**Acceptance certificate**

“FLY ONE S.R.L.”, a company incorporated under the laws of Republic of Moldova, Registration No. 1015600032640, having its registered office at 80/3 Dacia blvd. Chisinau, Republic of Moldova, MD - 2026, hereinafter referred to as "FLY ONE", duly represented by General Director, acting in accordance with its Memorandum and Articles of Association, on the one part

and

[surname / first name] \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, holder of passport / identity card [series / number] \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, personal identification no. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, hereinafter referred to as "Beneficiary", jointly referred to as "Parties" and separately "Party",

In accordance with para. 8 of the Government Decision no. 836/2012 for the approval of the Regulation regarding the compensation and assistance of passengers in the event of refusal to board and cancellation or prolonged delay of flights, art. 1417 para. (1) of the Civil Code and Circular No. 5-15/07/2020 issued by the Civil Aviation Authority of the Republic of Moldova, FLY ONE acting in good faith and in the interest of its passengers offers the following options to passengers in relation to purchased air transport tickets:

|  |  |  |  |
| --- | --- | --- | --- |
| **Tick** **the Option****[**x**]** or **[**v**]** | **Title of the Option** | **Units** | **Value****MDL** |
|  | No Fee Ticket change for an alternative flight to the same destination. Offer is limited to the available seats; |  |  |
|  | Voucher equal to the initial ticket price plus 20% of the initial price; |  |  |
|  | Reimbursement of funds according to the tariff rules. |  |  |

Beneficiary hereby confirms by signing this Acceptance Certificate or by confirming via e-mail he/she adressed to the FLYONE according to the art. 22 para. (2) lett. c) of teh Civil Code, the receipt of the goods (ticket, value, voucher, as the case might be) indicated and described, and confirms that he/she is fuly informed on the Voucher Terms and Conditions\* (if such an option has been selected), and declares that he/she is informed about the conditions of the tariff \*\* and waives any claims in relation to FLY ONE in connection with the conditions that caused the offer of the proposed options.

The beneficiary undertakes to sign and mail the handwritten signature or to confirm by e-mail by sending to FLY ONE's e-mail: helpdesk@flyone.eu @ flyone.eu or info@flyone.eu, within 7 days from the date of notification / landing (as the case might be) the selected option. In case of non-submission/confirmation within the term, the acceptance is considered as tacit. The Beneficiary may send as well this Acceptance Certificate by electronic means with the application of the digital signature.

A copy of passport / identity card, as a proof of the specimen of the Beneficiary's signature, and a copy of the ticket, shall be attached to this Acceptance Certificate, in this respect the Beneficiary grants his right to the processing of personal data according to Law 133/2011.

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| **FLY ONE** | **BeneficiarY** |
| Name: Signature:Date:  | Name: Signature:Date:  |

\* Voucher Terms and Conditions <https://flyone.eu/en/How-to-book/Voucher-conditions>

\*\* Conditions of the tariff <https://flyone.eu/en/How-to-book/Fare-Families>