

## **Terms of returning of the funds paid by the User within of using of the resource**

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### **1. Refund policy**

Refund of the money paid by the User for the services received, both within the fee- paying functions of the site, and within the limits of voluntary payment, which the User can make under the terms of this agreement is carried out in the following order:

- 1.1 if the request (application) for a refund was received on the day of the payment made (carried out), the funds paid are returned except service fee.
- 1.2 if a request (application) for a refund was received the next day after the payment was made or in another time period after the payment was made, then the funds will not be returned, in addition to valid reasons in accordance with p.1.3, funds will be returned with a deduction of up to 40%.
- 1.3 if the request (application) for a refund of the User's funds is substantiated by the provision of a positive test result for COVID-19, made by the PCR test method or by the presentation of confirmation of the cancellation of the flight to enter Ukraine from the airline.
- 1.4 if the request (application) for a refund of the User's funds was received during the period of validity of the insurance policy or after its expiration, the funds will not be returned.

Also, the User has the opportunity to contact the Insurance company regarding the transfer of insurance dates for an indefinite time for a future trip.