

AERO RESCATE. Terms and Conditions

For the purposes of requesting an air ambulance, a customer service center will be made available 24 hours a day, 7 days a week, all year long. Upon requesting and affiliating to the Membership, the Member consensually accepts the totality of the Terms and Conditions of the Membership. The Membership will become valid only after AERO RESCATE S.A. receives payment of all fees and charges associated with the Member affiliation. The AERO RESCATE S.A. member is only valid in the Nicoya Peninsula in the Provinces of Guanacaste and Puntarenas in the Republic of Costa Rica. The Air Ambulances will only take off from the runway located in Playa Tambor in the Nicoya Peninsula in the Province of Puntarenas in the Republic of Costa Rica. The Membership applies only to the Membership Holder, at a Monthly Fee of \$12 (twelve) United States Dollars, and to additional Authorized Beneficiaries, at a Monthly Fee of \$8 (eight) United States Dollars. The Membership Holder's Authorized Beneficiaries cannot be changed or substituted during the first twelve months after the initial activation of the member. The Membership Holder will be able to designate additional Authorized Beneficiaries provided that the Membership Holder pays AERO RESCATE S.A. the associated monthly expenses detailed above. The Membership Holder and Authorized Beneficiaries must remain in the Membership Program for a minimum period of twelve calendar months and thus cannot drop out from the Membership Program during that time period. The Membership Holder and Authorized Beneficiaries must remain in the Membership Program for twelve calendar months after making use of an air ambulance service. AERO RESCATE S.A. is a Membership Program that provides access to medical transportation in an Air Ambulance through the use of third party and properly authorized air ambulance providers in Costa Rica. AERO RESCATE S.A. is not a medical insurance plan or an operator of air ambulances. AERO RESCATE S.A. is only responsible for the patient while it is being transported in the air ambulance. Outside of the air ambulance, AERO RESCATE S.A. will not assume any responsibility over the patient, which is known and accepted by the Membership Holder. AERO RESCATE S.A. will not provide its Members any type of reimbursement for any incurred medical expenses; AERO RESCATE S.A. will not reimburse any of its Members for any medical transportation hired independently including air transportation, ground transportation, medical consultation, etc. These expenses are responsibility of the Member and AERO RESCATE S.A. does not assume responsibility for them; the Membership Holder agrees at the moment of affiliation to not file any claims against AERO RESCATE S.A. for any of the aforementioned charges and expenses, and to uphold this agreement in the case of filing any claim that the Membership Holder or its Authorized Beneficiaries can have against AERO RESCATE S.A. for the reimbursement or compensation of the aforementioned charges and expenses. AERO RESCATE S.A. is not a medical emergency assistance program. In case of a medical emergency, the Membership Holder must dial 9-1-1 directly or contact any medical emergency provider of choice and present the Membership Card to the attending medical physician; **only the attending medical physician will be allowed to request an air ambulance** to AERO RESCATE S.A. Furthermore, an external medical team consulted by AERO RESCATE S.A. will make the final decision on whether an air ambulance is dispatched to transport the patient. The

decision of the external medical team consulted by AERO RESCATE S.A. will be final and irrevocable, and will be accepted by the Membership Holder and the Authorized Beneficiaries without further responsibility on behalf of AERO RESCATE S.A. Only the patient and the and the external medical team consulted by AERO RESCATE S.A. will be allowed to travel in the air ambulance. Family members or relatives will be allowed to board the aircraft upon prior approval of the external medical team consulted by AERO RESCATE S.A. In case of a medical emergency of a underage (less than 18 years of age) Authorized Beneficiary, the parents, legal guardians, or tutors must coordinate the possibility of travel with AERO RESCATE S.A. or the external medical team. The member will be activated upon completion of the first monthly payment, and cannot be used until 30 calendar days have passed since being activated. Every Membership offers access to up to two air ambulances per year without any additional costs. The Membership Holder and its Authorized Beneficiaries are part of one Membership. In case of a medical emergency that requires an air ambulance, both the air ambulance operator and the Air Vigilance Service (“Servicio de Vigilancia Aérea” in Spanish) can delay or cancel the air ambulance’s takeoff permits in the case of foul weather or any event, natural or social, that can put both the aircraft and its crew at risk. AERO RESCATE S.A. does not have any stake or voting power in the decision made by the any aeronautical or civil national authorities that control air traffic. In order to safeguard the physical integrity of the aircraft and its crew, AERO RESCATE S.A. will not transport a patient that has attempted suicide, suffered from self-inflicted wounds, or suffers from a mental or psychiatric disorder. In additional, if the patient was involved in any criminal activity or engaged in any activity that attempted against his or her well being or that of others, AERO RESCATE S.A. will hold the right to decline its services in order to safeguard the integrity of the aircraft and crew. In case of an epidemic outbreak, presence of infectious pathogens, wars, natural disasters, terrorism, and any other situation that attempts against the safety of the air craft and its crew, AERO RESCATE S.A. will hold the right to decline its services. Any Membership Holders or Authorized Beneficiaries will not be eligible an air ambulance service after the fourth if pregnancy if her emergency condition is related to her pregnancy. The AERO RESCATE S.A. Membership is non-transferable under any circumstances. If the Membership Holder wishes to abandon the Membership and/or that of the Authorized Beneficiaries, the Membership Holder will **not** have right to be reimbursed for any favorable balances held with AERO RESCATE S.A., and must pay all monthly Membership Fees remaining in the 12 (twelve) membership month period. Furthermore, the Membership Holder must pay 12 (twelve) monthly Membership Fees after the last use of the air ambulance service by the Membership Holder or by any of the Authorized Beneficiaries as per the Terms and Conditions. Failure to pay the cited fees will entitle AERO RESCATE S.A. to proceed with legal collections for the amount set and established by a Chartered Public Accountant, as explicitly accepted by the Membership Holder. Under these circumstances, AERO RESCATE S.A. will enforce the above Terms and Conditions follow the Laws of Costa Rica and in the Costa Rican Courts System. If a Membership Holder decides to cancel his Membership and the wishes to reactivate the Membership, the Membership Holder must pay a reactivation fee equivalent to \$250 (two-hundred and fifty) United States Dollars. The Membership will be renewed

automatically after 12 (months) of activation or previous renewal unless the Membership Holder requests a deactivation on writing and has no past due monthly charges. The member accepts that the deduction of the monthly fees will be made to a credit or debit card that will need to be indicated once the affiliation process is complete. If the affiliated member is not a credit or debit cardholder, all twelve fees will need to be paid in full in advance by means of a bank deposit and the bank receipt or transfer slip will need to be sent to AERO RESCATE S.A.