

Conditions Applicable to Claim Vouchers Issued by Flugladen.at

These Conditions are applicable to the Claim Vouchers issued by Flugladen.at.

Flugladen.at is a trade name used by Travix Nederland B.V., with its registered office in Amsterdam, located at Piet Heinkade 55 (postcode 1019GM). For further information over our organisation, please look under the section '[About](#)' on our website: Flugladen.at

A Claim Voucher is a voucher you have received by e-mail or letter accompanied by a code that can be used to book one or more airline tickets and possibly additional insurance policies on Flugladen.at, or which, alternatively, you can exchange for an amount in cash.

Using your Claim Voucher: a Claim Voucher is provided with a unique code. Each Claim Voucher can only be used once at Flugladen.at. An original Claim Voucher can be transferred. Making multiple copies, modifying or changing a Claim Voucher is not permitted in any way.

Claim Vouchers are valid for 1 year after the date of issue.

You can use a Claim Voucher in the following ways:

- For a booking: you can use your Claim Voucher when booking an airline ticket and any additional insurance policies at Flugladen.at. If the amount to be paid is higher than the value of your Claim Voucher you will have to pay the outstanding amount. If the amount to be paid is lower than the value of your Claim Voucher you will receive a new Claim Voucher with a new code for any outstanding amount due;
- You can also exchange your Claim Voucher for money that will be transferred to your bank account. [Exchange your Claim Voucher for Money](#).

The value of a Claim Voucher is rounded upwards to the nearest whole amount. If you opt to use the Claim Voucher for a booking you are entitled to spend this amount (rounded upwards). If you opt to exchange the Claim Voucher for cash you will be paid the actual amount that Flugladen.at was able to claim for you from the airline company plus the statutory rate of interest.

The Claims Voucher cannot be used for the following products:

- Extra and/or separate services not originally provided with the airline tickets or covered by the insurance policies, such as hotels and rental cars;
- Package tours, this concerns any travel bookings that you composed consisting of a flight plus hotel and/or rental car.

If it is possible to change or cancel your airline ticket, please note that this will involve additional costs. These include the cancellation and/or alteration costs charged by the airline company

and an administrative fee. After completing a booking you cannot pay these costs with a Claim Voucher.

[The General Conditions of Flugladen.at](#) please note that the Transport & General Conditions used by the relevant executing Service Providers are also applicable to the services/products you purchase with your Claim Voucher.