

Law concerning linked travel arrangement traders 921/2017

Finnair Plc. (later Finnair) follows EU Directive (EU) 2015/20 and the Finnish law concerning linked travel arrangement traders. Passengers are informed at the time of booking (for example on the booking confirmation page or Manage booking service) if the travel services he or she has booked will be considered as the kind of linked travel arrangement that is referred to in the law.

In compliance with the law for linked travel arrangement traders (<https://www.finlex.fi/fi/laki/alkup/2017/20170921>), Finnair Plc has obtained protection for insolvency, (Skandinaviska Enskilda Banken AB (publ) Helsinki Branch) and passengers can contact the Finnish Competition and Consumer Authority (Finnish Competition and Consumer Authority, Siltasaarenkatu 12 A, 00530 Helsinki, Finland, kirjaamo@kkv.fi, +358 (0) 29 505 3000), in case services are not performed because of Finnair's insolvency. The obtained protection does not cover such agreements made with any other party than Finnair, if the service can be realized despite Finnair's insolvency.

The protection against insolvency guarantees the passenger a refund for such paid services that cannot be performed because of Finnair's insolvency, and where necessary, the passenger's repatriation. However, a refund is not provided in the event of the insolvency of the relevant service provider, for example a hotel.

The rights applicable to travel packages outlined in EU Directive 2015/2302 do not apply to linked travel arrangements. Therefore, Finnair is not liable for the realization of such services. In case of problems, please contact the relevant service provider, such as the hotel or the car rental provider.

A linked travel arrangement refers to a service entity in which Finnair directs a passenger to acquire additional travel services (such as accommodation or a rental car) for a trip or holiday, with separate contracts from other travel service providers.

For a linked travel agreement to ensue, one of the following is required:

- Finnair furthers a passenger to select and pay for other travel services in addition to flights during the same contact. For example, if a passenger selects and pays for a flight first and after booking selects a hotel on the confirmation page

OR

- Finnair furthers the purchase of at least one additional travel service from another provider within 24 hours of confirming the first booking. For example, when a passenger who has booked flights is offered the possibility to book an additional travel service, such as hotel accommodation, from another service provider with a link in the confirmation email sent after confirming the booking.

Further details:

Directive (EU) 2015/2302 https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L_.2015.326.01.0001.01.ENG&toc=OJ:L:2015:326:TOC%20