each Participant is entitled to receive an unlimited number of Bonuses. In case of a repeated purchase of a ticket, a Visa card payer has the right to a repeated Bonus.

3.3. Received Bonuses are non-exchangeable and non-refundable.

3.4. Bonuses are not issued / paid / exchanged in monetary terms.

3.5. Bonuses cannot be claimed by the Participant of the Promotion again. Since it is provided only once, monetary compensation is not issued to Visa card payers participating in the Promotion.

3.6. The Promo Provider reserves the right to change, increase or decrease the composition of the Bonus Fund or include additional Bonuses in the Promotion, which are not provided for by these Rules. If such changes occur, the Promo Provider informs about them in the manner prescribed in section 9 hereunder.

4. TERMS OF PARTICIPATION IN THE PROMOTION

4.3. The Promotion is available for individuals over 18 years, being the citizens of the Republic of Kazakhstan, as well as non-residents of the Republic of Kazakhstan who have a residence permit and are holders of Visa payment cards in accordance with clause 1.6 of the Rules (issued by any of the second-tier banks of the Republic of Kazakhstan), who have duly fulfilled all the requirements of these Rules.

4.4. The following persons cannot and do not participate in the Promotion: affiliated persons with the Promo Provider or Partners of the Promotion for any reason and in any form, including employees, their close relatives (spouse, parents (parent), daughter, son, adoptive parents, adopted children, full and

half-blood brothers and sisters (grandmother, grandfather, grandchildren), non-residents of the Republic of Kazakhstan, and other persons not specified in clause 4.1. hereunder.

4.5. The following is required to participate in the Promotion:

- be a Visa card holder in accordance with clause 1.6. of the Rules (issued by any of the second-tier banks of the Republic of Kazakhstan);
- during the Promotion period from August 18, 2021 to December 31, 2021, make at least 1 (one) purchase on the tickets.kz website (hereinafter referred to as the Transaction), using a Visa card. The number of Transactions is not limited.
- comply with the norms of the legislation of the Republic of Kazakhstan and the rules for using the Payment system;

4.6. The following transactions are not grounds for participation in the Promotion:

- before and after the Promotion period;
- payments for which the purchased goods/services were returned during the Promotion period;
- payments for which illegal/fraudulent actions of any nature were made, provided for by the legislation of the Republic of Kazakhstan.

5. PROMOTION PERIOD

5.3. Period of the Promotion is from 00:00 p.m., August 18, 2021 to 00:59 p.m., December 31, hours 59 minutes (hereinafter referred to as the Promotion Period).

5.4. Information on significant changes to the Promotion and other information is posted on the tickets.kz website in the Reference section (<https://tickets.kz/content/discount-for-visa-cardholders.html>) (hereinafter referred to as the Promotion Site);

5.5. The Promo Provider reserves the right at any time to supplement and/or change the terms and conditions of the Promotion, the Bonus Fund, as well as to terminate, suspend, cancel the Promotion in whole or in part, at its sole discretion, notifying the Participants of the Promotion and all interested parties in the manner determined by these Rules, in accordance with the current legislation of the Republic of Kazakhstan.

5.6. All decisions of the Promotion Promo Provider are final and are not subject to appeal.

6. RIGHTS AND OBLIGATIONS OF THE PROMOTION PARTICIPANT

7.1. Promotion Participant is entitled as follows:

7.1.1. Familiarize with the Rules.

7.1.2. Take part in the Promotion in the manner prescribed by these Rules.

7.1.3. Get information about changes to the Rules.

7.2. Promotion Participant undertakes as follows:

7.2.1. Meet the conditions of these Rules.

The fact of participation in the Promotion implies that the Promotion Participant is familiar with and agrees to these Rules. Acceptance of the Rules is complete and unconditional.

8. RIGHTS AND OBLIGATIONS OF THE PROMOTION PROMO PROVIDER

8.1. Promo Provider undertakes as follows:

8.1.1. Carry out the Promotion in accordance with the published Rules;

8.1.2. Provide Bonuses to the Promotion Participants in accordance with the Rules;

8.2. Promo Provider is entitled as follows:

8.2.1. Promo Provider enjoys all the rights provided for by these Promotion Rules and the current legislation of the Republic of Kazakhstan.

8.2.2. Promo Provider reserves the right to avoid written negotiations or other contacts with the Promotion Participants, except for the cases provided for by these Rules, the current legislation of the Republic of Kazakhstan and in case of disputable technical issues.

9. METHODS AND PROCEDURE OF PROMOTION INFORMING

9.1. Informing about the terms and conditions of the Promotion is implemented by posting information on the Promotion on the Tickets.kz Website.

9.2. Promo Provider reserves the right to unilaterally amend these Rules.

9.3. In case of prolongation of the Promotion Period or other changes in the Rules, the Promo Provider shall publish such changes on the Tickets.kz Website.

10. OTHER CONDITIONS

10.1. Bonuses are not issued if the Promotion Participant fails to comply with these Rules.

10.2. Promo Provider reserves the right to post additional information about the Promotion in the manner prescribed by these Rules.

10.3. If for any reason any aspect of this Promotion cannot be carried out as planned, including reasons caused by infection with computer viruses, malfunctions in the Internet, defects, manipulations, unauthorized interference, falsification, technical problems and for any other reason, the Promo Provider may, at his sole discretion, cancel, terminate, modify or suspend the Promotion.

10.4. 10.5. If any question related to participation in the Promotion arises, the Promotion Participant can contact the Promo Provider by writing an email to marketing@tickets.kz. The response letter will be sent by the Promo Provider within 5 (five) business days from the date of receipt of the letter of appeal from the Promotion Participant.

10.6. These Rules are the official document of the Promotion.