

Specific Service Use Terms – Diaverum d.HOLIDAY Fly Back Programme

Effective Date: 27 October 2025

These Specific Service Use Terms contain the terms under which you use or otherwise avail yourself of the Diaverum d.HOLIDAY Fly Back Programme that Diaverum AB ("**Diaverum**") provides.

These Specific Service Use Terms apply in addition to the Diaverum General Service Use Terms, available here. In these Diaverum d.HOLIDAY Fly Back Programme Specific Service Use Terms, we refer to the combination of these Specific Service Use Terms and the General Service Use Terms collectively as the "**Service Use Terms**". The Service Use Terms describe how you may access and use the Diaverum d.HOLIDAY Fly Back Programme and under what conditions you may do so. When we publish and make the Service Use Terms available in other languages than English, we do that only for the convenience of users. In case of any conflict or inconsistency between an English version and a version in any other language, the English version shall prevail and take precedence.

Please read the Service Use Terms carefully before using the Diaverum d.HOLIDAY Fly Back Programme. By using the Diaverum d.HOLIDAY Fly Back Programme, you agree to be legally bound by the Service Use Terms. If you don't agree to the Service Use Terms, you may not use the Diaverum d.HOLIDAY Fly Back Programme.

1. ABOUT THE DIAVERUM D.HOLIDAY FLY BACK PROGRAMME

- 1.1. The Diaverum d.HOLIDAY Fly Back Programme is a service provided by Diaverum. It allows dialysis patients on vacation or other trips to quickly reach their transplantation destination upon receiving notice that they are up for a transplantation procedure.
- 1.2. To be eligible to use and avail yourself of the Diaverum d.HOLIDAY Fly Back Programme ("**Eligible Patients**"), you must:
 - a. be confirmed to receive/be receiving/have completed holiday treatment in a Diaverum clinic through the d.HOLIDAY programme at the time (applicable to Diaverum and non-Diaverum patients); or originate from a Diaverum clinic and be confirmed to receive/be receiving/have completed holiday treatment in a non-Diaverum clinic (applicable to Diaverum patients only).
 - b. alert Diaverum and the holiday clinic that you are active on a transplant list while booking your treatment; and
 - c. travel within the Covered Countries And Territories as set out in the Appendix.
- 1.3. If you are an Eligible Patient that needs to get to your transplantation destination, the Diaverum d.HOLIDAY Fly Back Programme will arrange the quickest regularly available journey for you, including transfers.

2. HOW IT WORKS

- 2.1. You get a call from the transplantation coordinator and are urged to your designated transplantation destination.
- 2.2. Subject to the limitations set out in these Service Use Terms, you have two options:
 1. Contact our call centre and we will book tickets for you on the first regularly available means of transportation and manage any transfer arrangements.
 2. Make your own travel arrangements.
- 2.3. You make your way to your transplantation destination.
- 2.4. No cost implications on your end – subject to the limitations set out in these Service Use Terms, we cover all travel costs connected to getting you to your designated transplantation destination.
- 2.5. You can reach our call centre at +46 10 334 05 61 during office hours (weekdays from 8.30am to 4.30pm CET). Contact us this way if you want us to make your travel arrangements and settle payment of tickets directly with our travel agency.

Outside office hours, or if you prefer it, you can make your own travel arrangements. You can then apply to Diaverum for reimbursement using a claims form made available by Diaverum (“**Claims Form**”).

3. SERVICE RESTRICTIONS

- 3.1. Diaverum does not guarantee that Eligible Patients reach their designated transplantation destination in time to undergo the transplantation procedure but will, subject to the limitations set out in these Service Use Terms, use its best efforts.
- 3.2. The following travel arrangements are not included in the Diaverum d.HOLIDAY Fly Back Programme:
 - Private jets, helicopters and other non-regular means of transportation.
 - Business, first-class and non-standard tickets to the extent economy/standard tickets are available at the time of booking.
- 3.3. The Diaverum d.HOLIDAY Fly Back Programme only covers trips where both the departure location and the transplantation destination are within the countries and territories subsumed under a Region as set out in the Appendix (“**Covered Countries And Territories**”). For the avoidance of doubt, travel between countries or territories not located in the same Region (as set out in the Appendix) is not covered.
- 3.4. The Diaverum d.HOLIDAY Fly Back Programme does not cover countries and territories that are not Covered Countries And Territories. The Programme also does not cover travel that abuses the good faith nature under which Diaverum provides the d.HOLIDAY Fly Back Programme.
- 3.5. Only Eligible Patients are covered by the Diaverum d.HOLIDAY Fly Back Programme; family members, other relative, friends or other fellow travelers of Eligible Patients are not covered.
- 3.6. If you have made your own travel arrangements, the right to reimbursement is subject to your submission of a correctly and fully completed Claims Form; and limited to an amount covering the quickest way (subject to the limitations set out in these Service Use Terms) to your designated transplantation destination.

- 3.7. Within thirty (30) calendar days of reaching your transplantation destination you must submit a doctor's certificate to the effect that you have undergone a transplantation procedure at said destination or that such a procedure was initiated for your benefit.
- 3.8. Travel arrangements made by you in breach of these Service Use Terms will not be reimbursed.
- 3.9. Without prejudice to any other remedies available to Diaverum under these Service Use Terms, any breach of these Service Use Terms will render you liable to repay any relevant reimbursement received from Diaverum in connection with the Diaverum d.HOLIDAY Fly Back Programme.

4. PRIVACY

- 4.1. When you use the Diaverum d.HOLIDAY Fly Back Programme, you will be prompted to submit certain information about yourself, which may contain Personal Data about you. Examples of such data are health data, contact details and other information.
- 4.2. Diaverum and/or Affiliates control the above data, collect, and process it for the purposes set out in the d.HOLIDAY privacy policy made available on the d.HOLIDAY platform. The d.HOLIDAY privacy policy contains information about, among other things, what Personal Data we collect, what we do with it and our legal ground for doing so.
- 4.3. As required by law and Diaverum policy, we will ask you to provide consent to our collection and processing of your Personal Data.

APPENDIX

Covered Countries And Territories

The Diaverum d.HOLIDAY Fly Back Programme covers travel within and between countries grouped under the same Region.

Region	Countries
Middle East	Bahrain Egypt Iraq Jordan Kuwait Lebanon Oman Qatar Saudi Arabia Turkey United Arab Emirates (UAE) Western Kazakhstan (Aktau, Atyrau)
Central Asia	Armenia Azerbaijan Georgia Turkmenistan Uzbekistan Tajikistan Kyrgyzstan Southern Kazakhstan (Almaty, Shymkent, Turkistan)
South Asia	Pakistan India Nepal Sri Lanka Bangladesh Bhutan
Southeast Asia	Thailand Vietnam Cambodia Laos Malaysia, Singapore Brunei Philippines
East Asia	Japan South Korea Taiwan China (eastern and central only: Beijing, Shanghai, Guangzhou, Chengdu) Hong Kong
Standalone countries	Kazakhstan (domestic flights only) China (domestic flights only)
Europe	Austria Belgium Bulgaria Croatia Cyprus Czech Republic Denmark Estonia Finland France Greece

	Ireland Italy Latvia Lithuania Luxemburg Malta Netherlands Poland Portugal Romania Slovakia Slovenia Spain Sweden Germany Hungary Albania Andorra Bosnia and Herzegovina Iceland Kosovo Lichtenstein Moldova Monaco Montenegro North Macedonia Norway Serbia Switzerland Turkey United Kingdom
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