



TRAVELPERK | PRINCIPLES OF OUR CUSTOMER REFERRAL PROGRAM

These Principles of the TravelPerk's Customer Referral Program (the “**Principles**”) were last updated on
3 October 2024.

PRINCIPLES

1. The main principles

- 1.1. The aim of our Customer Referral Program is to show our appreciation to those TravelPerk users who enjoy TravelPerk's products and services so much that they decide to refer new customers to us.
- 1.2. You can participate in our Customer Referral Program if your TravelPerk Account Manager has invited you to join the program.
- 1.3. Your participation in our Customer Referral Program does not make you an employee, an agent or a partner of TravelPerk.
- 1.4. You cannot present yourself as an authorized representative of TravelPerk.
- 1.5. You cannot make any representations or commitments on behalf of TravelPerk.
- 1.6. We may cease our operation of the Customer Referral Program (or your participation in it) at any time.

2. How to refer a new customer to TravelPerk

- 2.1. To refer a new customer to TravelPerk, you will simply need to send an introductory email to the new customer. Please make sure to copy your TravelPerk Account Manager email address, otherwise we won't be able to verify that the new customer was referred to us by you.
- 2.2. The content of your communication to the potential new customer is for you to entirely determine (whether you want to keep it simple or explain every single detail of the reasons why you enjoy using TravelPerk so much). We only ask you to be respectful to the new customer and to refrain from any practice involving any use of offensive or discriminatory language; infringing content; illegitimately obtaining the personal details of the recipient; or, spamming them.
- 2.3. Our team are happy to continue the correspondence with the referred customer after the introductory email.

3. How we hope to show our appreciation

- 3.1. To show you our appreciation for referring a new customer to TravelPerk, we intend to send you an Amazon voucher to the email address with which you are registered in our database if one of the following events materials:
 - If the new customer is verified as a qualified lead within 90 days of receiving your first referring email, we will send you an Amazon voucher of GBP100 (if you are based in the United Kingdom), USD100 (if you are based in the United States) or EUR100 (if you are based in any other country).
 - Additionally, if the new customer subscribes to our Premium, Pro or Enterprise plans within 6 months of its qualification, we will send you an Amazon voucher of GBP500 (if you are based in the United Kingdom), USD500 (if you are based in the United States) or EUR500 (if you are based in any other country).
- 3.2. If you wish that the voucher that we send you is of a store or platform other than Amazon, please let us know and we will assess -at our discretion- if it is possible to fulfil your request.

- 3.3. If your company's internal policies do not allow you to receive an appreciation voucher from TravelPerk, you must inform us without delay. In these cases, we are happy to replace the appreciation voucher with the following discounts and special conditions – unless your company objects:
- If your company is a Premium customer:
 - If the new customer is verified as a qualified lead within 90 days of receiving your first referring email, your company will be entitled to 1 free month of their Premium plan.
 - Additionally, if the new customer subscribes to our Premium, Pro or Enterprise plans within 6 months of its qualification, your company will be entitled to 5 additional free months of their Premium plan.
 - If your company is a Pro customer:
 - If the new customer is verified as a qualified lead within 90 days of receiving your first referring email, your company will be entitled to 1 month of the Pro plan at the price of our Premium plan.
 - Additionally, if the new customer subscribes to our Premium, Pro or Enterprise plans within 6 months of its qualification, your company will be entitled to 2 additional months of the Pro plan at the price of our Premium plan.

3.4. We will decide -at our discretion- whether a new customer can be verified as a qualified lead, following our standard internal procedures and criteria.

4. Modifications to our Customer Referral Program, to our appreciations and to our Principles

We reserve the right to:

- Modify our Customer Referral Program and our Principles at any time and without prior notice. Modifications will be posted here and will be effective immediately, so please check this page regularly.
- Suspend or terminate our Customer Referral Program at any time and without prior notice.

5. How do we solve our conflicts

If any conflict arises between you and us in connection with our Customer Referral Program and these Principles, you and we agree to try to resolve such conflict amicably. Please contact your TravelPerk Account Manager if you have any complaints.