

Credit Utilization Policy

This credit utilization policy (“**Credit Policy**”) is effective as of May 1, 2020 and describes the terms and conditions applicable to the utilization of gratuitous credits which may be issued by Hendrix Concierge LLC (“Hendrix”) from time to time to Hendrix Program Members for use towards air transportation services (a “Booked Flight”) and Membership Fees. Capitalized terms used in this Credit Policy shall have the meaning given to them in Member’s Program Agreement, unless otherwise defined in this Credit Policy.

Flight Credit. Flight Credits may be redeemed for up to 25% of the total cost of any single Booked Flight subject to a maximum utilization of \$3,000 for non-members and \$6,000 for Excusive members.

Promotional Credit. Promotional Credits may be redeemed for up to 10% of the total cost of any Booked Flight subject to a maximum utilization of \$1,000 for Program members and \$250 for non-program customers for any single Booked Flight.

Rebate Credit. Upon the sale of unused flight, the sale price of such sold minus a 10% service fee due to Hendrix in Rebate Credit. Rebate Credits may be redeemed for up to 80% of the total cost of a Booked Flight.

Miscellaneous Terms Applicable to All Credits. Credits are non-transferrable and may not be redeemed for any monetary value. Credits may be earned only on Flight Services and cannot be earned on any ancillary services or other Services. Credits shall automatically expire upon expiration of the Membership Term, unless such term is renewed prior to its expiration, and cannot be earned or utilized by non-members, unless otherwise stated in a valid promotional offer. Only one type of credit can be applied to offset the cost of a Booked Flight. For the avoidance of doubt, different types of credits cannot be used in combination on any single flight and/or transaction.

Modifications or Amendments. Hendrix reserves the right to modify this Credit Policy at any time, effective within 30 days of posting of an updated version on its website or Application. You are responsible for regularly reviewing this Policy. Continued use of Hendrix’s services, its website or mobile application after any such changes shall constitute your consent to such changes.