

Terms and conditions

eXperts is the worldwide information and service programme ("Programme") operated by Lufthansa German Airlines ("Lufthansa", "we", "us") represented in Belgium by Brussels Airlines NV/SA at Airport Bld. 26 Ringbaan – 1831 Diegem. Details of the Programme can be found at www.lufthansaexperts.com ("the Site").

We can be contacted by email (GrMail_experts@brusselsairlines.com) The Programme provides fast, objective-orientated communication with IATA travel agents. The following terms and conditions ("Terms and Conditions") shall apply to every member ("You") of the Programme:

1. Participation

- In order to be eligible, you must be either a manager or a member of staff at an IATA travel agent, event organiser or consolidator based in Belgium ("Company").
- You must have been employed by the Company for at least six months. Lufthansa reserves the right to request proof of employment.
- Membership is entirely at the discretion of Lufthansa. Lufthansa reserves the right to reject any applications for membership without justification. In consideration for Lufthansa considering your application for membership, you waive any claim you may have against Lufthansa for non-acceptance of your application. Membership shall commence upon acceptance by Lufthansa of your completed application form and is free of charge.

2. Services

Lufthansa offers its participants, eXperts as an "information tool", which includes amongst other information, regularly published newsletters, information such as given, and for a surcharge, PEPs.

3. Changes and Amendments

eXperts will run for an indefinite period. Lufthansa has the right to amend or replace the programme at any given time. In both cases will correspond to Lufthansa's eXperts` Terms and Conditions, Paragraph 6. Lufthansa has the right to carry out any changes in its Terms and Conditions. Changes in Terms and Conditions will be announced by written notice. Should the participant not appeal to Lufthansa within 30 days after receiving notice, the announced Terms and Conditions will be considered valid. Should the participant not agree to the changes made, he may terminate his contract according to Paragraph 6.

4. Data Protection (GDPR)

The required personal data requested at the time of registration in order to participate is used solely for the implementation of the programme. Lufthansa will not disclose personal data to third parties.

5. Liability

Lufthansa will only be liable for any damages that occur through intention and/or gross negligence.

6. Termination

This agreement may be terminated by either party without notice at any time for any reason. Participation also ends when the participant is no longer employed with the travel agency with whom he was employed at the time of registration. eXperts services after employee termination may no longer be utilised.