



## TERMS AND CONDITIONS

### UTILITY

### **FLIGHT TICKET & HOTELS BOOKING**

The Utility “**FLIGHT TICKET & HOTEL**” (“**Utility**”) is a cooperative service between SHINHAN BANK VIETNAM LIMITED (“**Bank**”) and GOTADI TRAVEL TECHNOLOGIES JSC (“**GOTADI**”) applied to all individual customers of the Bank, with the following terms and conditions:

#### **1. Period and location:**

Utility period: From date 21/09/2023 until the notice of program termination on the Bank’s official website: [www.shinhan.com.vn](http://www.shinhan.com.vn)

Location: Nationwide

#### **2. Eligible customers:**

All individual customers use Shinhan SOL Vietnam App (“**SOL App**”), and make flight ticket or hotel bookings through the Utility on SOL App.

#### **3. Scope answer information about the Utilities:**

- a) The Bank is only a payment solution provider for the Utility
- b) GOTADI is the unit that provides the Utility for you and is responsible for answering all questions/requests related to this Utility (booking/refund/cancellation the air tickets, hotel rooms and other service).

Please contact GOTADI at hotline 1900 9002 or (028) 62 857 857 for support and answer.

End.