

OFFER TERMS AND CONDITIONS

"TAP MILES&GO PARTNERSHIP"

1. Framework and Object

- 1.1. This offer, called "TAP Miles&Go Partnership" (hereinafter referred to as the "Offer"), is promoted by Petrogal, S.A., headquartered at Avenida da Índia, 8, 1349-065 Lisbon, with a share capital of € 439,405,200.00, registered at the Commercial Registry Office of Lisbon under the unique identification number of legal person and registration number 500 697 370 (hereinafter referred to as "Galp") in partnership with Transportes Aéreos Portugueses, S.A., headquartered at Building 25 of Lisbon Airport, 1700-008 Lisbon, with a share capital of € 980,000,000.00, of which €637,000,000.00 is paid, with equity of €446,453,914.00, registered at the Commercial Registry Office under the single registration and legal person number 500 278 725 (hereinafter referred to as "TAP"), within the scope of the partnership entered into between Galp and TAP for the purposes of the TAP Miles&Go Programme, TAP Miles programme (hereinafter referred to as the "Programme").
- 1.2. The Offer is intended for Galp customers who are (or will register during the duration of the Offer in <https://www.flytap.com/pt-pt/miles-and-go>) simultaneously members of the Programme (hereinafter, "Customers") and who meet the eligibility requirements set out in clause 3.
- 1.3. The purpose of the Offer is to give Customers the possibility of accumulating TAP Miles&GO Miles (hereinafter, "Miles") – the monetary unit of the Programme – when purchasing Galp's products and/or services, as follows: (i) to Customers who refuel with the Galp+ TAP card and/or (ii) sign up to a contract for the supply of Galp Electricity and/or Natural Gas, on any power plan.

2. Duration

- 2.1. The Offer may be terminated at any time, by means of a communication published on the channels used to make the Offer available.
- 2.2. The termination provided for in the previous paragraph does not affect the Miles already awarded under the Offer at a previous time.

3. Eligibility

- 3.1. All natural persons, aged 18 years or over at the time of their participation, residing in Portugal, who are enrolled or who register in the Program, during the period in which it is in force, may participate in the Offer.
- 3.2. The Offer is intended for any and all Customers who are members of the Program, which implies reading and accepting the terms and conditions of the Program, available in <https://www.flytap.com/pt-pt/termos-e-condicoes-miles-and-go>, and meet the following conditions.
 - 3.2.1. Be a Galp customer and refuel with the Galp+ TAP card, in mainland Portugal, Madeira and the Azores, up to 250 litres/month (3,000 litres/year); and/or

- 3.2.2. Adhere to a contract for the supply of Galp Electricity and/or Natural Gas, in any energy plan, in mainland Portugal, up to a maximum of 5 contracts; and/or
- 3.2.3. Hold a contract for the supply of Galp Electricity and/or Natural Gas, in any energy plan, in mainland Portugal, for as long as the respective contract with Galp remains active
- 3.3. The following may not participate in and benefit from the Offer:
 - 3.3.1. Clients who do not meet the requirements described above;
 - 3.3.2. Customers who exceed the limits set out above, namely those who exceed the value of liters of supply allowed and the total number of adhesions to contracts;
 - 3.3.3. Clients who, within the scope of clause 3.2.2., adhere to the same contract for the supply of Electricity and/or Natural Gas with the same TAP Miles&Go Number, more than once, for 24 (twenty-four) months, at the same supply address;
 - 3.3.4. Clients whose entries are made using false, inaccurate or incomplete data and/or evidence;
 - 3.3.5. Customers who are in a situation of non-compliance with any of the obligations resulting from the electricity and/or natural gas contract entered into with Galp.
- 3.4. The limit set out in clause 3.2.2. refers to the total number of contracts made, regardless of whether they are already inactive.
- 3.5. Clause 3.2.2. and the respective associated membership bonus only include situations of new adhesions to Galp energy plans, excluding situations in which Customers make plan changes, which will only be considered for the purposes of clause 3.2.3.

4. Attribution of Advantages

- 4.1. Clients who meet the eligibility criteria set out in these Terms and Conditions will be entitled to the award of Miles to their TAP Miles&Go account, depending on their status under the TAP Miles&Go Programme, Silver and Gold, as follows:
 - 4.1.1. For Customers who refuel using the Galp+ TAP digital card, **for each litre refuelled** at Galp stations, up to 250 litres/month (3,000 litres/year), they earn the following Miles:
 - a) Miles – 6 Miles
 - b) Silver – 9 Miles
 - c) Gold – 12 Miles
 - 4.1.2. When signing up for a contract for the supply of Galp Electricity and/or Natural Gas, in any energy plan, the following Miles are accrued as a membership bonus:
 - 4.1.2.1. **Adhesion to the Electricity or Natural Gas Contract**
 - a) Miles&Go – 2,500 Miles
 - b) Silver – 5,000 Miles
 - c) Gold – 8,000 Miles

4.1.2.2. **Adhesion to the Electricity and Natural Gas Contract**

- a) Miles&Go – 5,000 Miles
- b) Silver – 10,000 Miles
- c) Gold – 16,000 Miles

4.1.3. For Customers who keep their contract for the supply of Electricity and/or Natural Gas active, they earn the following Miles, quarterly, from the month of activation of the contract or change of plan, as a loyalty bonus:

4.1.3.1. **Maintenance of Electricity or Natural Gas Contract**

- a) Miles&Go – 150 Miles
- b) Silver – 300 Miles
- c) Gold – 450 Miles

4.1.3.2. **Maintenance of Electricity and Natural Gas Contracts**

- a) Miles&Go – 300 Miles
- b) Silver – 600 Miles
- c) Gold – 900 Miles

4.2. Fuel refuelling must be made at petrol stations with the "Galp" insignia, which are operated directly by Galp, as well as those operated by any third parties that adhere to the use of the Galp + card, in mainland Portugal, the Azores and Madeira ("Participating Galp Stations"). The list of Participating Galp Stations can be consulted at <https://galp.com/pt/pt/particulares/estrada/galp-mais/mapa?>, by selecting the filter options "Payment and Discount Cards" and "galp +".

4.3. Each Client has access to a promotional code, which consists of the combination of the letters "TP" followed by the TAP Miles&Go Number.

4.4. After entering and using the promotional code, Galp will verify that the Client meets the eligibility conditions, in accordance with the provisions of clause 3 and, if so, will communicate to TAP the amount of Miles to be credited to the respective TAP Miles&Go account. In order to be awarded miles for signing up to an Electricity and/or Natural Gas contract, the promotional code must be entered no later than 5 days after the date of activation.

4.5. The allocation of Miles is not carried out automatically. The credit of Miles to the Client's TAP Miles&Go Account will be completed within a maximum period of thirty (30) days after the respective action taken by the Client under this Offer.

4.6. The Client is entirely responsible for the use of the Galp+ TAP digital card and the promotional code in the Mundo Galp application ("Mundo Galp App") and in the form for joining the Galp Plans to obtain Miles, and Galp or TAP do not assume any responsibility for the non-use of the promotional code by the Client in situations where it is eligible.

4.7. The promotional code is intended for the exclusive use of the Client to which it is assigned by TAP.

4.8. Each promotional code is valid for the duration of the Offer and cannot be combined with other codes or promotions in force or other campaigns of the Program.

4.9. The operation of the Programme is the responsibility of TAP, which may impose restrictions on Clients and/or the Terms and Conditions of the TAP Miles&Go Programme, and has the right to take any action deemed necessary to ensure compliance with any legal restrictions, and TAP cannot be held liable for damages caused to Clients resulting from such actions.

4.10. The value of the Miles cannot be converted into other goods, benefits, services or money.

4.11. Offers and benefits are subject to the tax rules that are in force at all times.

5. Participation in the Offer

5.1. Participation in the Offer is made by inserting the promotional code, in the fields indicated for this purpose, in the Galp World App and in the form for joining the Galp Plans and presupposes the full acceptance of these Terms and Conditions. Any express manifestation in the sense of not fully accepting it implies the exclusion of the Customer from the Offer.

5.2. To take advantage of the Offer, through fueling, the Client must follow the following steps:

5.2.1. Install the Mundo Galp App (available on Google Play and the App Store, as "Mundo Galp: Energia");

5.2.2. After accessing the Mundo Galp App, the Customer must accept the Terms and Conditions and the Personal Data Protection and Privacy Policy of Mundo Galp, which are the sole responsibility of Galp;

5.2.3. In the footer of the Galp World App, click on "Profile" and select the option "My Galp cards";

5.2.4. Click on "Link card", select and link the TAP Miles&Go Card, entering the promotional code – enter the letters "TP" and add the 9 digits of your TAP Miles&Go Number;

5.2.5. In cases where the TAP Miles&Go Number is successfully associated, the Client will receive a message with the following text: "Your card has been successfully associated";

5.2.6. Subsequently, to earn Miles, at each payment act, click on "Use Card" in the Galp World App and present the barcode of your Galp+ TAP digital card.

5.3. To take advantage of the Offer, by subscribing to Galp's Electricity and/or Natural Gas plans, the Customer must follow the following steps:

- 5.3.1. Access the online form for joining Galp Plans, available at https://sols.galp.com/MinutePartners_FE/AreaDeTAP, contact the telephone line at 800 200 200 (weekdays from 9 am to 9 pm. Toll Free) or go to a Galp store;
- 5.3.2. In addition to other data necessary for the conclusion and execution of the contract, indicate your promotional code – letters "TP" followed by the digits of the TAP Miles&Go Number – at the time of contracting (valid for telephone, face-to-face and digital contracts).
- 5.4. To take advantage of the Offer, in terms of **loyalty in Galp's Electricity and/or Natural Gas plans**, the Customer must follow the following steps:
- 5.4.1. If you have joined Galp's Electricity and/or Natural Gas plans through the mechanism described in clause 5.3., in addition to accumulating Miles per membership, a loyalty bonus will be awarded every 3 months for contracts that remain active;
- 5.4.2. In cases where the Customer already has his/her Tax Identification Number (NIF) associated with a Galp Plan, he/she should contact the telephone line, through the number 800 200 200 (Weekdays from 9 am to 9 pm. Free Call), so that the association with the promotional code can be made and the Miles counted for the purpose of receiving the loyalty bonus, quarterly. In these cases, where the Customer already has an active contract, and it is not a new membership, they will only be able to accumulate the quarterly loyalty Miles, starting from the month of the plan change.

6. Processing of Personal Data

- 6.1. Galp and TAP act as controllers of personal data for their own purposes, within the scope of this Offer.
- 6.2. Within the scope of the Offer, Galp and TAP process the following categories of data: contract data (Galp card number, Galp number, TAP Miles&Go number, contract date), consumption data (litres supplied, transaction date, location code, type of energy – electricity/gas). This data is processed by TAP for the purpose of determining and crediting miles to the Client's TAP Miles&Go account. Galp processes the same data for the purpose of attributing the benefit to Customers.
- 6.3. The reading of these Terms and Conditions does not exempt you from reading and consulting Galp's terms and conditions and privacy policy, available on the Galp World App or on <https://casa.galp.pt/ajuda/documentos-e-notas-legais/politica-de-protecao-de-dados-pessoais-e-privacidade-casa-galp> and <https://casa.galp.pt/ajuda/documentos-e-notas-legais/termos-e-condicoes>, which are the sole responsibility of Galp, as well as the terms and conditions and respective privacy policy of the Programme, which are the sole responsibility of TAP, which can be consulted in <https://www.flytap.com/pt-pt/termos-e-condicoes-miles-and-go> and <https://www.flytap.com/pt-pt/privacidade>.
- 6.4. Customers (holders of personal data) may exercise their rights of access, rectification and/or deletion of their data, limitation of processing, portability and opposition, under the terms of

Galp's or TAP's privacy policies, depending on the processing in question, in accordance with the provisions of clause 6.2 above.

7. Participating Customer Support

7.1. Galp provides the online form (<https://casa.galp.pt/ajuda/fale-connosco>), the e-mail galpmais@galp.com and the number 800 200 200 (free call, available every working day from 9 am to 9 pm) to clarify doubts about these Terms and Conditions and the operation of the Offer or to obtain more information.

8. Miscellaneous

8.1. Participation in the Offer presupposes the careful reading of these Terms and Conditions and implies their acceptance, fully and without reservations.

8.2. It is expressly forbidden to assume the identity of another person or to act unlawfully in the name and representation of another.

8.3. If, during the term of the Offer, any event occurs that is beyond the control of Galp or TAP and that affects the proper functioning of the Offer, under the terms of these Terms and Conditions of the Galp and TAP Partnership, Galp and TAP, as promoters, reserve the right to change, interrupt or cancel the same, by means of information on the websites: <https://www.flytap.com/pt-pt/miles-and-go/parceiros/galp?tabid=filters-tab7f191eb6-a2d8-4073-b566-f988d2910460> and <https://galp.com/pt/pt/particulares/estrada/galp-mais-tap>. In any case, Clients will not be entitled to any kind of compensation in these situations.

8.4. The provisions of the preceding paragraph do not affect the Miles already awarded under the Offer prior to such change, interruption or cancellation, under the terms and conditions applicable at the time of contracting.

8.5. Galp reserves the right to exclude from the Offer participants who deliberately register with false data, attempt at any time to vitiate the rules and spirit of the Offer, carry out any attempt at electronic fraud or violate, in any other way, the provisions of these Terms and Conditions, as well as use the legal means at its disposal against them.

8.6. The Offer requires that the data provided is authentic and complete, and that it is duly updated by the Clients. Galp and TAP shall not be held liable, in particular, for: (i) any inaccuracy or outdated data provided by Customers; (ii) deficiencies or failures in telecommunications, electronic networks or internet pages, resulting from acts that are not directly and exclusively attributable to them, even if performed by their providers.

8.7. The situations omitted in these Terms and Conditions will be decided by Galp and TAP, in accordance with the spirit of the same and if they had to regulate the case in the context of these Terms and Conditions.

8.8. No claims will be admitted after 30 (thirty) days have elapsed after the termination of the Offer or Campaign.

8.9. These Terms and Conditions are governed by Portuguese Law and are interpreted in accordance with Portuguese Law. Any dispute arising out of or related to these Terms and Conditions, in the absence of an agreement between the parties, will be resolved, to the extent permitted by law, by the Judicial Court of the District of Lisbon, with express waiver of any other.

9. Advertising the Offer

9.1. These Terms and Conditions and other information relating to the Offer are available on the websites under <https://www.flytap.com/pt-pt/miles-and-go/parceiros/galp?tabid=filters-tab7f191eb6-a2d8-4073-b566-f988d2910460> and <https://galp.com/pt/pt/particulares/estrada/galp-mais-tap>.

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