

Welcome Pickups Partner Ambassador Program Terms

[Version 1 – Effective as of 11 October 2026]

1. About these Terms

These Terms govern the Welcome Pickups Ambassador Program (the "Program"). The Program is operated by WELCOME TRAVEL TECHNOLOGIES HOLDINGS LTD, trading as Welcome Pickups ("Welcome Pickups", "we", "us"). We are a company registered in England and Wales under company number 10879236, and our VAT number is GB289078646. Our registered office is c/o Harrison Beale & Owen, Seven Stars House, 1 Wheler Road, Coventry CV3 4LB, United Kingdom.

You accept these Terms when you create your Ambassador account on our sign-up page. If you do not agree with them, do not create an account.

If you joined the Program before these Terms were published, they apply to you from the date we give in our email about them. If you keep taking part after that date, you accept them.

We run the Program on impact.com. impact.com hosts the Portal and pays your Commissions on our behalf. Its own terms apply to your impact.com account and to your payouts.

These Terms replace all earlier versions, including the Ambassador Program Terms of May 2026. If our Help Center, the Portal or our emails say something different, these Terms apply.

2. Definitions

- **Ambassador or you:** a person who has created an account in the Program and accepted these Terms.
- **Portal:** your Ambassador account on the Program website, where you refer businesses and follow your Referrals and Commissions.
- **Referral Link:** your personal link to our referral form, with your referral code already filled in. You open it with Refer a partner in the Portal.
- **Referral:** a business you refer to us through your Referral Link.
- **Partner:** a business that books transfers with Welcome Pickups for its guests, travelers or employees.
- **Booked Transfer:** a transfer booked with Welcome Pickups by or for a Referral, as counted in our booking records.
- **Commission:** an amount you earn under section 6.
- **Cluster:** the category, A, B or C, that we give a Hotel or Vacation Rental under section 6. It decides whether we accept that Referral and which Commissions it earns.
- **Hotel, Vacation Rental, Travel Agency and Company Account:** the four types of business you can refer. A Company Account is a company that books transfers for its employees or visitors.

3. Who can join

- You must be at least 18 years old and able to enter into a binding agreement.

- Each person can hold one Ambassador account. Your account is personal: do not share it or let anyone else use it.
- You must verify your email address before you can use the Portal.
- Give us true and complete details when you sign up, and keep them up to date in the Portal.
- Welcome Pickups employees, and people who work for us as contractors, cannot join.

We may refuse an application, or close an account, that does not meet these conditions.

4. How to refer a business

1. Log in to the Portal and click Refer a partner. Our referral form opens with your referral code already in it.
2. Fill in the details of the business and its contact person, and send the form.
3. Your referral form must reach us before the business makes its first booking with Welcome Pickups.

Only a form sent through your Referral Link carries your code. If a business contacts us another way, or the form is sent without your code, we cannot link it to you. No Commission is then due.

Before you send us a business's contact details, make sure the contact person knows you are referring them and agrees to hear from us. Your Referral Link is for businesses you know. Do not publish it on websites, social media or coupon sites.

Your Referral appears in the Portal, under My Referrals, within about two hours. Our Partnerships team then contacts the business. We decide whether to work with a business, and we do not have to make any Referral a Partner.

5. Which Referrals qualify

A Referral earns Commissions only if all of the following are true:

- It is a Hotel, Vacation Rental, Travel Agency or Company Account.
- It is new to us. When your referral form reached us, it was not a Partner, and our Partnerships team was not already in contact with it about becoming one.
- Your referral form reached us through your Referral Link, before the Referral's first booking with us.
- It is not you, a business you own or run, or another Ambassador.
- If it is a Hotel or Vacation Rental, we operate in its destination and we place it in Cluster A or B (section 6). Travel Agencies and Company Accounts can be based anywhere.
- It books its first transfer with us.

We do not accept Hotels or Vacation Rentals in Cluster C, and we do not pay Commissions for them.

If more than one Ambassador refers the same business, only the first valid referral form we receive counts.

We decide whether a Referral qualifies, based on our records, and we do not have to give a reason. A Referral that does not qualify shows in the Portal as Not eligible for rewards.

6. Commissions

Each qualifying Referral earns up to three kinds of Commission, depending on its type and Cluster:

Referral	First-transfer bonus	Fifth-transfer bonus	Recurring commission
Hotel, Cluster A	€100	€200	€1 per Booked Transfer
Hotel, Cluster B	€50	€100	€1 per Booked Transfer
Vacation Rental, Cluster A	€100	€200	€1 per Booked Transfer
Vacation Rental, Cluster B	€50	€100	€1 per Booked Transfer
Travel Agency	€30	None	None
Company Account	€20	None	None

- **First-transfer bonus:** earned once per Referral, when it books its first transfer.
- **Fifth-transfer bonus:** earned once per Referral, when it reaches 5 Booked Transfers in total. If it reaches 5 at once, both bonuses are created together.

- **Recurring commission:** €1 for every Booked Transfer from the 6th onward, for 3 years from the Referral's first booking. We add these up and create them once a month, as one Commission per Referral.

We place each Hotel and Vacation Rental in Cluster A, B or C after we check the property. You cannot choose the Cluster, and no Commission is created until we set it. The criteria are:

Cluster	Hotel	Vacation Rental
A	30 or more rooms, an integrated PMS or channel manager, and a city center location in one of our target destinations	30 or more apartments and a city center location in one of our target destinations
B	A city center location in one of our target destinations, plus either an integrated PMS or channel manager (any number of rooms) or 30 or more rooms	15 or more apartments in one of our target destinations
C	Any other hotel	Any other vacation rental

Cluster C Hotels and Vacation Rentals are not accepted and earn no Commission (section 5). We count Booked Transfers from our own booking records. All amounts are in euros (EUR).

7. Review period and payouts

Each Commission stays pending for 30 days after we create it. During this review period we check that the transfers behind it are valid. After 30 days it becomes ready for payout.

impact.com normally pays your ready Commissions in its next payout cycle, once all of the following are in place:

- you have completed Tax and Payout in the Portal, with your payout method and tax details;
- you have confirmed your email address with the code impact.com sends you;
- your ready balance is at least €10.

A smaller balance rolls over to the next cycle, so you do not lose it. Payout methods depend on your country, for example bank transfer or PayPal. impact.com may hold a payout until it has the information it needs, such as identity checks or tax forms.

You do not need to send us an invoice. Commissions are paid in euros. Any currency conversion, and any fee your bank or payout provider charges you, is between you and them.

8. Taxes

You are responsible for declaring and paying any tax on your Commissions in your country, including income tax and social security contributions. If the law requires us to withhold tax, we pay you the amount after withholding.

impact.com collects the tax forms it needs before it releases payouts. For example, US persons must submit a W-9 form once their total payouts reach US\$2,000, and others may be asked for a W-8 form.

9. Reversals and corrections

During the 30-day review period, we may reduce or cancel a Commission, up to its full amount, if:

- the transfers behind it are canceled, refunded or found invalid;
- the Referral ends its partnership with us;
- the Referral does not qualify under section 5, or we created the Commission by mistake, for example with the wrong Cluster;
- the Commission results from a breach of these Terms.

After the review period ends, we do not reduce or cancel a Commission, unless it came from fraud or a breach of these Terms. In that case, we may cancel it, ask you to repay it, or deduct it from your future Commissions.

If we find that we owe you more than we created, we add the difference to your Commissions.

10. How you may promote Welcome Pickups

When you refer businesses to us, you must:

- describe Welcome Pickups accurately, and not promise prices, discounts, terms or services that we have not confirmed in writing;

- not say or suggest that you work for, act for or represent Welcome Pickups;
- follow the marketing, privacy and anti-spam laws that apply to you, and not send unsolicited bulk messages;
- not offer money, gifts or other benefits to a business or its staff to influence its decision, or share your Commissions with them;
- not send us false, invented or repeated referral forms;
- not try to change how we count referral forms or transfers, for example by placing your own tracking code on Welcome Pickups pages;
- not bid on "Welcome Pickups", any other brand we use, or similar terms in search ads;
- not register domains, social media accounts or apps that use our names or brands.

You may mention Welcome Pickups by name when you refer businesses. Use our logo and other brand materials only as we provide them, only for the Program, and without changing them. We may ask you to stop using them at any time.

11. Personal data

We process your personal data to run the Program, as described in our [Privacy Policy](#).

This includes your name, email address, country, referral code, Referrals and Commissions. We are the controller of this data. We share it with impact.com, which runs the Portal and the payouts. impact.com handles your payout and tax details under its own privacy policy.

When you refer a business, you send us the personal data of its contact person. You confirm that this person knows you are referring them and agrees to hear from us. We use their data only to talk to the business about working with us.

We email you about your account, your Referrals, your Commissions and your payouts while you are an Ambassador.

12. Our relationship

You take part in the Program as an independent participant. These Terms do not make you our employee, agent, partner or representative, and you cannot sign, promise or agree anything on our behalf.

You are free to choose how and when you refer businesses, and you cover your own costs. Taking part does not give you any exclusivity, territory or minimum earnings.

13. Changes to the Program and these Terms

We may change the Program, the Commissions or these Terms. We tell you about important changes by email or in the Portal at least 14 days before they take effect. We may give shorter notice when a change is needed for legal or security reasons. If you do not agree, you can leave the Program under section 14.

A Commission created before a change keeps the rules that applied when it was created.

We may also end the Program with at least 30 days' notice. Commissions created before the end date are paid under these Terms. No new Commissions are created after it, including recurring commissions.

14. Leaving the Program, suspension and termination

You can leave the Program at any time by emailing ambassadors@welcomepickups.com. We may also close your account with 30 days' notice. In both cases, Commissions created before your account closes are paid under these Terms. No new Commissions are created after it closes, including recurring commissions.

We may suspend or close your account at once if you breach these Terms or act fraudulently. In that case, we may also cancel any unpaid Commissions linked to the breach or fraud.

Sections 7, 8, 9, 11, 15 and 16 continue to apply after your account closes.

15. Liability

We provide the Program and the Portal as they are. We work to keep them available and accurate, but we do not promise that they will always work without interruption or error.

We are not liable for indirect or consequential losses, or for loss of profit or opportunity. Our total liability to you under these Terms is limited to the Commissions you earned in the 12 months before your claim. This limit does not apply to Commissions we owe you.

You are responsible for any loss you cause us by breaching these Terms or the law.

Nothing in these Terms limits or excludes liability for fraud, deliberate misconduct or gross negligence, or for death or personal injury caused by negligence. The same applies to any other liability that the law does not allow us to limit.

16. Governing law and general terms

These Terms are governed by the law of England and Wales. The courts of London, England, have exclusive jurisdiction over any dispute about them. This does not affect any mandatory protection you have under the law of the country where you live.

If a court finds any part of these Terms invalid, the rest stays in force. We may transfer our rights and obligations under these Terms to another company in the Welcome Pickups group. You may not transfer yours. No one other than you and us can enforce these Terms.

These Terms are written in English. If we translate them, the English version prevails.

17. Contact

For questions about the Program, your Referrals or your Commissions, email ambassadors@welcomepickups.com or visit the [Ambassador Help Center](#).

Postal address: WELCOME TRAVEL TECHNOLOGIES HOLDINGS LTD, c/o Harrison Beale & Owen, Seven Stars House, 1 Wheler Road, Coventry CV3 4LB, United Kingdom.