

TRAVEL MODULE TERMS

Any terms and conditions set forth in this Agreement regarding a specific Service shall only apply to Customers who use that specific Service.

Throughout these terms capitalised terms shall have the meanings given to them in [Service Terms](#), unless expressly defined here.

These Travel Module Terms were last updated on the 28 August 2026.

1 BUSINESS RELATIONSHIP

- 1.1 Perk and Customer each acknowledge and agree that this Agreement is a “general agreement” for the booking of travel services in connection with the Customer's trade, business, craft or profession and therefore outside the scope of the Package Travel Directive (Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015) (**PTD**) and any laws and regulations implemented by European member states to give effect to the PTD, and where applicable, the Civil Aviation (Air Travel Organiser's Licensing) Regulations 2012. As such, these regulations shall not apply to Perk's provision of/and Customer's receipt of the Services contemplated under this Agreement.

2 TRAVEL SUPPLIERS

- 2.1 Customer acknowledges and agrees that once a Trip is booked (including any Element) and confirmed by Perk, all terms and conditions of the Travel Supplier apply to the Customer.
- 2.2 If Customer wants to modify or cancel a booking, the parties shall follow the required process and terms of the Travel Supplier for modification and cancellation of bookings. If the modified or cancelled booking is refundable, Perk will refund to Customer the corresponding booking charge less any applicable Service Fees. Information regarding such deductions shall be made available to Users via the Platform. Any refund(s) shall be applied to the original payment method for automatic payment methods or, for other payment methods, by discounting such charge from Customer's next invoice or by credit note. Notwithstanding, if Customer has hired FlexiTravel, the specific terms of such Service shall apply.
- 2.3 Travel Suppliers shall have no rights and obligations in connection with FlexiTravel refunds. FlexiTravel refunds are entirely distinct from ordinary refunds processed by Perk in relation to bookings made without utilising FlexiTravel. Such ordinary refunds are processed in accordance with the Travel Suppliers' terms and conditions.

3 CUSTOMER RESPONSIBILITY

Customer shall be responsible for procuring that bookings for Trips are made and arranged by Users who are not under the age of 16, and that any children travelling on a relevant Customer booking are accompanied by an adult.

4 DEVELOPER TOOLS & MARKETPLACE

Where, for the purpose of using the Services, Customer leverages the Developer Tools, Customer acknowledges and agrees that:

- the Developer and Marketplace Terms shall apply (and shall be deemed incorporated automatically into this Agreement from the date and time that the Customer's access commences); and
- any exchange of data between Customer and any third-party product provider shall be solely between Customer and such provider.

5 WARRANTIES

Perk does not represent or warrant that it will have particular types of content or travel inventory available on the Travel Module.

6 LIABILITIES

By reference to clause 7 of the Service Terms (Liability) Perk is not liable for Travel Suppliers' acts or omissions, including for any breach, delay, default or deficiency of the services provided by the Travel Suppliers.

7 EFFECT OF SUSPENSION OR TERMINATION

By reference to clause 10 of the Service Terms (Effects of Suspension or Termination) all Elements confirmed as booked by Perk prior to the suspension or termination taking effect will remain in full force and effect and subject to the terms and conditions of the Travel Supplier, and Customer shall be entitled to utilise any such Element.

OUR TRAVEL SERVICE ADD-ONS

8 ADDING AND TERMINATING TRAVEL ADD-ONS

- 8.1 Customer may purchase any of the following additional "travel add-ons" (set out in Sections 9 through to 11 below) through the Order Form or directly on the Platform (a **Travel Add-On**) and may terminate them individually without cause by giving Perk not less than thirty (30) calendar days' prior written notice.

9 FLEXITRAVEL

- 9.1 FlexiTravel allows Customer to cancel Elements or Trips booked through the Travel Module for any reason and receive a partial refund, subject to the terms of this section 9.
- 9.2 Refunds under FlexiTravel will be issued as credits, applied to the next payment made using the same payment method that was used for the payment of the cancelled Element or Trip (for example, to the same credit card).
- 9.3 To be entitled to receive a partial refund, Customer must expressly notify Perk's customer care service of the cancellation in writing (by email or through the Platform) or by phone, within the following timeframes. All times are local to place of stay or point of departure:
- a) Hotels: by 4:00 pm on the first day of the booking at the latest;
 - b) Flights: at least 2 hours before the scheduled departure time;
 - c) Trains: at least 2 hours before the scheduled departure time; and
 - d) Car rentals: at least 2 hours before the agreed pick-up time.
- 9.4 FlexiTravel is subject to the following limitations. The following bookings are not refundable under FlexiTravel:
- a) partial cancellations of Elements that form part of the same Trip (for example, a single leg of a return ticket);
 - b) Event Elements and Event Bookings (as defined in our [Event Module Terms](#));
 - c) payments made by Customer to Travel Suppliers directly; and
 - d) bookings made manually by Perk following Customer's instructions (for example, bookings made by Perk's concierge service).

- 9.5 Subject to clauses 9.3 and 9.4 above, Perk will refund Customer 80% of the costs of the cancelled Element or Trip, up to a maximum of five thousand euros (€5,000) per User and thirty thousand euros (€30,000) per Trip.
- 9.6 Refunds do not include any mandatory taxes and charges collected by a finance provider or Travel Supplier in connection with any cancellation, including credit card or bank commissions or charges, non-refundable airport taxes and involuntary cancellation charges.
- 9.7 Perk may request Customer to provide the reason for cancellation and supporting evidence for internal information and reporting purposes. Customer shall provide this information to enable Perk to comply with its internal needs and fulfil its agreements with third party providers. Customer's obligation to provide information and evidence shall not, under any circumstances, affect Customer's right to receive a refund.
- 9.8 FlexiTravel is available in the following variants:
- a) FlexiFlight and FlexiTrip: may be selected by Users individually for applicable bookings; subject to a variable fee as indicated during the booking process; not available to Customers that have subscribed to FlexiTravel Company.
 - b) FlexiTravel Company: applies to all Trips; subject to a fixed fee applied to the entire cost of all Trips, as indicated in the Order Form (or on the Platform, if Customer opts in to FlexiTravel directly on the Platform).
- 9.9 Upon termination of this Agreement, and subject to its timely receipt of any outstanding payment due from Customer, Perk shall transfer to Customer the balance of any credit notes applied to Customer's corporate account within thirty (30) days of the termination date.

10 VEHICLE RENTAL

- 10.1 Customer and its Affiliates shall be responsible and liable for all payments, damages and charges of any vehicle rented from a vehicle rental company through the Platform, whereby Perk acts as the payer party towards the vehicle rental company of the expenses incurred by Customer.
- 10.2 Customer shall fully indemnify and hold Perk harmless against any claims, non-payment, liability, loss or damage made against or incurred by Perk in connection with Customer's or its Affiliates' booking, management or breach of terms with the vehicle rental company.

11 ENTRY READY

- 11.1 Entry Ready is a Travel Add-On which displays entry and travel authorisation requirements for a Trip and enables Users to apply for certain e-visa and travel authorisations through Perk's third-party provider. Perk does not provide immigration advice: the requirements information and any application are provided by that provider under separate terms, and Perk does not warrant the accuracy or completeness of that information or guarantee that any authorisation will be granted or that any User will be admitted to a destination. For the avoidance of doubt, a travel authorisation shall not be deemed an Element, and fees paid for it are not refundable under FlexiTravel.

12 PERSONAL TRAVEL

- 12.1 **What it is.** Perk makes a personal travel feature available to Users through the Platform which allows a User to book travel for that User's own private, non-business purposes (**Personal Travel**), in the User's own name, on the User's own account and using the User's own personal payment method (a **Personal Trip**). Each Personal Trip is made under separate terms between Perk and the User (the **End User Terms**), which are made available to the User on the Platform.

- 12.2 **It sits outside this Agreement.** Notwithstanding clause 1.7 of the Service Terms, Personal Travel is not part of the Services procured by Customer under this Agreement. In particular:
- a) Customer is not a party to any Personal Trip, is not the recipient of the travel services booked, and acquires no rights and assumes no obligations under it;
 - b) Personal Trips sit outside Customer's travel policies, approval workflows, cost objects, custom fields, reporting, invoicing and the Spend Module and no Travel Add-On applies to them;
 - c) Personal Trips must be paid for using a User's own personal payment method. Customer has no payment obligation to Perk in respect of any Personal Trip; and
 - d) Personal Trips do not count towards any usage entitlement, minimum spend or committed volume under the Order Form, and are excluded from, and do not count towards the calculation of, the liability caps in clause 7 of the Service Terms.
- 12.3 **Customer authorisation and acknowledgements.** For so long as Personal Travel is enabled for Customer's account, Customer authorises Perk to make Personal Travel available to its Users through their existing Platform accounts and work email addresses, and to contract directly with those Users under the End User Terms. Clause 2.2. g) of the Service Terms does not apply to a User's use of Personal Travel. Customer makes no representation or warranty to Perk in respect of any User's use of Personal Travel, and Perk makes no representation or warranty to Customer in respect of Personal Travel or any Personal Trip. Perk has no liability to Customer arising out of or in connection with Personal Travel or any Personal Trip.
- 12.4 **Personal Trip data.** Personal Travel is segregated from Customer's business travel data on the Platform. All Personal Data and other information relating to a Personal Trip (**Personal Trip Data**) is Processed by Perk as an independent Controller and not as Customer's Processor. Personal Trip Data is not Customer Personal Data, is not processed under Customer Instructions, and the Data Processing Addendum does not apply to it. Perk will not disclose Personal Trip Data to Customer, or make it available to Customer's administrators or other Users, except: (a) with the relevant individual's consent; (b) where required by law or a competent authority; or (c) in aggregated or anonymised form which does not identify any individual. Customer accordingly has no right of access, correction, deletion, audit, reporting or return in respect of Personal Trip Data under this Agreement (including our Data Processing Addendum), and will direct any individual seeking to exercise data protection rights over Personal Trip Data to Perk.
- 12.5 **Turning it off.** Personal Travel is enabled by default for Customer's account. Customer may disable Personal Travel at any time through the administrator settings on the Platform (or by instructing Perk to do so), with effect for new Personal Trips promptly following that instruction. Disabling Personal Travel does not affect Customer's subscription, fees or usage entitlements under this Agreement, and does not give Customer any right to access, amend or cancel a Personal Trip already booked, which will be honoured and handled under the End User Terms until the travel has taken place.