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## **Redemption Pricing Framework**

Issued by: Staffora Horizon Ventures Limited

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Welcome to the Redemption Pricing Framework. This document outlines the applicable redemption pricing, fare options, and conditions for eligible benefits, services, and gift cards under the Staffora Programme framework. Eligible members may submit and manage redemption requests through the designated redemption portal at <https://staffora.base44.app/>.

### **Dynamic Pricing Model & Pricing**

Aventa Holdings has completed the implementation of a dynamic pricing model across all items. All products now operate under dynamic pricing, with no fixed pricing in place.

The price applicable at the time of submission is the final and binding redemption value for that transaction.

Please note that, unless otherwise stated, prices do not include applicable taxes, service charges, partner fees, transaction fees or other ancillary costs, which may be applied at checkout depending on the item and the member's registered country.

### **Redemption Fare Options**

All items are offered under different redemption fare options, which reflect varying levels of flexibility, cancellation rights, modification rights, and processing priority. Members must review the conditions shown to each redemption fare before submitting a request, as the selected fare determines the applicable price and the fare rules governing that redemption.

### **Redemption Fare Structure**

<b>FARE:</b>	<b>PROMO</b>	<b>SPECIAL</b>	<b>SAVER</b>	<b>STANDARD</b>	<b>FLEX</b>
<b><u>Processing Time</u></b>	8 to 10 days	5 to 7 days	3 to 4 days	1 to 2 days	Up to 10 hours
<b><u>Changes</u></b>	<b>X</b>	<b>X</b>	+35% Fee	+15% Fee	No Penalty
<b><u>Refunds</u></b>	<b>X</b>	<b>X</b>	<b>X</b>	20% Penalty	No Penalty
<b><u>Point-Back</u></b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	10% on completion

Please note that all applicable transaction fees are non-refundable under any redemption fare, regardless of cancellation, modification, or refund eligibility.

Processing time refers to the estimated duration from the submission of the redemption request to its completion status.

Refunds under refundable fares are available **only** prior to the redemption request reaching complete status.