

GENERAL BUSINESS TERMS & CONDITIONS

FIT TO FLY (FEAR OF FLYING) SEMINARS

Swiss AviationTraining
Balz-Zimmermann-Strasse 38
P.O. Box
CH-8058 Zurich Airport

Registration

Prospective participants, who must be aged 18 or over, may register for a seminar either orally or in writing. Once their registration has been received, the participant will be sent a confirmation thereof, together with a bill for the seminar fee, which must be paid before the seminar commences. Participants will receive a detailed seminar programme around two weeks in advance.

Participants will have the opportunity to take a round-trip scheduled flight of Swiss International Air Lines Ltd. or Swiss European Air Lines Ltd. as part of the seminar programme. The cost of this flight is included in the seminar fee. Swiss AviationTraining Ltd. will make the necessary flight reservations on the participant's behalf. The contract of carriage for the flight concerned is concluded between the participant and the carrier, and is based on the carrier's conditions of carriage. These conditions of carriage are available for inspection and information online at www.swiss.com.

Cancellations

Should the participant have to cancel their attendance at a seminar within 30 days of the start thereof, a processing fee of 50% of the seminar fee will be charged. Should the participant have to cancel or postpone such attendance within 10 days of the start of the seminar concerned, they will still be required to pay the full seminar fee.

Swiss AviationTraining Ltd. reserves the right to cancel a seminar owing to insufficient participant numbers or as a result of exceptional events (accident to or illness of a seminar leader, cancellation of the flight envisaged). In such cases, a new seminar date will be agreed with the participants concerned. Should a participant not wish to attend a replacement seminar, and provided the originally-envisaged seminar was cancelled by Swiss AviationTraining Ltd., they will receive a full refund of their seminar fee.

Obligation to comply with crew orders and instructions during the scheduled flight

The seminar guides assigned by Swiss AviationTraining Ltd. will support, assist and advise participants before, during and after the flight which forms part of the seminar programme. During the flight, however, the flying personnel of Swiss International Air Lines Ltd. or Swiss European Air Lines Ltd. shall have full and express authority to issue orders and instructions. Swiss AviationTraining Ltd. reserves the right to refuse carriage on the flight envisaged to any participant demonstrating improper or inappropriate behaviour. Should a participant prefer not to take the flight, they are entirely free not to do so. In neither case, however, will the costs of the flight be refunded.

Liability and accident insurance

The liability of Swiss AviationTraining Ltd. shall be limited to any harm, injury or damage caused by its gross negligence during the theoretical part of the seminar or by any grossly negligent actions or conduct by its own personnel during the scheduled flight forming part thereof. Swiss AviationTraining Ltd. may not be held liable for any harm, injury or damage not caused by its own personnel during such flight: any and all such liability shall be as specified in the carrier's conditions of carriage.

Participants shall be liable for any harm, injury or damage caused by their own misconduct – particularly in violation of the instructions of the seminar leader(s) – or otherwise by their behaviour.

Applicable law and place of jurisdiction

The contractual agreement between Swiss AviationTraining Ltd. and the participant shall be subject to Swiss law. The sole and exclusive place of jurisdiction shall be Bülach.