

UNDERTAKINGS TO THE OFFICE OF FAIR TRADING

FLYBE GROUP PLC, ("the Company") has agreed to provide undertakings to the Office of Fair Trading ("the OFT") in response to an investigation by the OFT into possible breaches of the Consumer Protection from Unfair Trading Regulations 2008 ("the CPRs").

This undertaking applies to any conduct of the Company that takes place, or has an impact on consumers, in any place throughout the European Economic Area.

For the purpose of these undertakings, "Headline Price" is the price used in any of the Company's advertising (in any medium), as well as the price(s) displayed to customers further to a flight search on the Company's website, until such point during the booking process that any discount or uplift is applied based on the choice of payment method;

The Company gives the following undertakings to the OFT under section 219 of the Enterprise Act 2002 ("EA02"):

1. The Company will not charge an additional fee, above any charges included in the Headline Price, in relation to making a payment, or a booking, in respect of any flights or ancillary services, where a debit card is used.
2. If the Company charges any additional fee, above any charges included in the Headline Price, in relation to making a payment or a booking where a debit card is not used, such a fee will not be described as an "administration", "transaction" or "handling" fee or in any similar manner that suggests that it reflects the costs incurred by the Company, where the amount of the fee is more than the increased cost to the Company of processing that payment method compared to payment by debit card.
3. Any additional fee applied to payments or bookings made other than by debit card will be described in clearly visible text in any advertising which displays the Headline Price and notified to consumers on each page of the Company's website where the Headline Price is displayed in clearly visible text or by means of a prominent link to a list of charges.
4. The Company's website and other marketing materials will comply with the undertakings given in paragraphs 1 to 3 above.; and

5. The Company will not (whether by its officers, employees, agents or otherwise or by directing any other entity or individual) consent to or connive in conduct which infringes paragraphs 1 to 4 above by another body corporate with which it has a special relationship (within the meaning of section 222(3) of the EA02).

I am authorised to sign these undertakings on behalf of Flybe Group Plc.

SIMON LILLEY
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Director (print name)

NIALL DUFFY
.....

Witness (print name)

[Handwritten Signature]
.....

Director's signature

[Handwritten Signature]
.....

Witness's signature

Date: *26* April 2012

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