

Absolute Advantage Benefit Programme Terms and Conditions:

Please read these Terms and Conditions (“Terms”) of participation in the Absolute Advantage Benefit Program carefully. By participating in this program, the Advantage Customer acknowledges that the Terms have been read, understood and agreed thereto.

1. DEFINITIONS

1.1. **“Absolute Aviation”** means any one and/or combination of the Absolute Aviation Group of Companies, includes but will not be limited to:

- 1.1.1. Absolute Aviation Holdings (Pty) Ltd;
- 1.1.2. Absolute Aircraft Sales (Pty) Ltd;
- 1.1.3. Absolute Aircraft Parts (Pty) Ltd;
- 1.1.4. Absolute Service Centre (Pty) Ltd;
- 1.1.5. Absolute Flight Services (Pty) Ltd;
- 1.1.6. Absolute Solutions (Pty) Ltd;
- 1.1.7. Absolute Aviation Cape Town (Pty) Ltd.

1.2. **“Advantage Customer”** means a client or customer of Absolute Aviation that complies with any of the membership criteria stipulated under clauses 2 below.

1.3. **“Advantage Programme”** refers to this Absolute Advantage Benefit Programme. It is the benefit programme offered by Absolute Aviation to the Advantage Customers, which entitles the Advantage Customer to obtain certain benefits, in accordance with the Terms applicable from time to time in respect of the Absolute Advantage Benefit Programme.

2. ABSOLUTE ADVANTAGE MEMBERSHIP:

2.1. The Advantage Programme is offered at the sole discretion of Absolute Aviation. Absolute Aviation reserves its right, at its election, to accept, refuse, cancel, suspend or reverse any membership to the Advantage Programme.

2.2. Customers may only join the Advantage Programme if they are in good standing with all standard terms and conditions within Absolute Aviation, where relevant. Such good standing will include but not be limited to:

- 2.2.1. Timely settlement of all accounts, invoices and expenses.

AIRCRAFT SALES

AIRCRAFT PARTS

SERVICE CENTRE

FLIGHT SERVICES

- 2.2.2. Aircraft must be operated in accordance with the manufacturers approved Aircraft Flight Manual and/or Pilots Operating Handbook, as well as the relevant CAA regulations.
 - 2.2.3. Pilot compliance with legal operating requirements as determined by the relevant CAA regulations.
 - 2.2.4. Maintenance upkeep on the Aircraft is fully current and the aircraft is maintained to airworthy standards at all times.
- 2.3. If an aircraft is placed onto Absolute Aviation's Air Operator Certificate, the aircraft must be made available as required for charter by Absolute Aviation, except when the Advantage Customer has pre-booked the aircraft for its own use. The charter rate for the aircraft must be, in the discretion of Absolute Aviation, market related. The Advantage Customer must provide (or pay for) appropriately rated air crew who must be kept simulator current if and when required. In the event limited availability of the aircraft do regular charters, Absolute Aviation reserve the right to discontinue the Advantage benefits to that Customer. Limited availability will include, but not be limited to, insufficient aircrew to perform the charter, aircraft being utilised by the owner during more than 50% of future confirmed charter flights and aircraft being grounded due to unscheduled maintenance for more than 50% of future confirmed charter flights.
- 2.4. Maintenance undertaken by the Advantage Customer with Absolute Aviation must involve the exclusive supply of parts and componentry by Absolute Aviation.
- 2.5. All membership benefits will be conditional upon availability. Absolute Aviation will not be held liable for any damages or inconvenience suffered due to the unavailability of a benefit or combination of benefits.
- 2.6. In the event of an Advantage Customer obtaining certain benefits due to the purchase of an aircraft through Absolute Aviation in accordance with clauses 2.7 and 2.8 below, such benefits will only be in relation to the actual aircraft purchased from Absolute Aviation and will not be applicable to any other aircraft owned by the Advantage Customer
- 2.7. If the Advantage Customer has **purchased a new Textron piston aircraft, or a new or pre-owned Textron jet or turboprop aircraft**, , then the Advantage Customer will be entitled to the following benefits:
- 2.7.1. Complimentary lounge access at Lanseria and Cape Town International Airports.
 - 2.7.2. Basic passenger handling at Lanseria and Cape Town International Airports.
 - 2.7.3. On-airport shuttle service at Lanseria and Cape Town International Airports.
 - 2.7.4. Access to Absolute Assured fleet insurance.
 - 2.7.5. Short term aircraft accommodation at Lanseria and Cape Town International Airports.
 - 2.7.6. Free maintenance management and planning. (a period of 5-years on new aircraft, and 3-years on pre-owned aircraft)
 - 2.7.7. Aircraft maintenance discounts. (Textron products only)

- 2.7.8. Preferential booking at Absolute Service Centre. (Textron products only)
 - 2.7.9. Preferential pricing on Blackhawk engines, piston engines and performance enhancement products.
 - 2.7.10. Annual aircraft valuation (for insurance or audit requirements).
- 2.8. If the Advantage Customer has **purchased a pre-owned jet or turboprop aircraft through Absolute Aviation** that is **not a Textron product**, then the Advantage Customer will be entitled to the following benefits:
- 2.8.1. Complimentary lounge access at Lanseria and Cape Town International Airports.
 - 2.8.2. Basic passenger handling at Lanseria and Cape Town International Airports.
 - 2.8.3. On-airport shuttle service at Lanseria and Cape Town International Airports.
 - 2.8.4. Access to Absolute Assured fleet insurance.
 - 2.8.5. Short term aircraft accommodation at Lanseria and Cape Town International Airports.
 - 2.8.6. Discounted maintenance management and planning. (a period of 5-years on new aircraft, and 3-years on pre-owned aircraft)
 - 2.8.7. Preferential pricing on Blackhawk engines, piston engines and performance enhancement products.
 - 2.8.8. Annual aircraft valuation (for insurance or audit requirements).
- 2.9. If the Advantage Customer has **purchased a new or a pre-owned Leonardo rotor-wing aircraft**, then the Advantage Customer will be entitled to the following benefits:
- 2.9.1. Complimentary lounge access at Lanseria and Cape Town International Airports.
 - 2.9.2. Basic passenger handling at Lanseria and Cape Town International Airports.
 - 2.9.3. On-airport shuttle service at Lanseria and Cape Town International Airports.
 - 2.9.4. Access to Absolute Assured fleet insurance.
 - 2.9.5. Short term aircraft accommodation at Lanseria and Cape Town International Airports.
 - 2.9.6. Free maintenance management and planning. (a period of 5-years on new aircraft, and 3-years on pre-owned aircraft)
 - 2.9.7. Annual aircraft valuation (for insurance or audit requirements).
- 2.10. If the Advantage Customer has **purchased a pre-owned piston aircraft**, then the Advantage Customer will be entitled to the following benefits:
- 2.10.1. Access to Absolute Assured fleet insurance.
 - 2.10.2. Preferential pricing on Blackhawk engines, piston engines and performance enhancement products.
 - 2.10.3. Annual aircraft valuation (for insurance or audit requirements).
- 2.11. If the Advantage Customer has **purchased a pre-owned non-Leonardo rotor-wing aircraft**, then the Advantage Customer will be entitled to the following benefits:

- 2.11.1. Complimentary lounge access at Lanseria and Cape Town International Airports.
 - 2.11.2. Basic passenger handling at Lanseria and Cape Town International Airports.
 - 2.11.3. On-airport shuttle service at Lanseria and Cape Town International Airports.
 - 2.11.4. Access to Absolute Assured fleet insurance.
 - 2.11.5. Short term aircraft accommodation at Lanseria and Cape Town International Airports.
 - 2.11.6. Annual aircraft valuation (for insurance or audit requirements).
- 2.12. If the Advantage Customer is a **wholesale charter customer of Absolute Aviation**, then the Advantage Customer will be entitled to the following benefits:
- 2.12.1. Wholesale fleet rates and discounts.
 - 2.12.2. Complimentary lounge access.
 - 2.12.3. Basic passenger handling.
 - 2.12.4. On-airport shuttle services.
- 2.13. If the Advantage Customer is a **trade customer of Absolute Aviation**, then the Advantage Customer will be entitled to the following benefits:
- 2.13.1. Complimentary lounge access.
 - 2.13.2. Basic passenger handling.
 - 2.13.3. On-airport shuttle services.
- 2.14. If the Advantage Customer is an **aircraft management customer or contract partner of Absolute Aviation and have the managed aircraft exclusively on Absolute Aviation's Air Operator Certificate for charter**, then the Advantage Customer will be entitled to the following benefits:
- 2.14.1. Complimentary lounge access at Lanseria and Cape Town International Airports.
 - 2.14.2. Basic passenger handling at Lanseria and Cape Town International Airports.
 - 2.14.3. On-airport shuttle services at Lanseria and Cape Town International Airports.
 - 2.14.4. Short term aircraft accommodation at Lanseria and Cape Town International Airports.
 - 2.14.5. Access to Absolute Assured fleet insurance.
 - 2.14.6. Discounted maintenance management and maintenance planning (Textron products only).
 - 2.14.7. Aircraft maintenance discounts (Textron products only).
 - 2.14.8. Preferential booking at Absolute Service Centre (Textron Products only).
 - 2.14.9. Preferential pricing on Blackhawk engines, piston engines and performance enhancement products.
 - 2.14.10. Annual aircraft valuation (for insurance or audit requirements).
- 2.15. If the Advantage Customer maintain **two or more aircraft at Absolute Service Centre and have them exclusively on Absolute Aviation's Air Operator Certificate for charter**

(specifically refer to clause 2.3), then the Advantage Customer will be entitled to the following benefits:

- 2.15.1. Aircraft maintenance discounts.
 - 2.15.2. Preferential maintenance booking.
 - 2.15.3. Free maintenance planning.
 - 2.15.4. Preferential pricing on Blackhawk engines, piston engines and Performance Enhancement Products.
 - 2.15.5. Annual Aircraft valuation (for insurance or Audit requirements).
 - 2.15.6. Access to Absolute Assured Fleet Insurance.
- 2.16. If the Advantage Customer is **an aircraft maintenance organisation (AMO) purchasing parts from Absolute Aviation Parts**, then the Advantage Customer will be entitled to the following benefits:
- 2.16.1. Wholesale Pricing.
 - 2.16.2. Volume discounts and price breaks.
 - 2.16.3. Promotional discounts and benefits.
 - 2.16.4. Preferential pricing on Blackhawk engines, piston engines and Performance Enhancement Products.

3. BENEFITS EXPLAINED:

- 3.1. Complimentary lounge access, free of charge, at the Advantage Lounge at Lanseria International Airport and Cape Town International Airport. Lounge access shall include refreshments held at premises, but specifically exclude Premium Champagnes and Spirits.
- 3.2. Basic passenger handling including passenger and luggage handling at the Advantage Lounge at Lanseria International Airport and Cape Town International Airport but specifically excluding international flights, apron handling and any applicable 3rd party charges incurred.
- 3.3. On-airport shuttle service between the Advantage Lounge and main terminal building at Lanseria International Airport and Cape Town International Airport.
- 3.4. Access to Advantage fleet insurance policy. Payment of the insurance premium will be for the Advantage Customer's account.
- 3.5. Short term aircraft accommodation (up to 5 days) for ad-hoc visits, free of charge, in a hangar owned or leased by Absolute Aviation on Lanseria International Airport or Cape Town International Airport.
- 3.6. Free maintenance management and maintenance planning will be provided for a maximum of 5 years on a newly purchased aircraft and a maximum of 3 years on pre-owned aircraft. Maintenance management and maintenance planning includes and is limited to: a) Instructing Maintenance Facilities on work scope for maintenance events; b) Ensuring

Logbooks currency; c) Researching and ensuring compliance with Airworthiness Directives (AD's); d) Researching and ensuring compliance with all Mandatory Service Bulletins (SB's); e) Compare work done with work scope provided; f) ensure aircraft serviceability.

- 3.7. Aircraft maintenance discounts on labour rates as published annually by Absolute Service Centre.
- 3.8. Preferential booking at Absolute Service Centre conditional upon availability of Absolute Service Centre.
- 3.9. Preferential pricing on Blackhawk engines, piston engines and performance enhancement products. Preferential pricing will be conditional upon the pricing and discounts received by Absolute Aviation from its suppliers.
- 3.10. One aircraft valuation per year only for insurance or audit requirements. Valuations must be requested and will be provided within 10 business days from date of receipt of request.
- 3.11. Wholesale fleet rates and discounts on aircraft listed on Absolute Aviation's Air Operator Certificate.
- 3.12. Wholesale aircraft parts pricing. Aircraft parts pricing and discounts must be requested from Absolute Aviation and will be conditional upon international price fluctuations and supplier changes.

4. **GENERAL:**

- 4.1. An Advantage Customer may not cede, delegate, or otherwise transfer any rights or obligations arising from these Terms without Absolute Aviation's prior approval, which approval will be at Absolute Aviation's sole discretion.
- 4.2. If any of the terms and conditions in these Terms are found to be invalid or unenforceable, such terms and conditions will be severable from the remaining terms and conditions, which will remain in full force and effect.
- 4.3. Absolute Aviation will be entitled to amend, update or terminate these Terms relating to the Advantage Programme and the Advantage Customer agrees to be bound by the amended Terms.
- 4.4. Advantage Customers who do not agree to be bound by the Terms, including amendments thereto from time to time, must notify Absolute Aviation of such refusal in writing at info@absolute.co.za in which event such Advantage Customer's participation in the Advantage Programme may be terminated.
- 4.5. Terms and Conditions must be checked regularly and are available online at www.absoluteaviation.co.za and may be requested by email from info@absolute.co.za.

- 4.6. All Standard Terms and Condition within Absolute Aviation are incorporated herein by reference, where relevant. Standard Terms and Conditions can be located on www.absoluteaviation.co.za or requested from info@absolute.co.za.
- 4.7. In the event of any abuse or fraud being committed by any person in respect of the program access and/or conduct involving the abuse of Absolute Advantage Benefits, Absolute Aviation reserves the right to take appropriate action against the responsible person and all benefits and rewards issued may be forfeited and revoked.
- 4.8. Advantage Customers data and personal information is protected in terms of the relevant legislation and in line with the Privacy Policy of Absolute Aviation available on www.absoluteaviation.co.za.
- 4.9. These Terms will be governed by and construed in accordance with the laws of the Republic of South Africa.

■ Last review date: 06 December 2021