You are about to leave AirHelp. If you do not provide correct payment information, AirHelp may try to contact you, including email reminders and other means of communication.

**1. INTRODUCTION**

AirHelp provides services to assist customers with claims related to their flights. This document describes the rights and obligations of all users of AirHelp's services, known as “Customers” or “Members.”

**2. MEMBERSHIP**

A Membership is an agreement between AirHelp and the Customer for the provision of compensation services to the Customer. The Membership begins on the date of acceptance of these Terms and Conditions and continues until the Membership is terminated, renewed or cancelled.

**3. OUR FEES**

The Customer agrees to pay the applicable fees for the AirHelp Plus Membership agreed to in the Terms and Conditions. The fees are outlined in the Service Catalogue provided by AirHelp.

**4. OUR SERVICES**

AirHelp provides services to assist Customers with their claims, including the Compensation Service, Information Service, and AirHelp Plus Services.

**5. COMPENSATION SERVICE**

The Compensation Service is a service provided by AirHelp to assist Customers with their claims. Customers may choose to pursue a Claim with Legal Action, to make or accept a settlement, or to obtain Flight Compensation or a favorable ruling through Legal Action.

**6. INFORMATION SERVICE**

The Information Service is a service provided by AirHelp to assist Customers with their claims. Customers may choose to pursue a Claim with Legal Action, to make or accept a settlement, or to obtain Flight Compensation or a favorable ruling through Legal Action.

**7. AIRHELP PLUS SERVICES**

The AirHelp Plus Services are a service provided by AirHelp to assist Customers with their claims. Customers may choose to pursue a Claim with Legal Action, to make or accept a settlement, or to obtain Flight Compensation or a favorable ruling through Legal Action.

**8. DISCRETION**

AirHelp has the right to make decisions with regards to whether to pursue a Claim. AirHelp may decide, in its Discretion, not to pursue a Claim.

**9. MEMBERSHIP CANCELLATION**

You may cancel your Membership at any time by giving written notice to AirHelp. After cancellation, you will no longer have access to the Compensation Service, Information Service, or AirHelp Plus Services.

**10. TERRITORY**

AirHelp provides services to Customers from any country in the world. Customers may choose to pursue a Claim with Legal Action, to make or accept a settlement, or to obtain Flight Compensation or a favorable ruling through Legal Action.

**11. COMPLIANCE WITH THE LAW**

Customers agree to comply with all applicable laws, regulations, and codes of conduct. Customers may choose to pursue a Claim with Legal Action, to make or accept a settlement, or to obtain Flight Compensation or a favorable ruling through Legal Action.

**12. APPROPRIATION OF DOCUMENTS**

Customers agree to provide AirHelp with all documents required for the provision of the Compensation Service. Customers may choose to pursue a Claim with Legal Action, to make or accept a settlement, or to obtain Flight Compensation or a favorable ruling through Legal Action.

**13. YOUR CLAIMS**

Customers may choose to pursue a Claim with Legal Action, to make or accept a settlement, or to obtain Flight Compensation or a favorable ruling through Legal Action.

**14. ADDITIONAL DOCUMENTS**

Customers may be asked to provide additional documents for the provision of the Compensation Service. Customers may choose to pursue a Claim with Legal Action, to make or accept a settlement, or to obtain Flight Compensation or a favorable ruling through Legal Action.

**15. SOLE AND EXCLUSIVE RESOLUTION**

AirHelp is the sole and exclusive provider of the Compensation Service, Information Service, or AirHelp Plus Services. Customers may choose to pursue a Claim with Legal Action, to make or accept a settlement, or to obtain Flight Compensation or a favorable ruling through Legal Action.

**16. LIMITATION OF LIABILITY**

AirHelp makes no warranty or representation that you will obtain Flight Compensation or a favorable ruling through Legal Action. Customers may choose to pursue a Claim with Legal Action, to make or accept a settlement, or to obtain Flight Compensation or a favorable ruling through Legal Action.

**17. CANCELLATION**

You may cancel your Membership at any time by giving written notice to AirHelp. After cancellation, you will no longer have access to the Compensation Service, Information Service, or AirHelp Plus Services.

**18. REMEDIES**

Customers may pursue a Claim against AirHelp for breach of contract or breach of warranty. Customers may choose to pursue a Claim with Legal Action, to make or accept a settlement, or to obtain Flight Compensation or a favorable ruling through Legal Action.

**19. AGGREGATION**

Customers may aggregate Claims for Compensation, Information, or AirHelp Plus Services. Customers may choose to pursue a Claim with Legal Action, to make or accept a settlement, or to obtain Flight Compensation or a favorable ruling through Legal Action.

**20. AIRLINES**

The name of the airline is displayed in the Compensation Service. Customers may choose to pursue a Claim with Legal Action, to make or accept a settlement, or to obtain Flight Compensation or a favorable ruling through Legal Action.

**21. DOCUMENTS**

Customers are required to provide all documents necessary for the provision of the Compensation Service. Customers may choose to pursue a Claim with Legal Action, to make or accept a settlement, or to obtain Flight Compensation or a favorable ruling through Legal Action.

**22. SEVERABILITY**

If any provision of these Terms and Conditions is held to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

**23. ENTIRE AGREEMENT**

These Terms and Conditions constitute the entire agreement between AirHelp and the Customer and supersede all prior negotiations, representations, and agreements.

**24. GOVERNING LAW**

These Terms and Conditions shall be governed by and construed in accordance with the laws of the State of California, USA.

**25. ARBITRATION**

Any dispute or claim arising out of or related to these Terms and Conditions shall be resolved by arbitration in accordance with the rules of the American Arbitration Association.

**26. ENTIRE AGREEMENT**

These Terms and Conditions constitute the entire agreement between AirHelp and the Customer and supersede all prior negotiations, representations, and agreements.
**Termination and Cancellation**

The Membership to the Compensation Service will terminate upon the earlier of the following to occur:

1. **Expiration of the Membership Period**
   - If the Membership is for a fixed term, and the end of the Membership Period has been reached.

2. **Expiration of the Membership Without Renewal**
   - If the Membership is a renewable Membership for an indefinite period and the Member has failed to renew the Membership on the expiry of its prior period.

3. **Termination Without Cause**
   - AirHelp may, at its discretion, terminate the Membership without cause. In such case, AirHelp will notify the Member at least 60 (sixty) days before the termination.