

GENERAL CONDITIONS OF SERVICE

1. ORGANIZATION

The technical organization of the experiences available on this site and others requested by tailor-made design is the responsibility of TCLC LISBON CORPORATION LDA., hereinafter referred to as "Lisbon Corporation", whose registered office is at Largo de Santos, 4 - 1º, 1200-808 Lisboa, Portugal.

2. RESPONSABILITY

Lisbon Corporation declines its responsibility for any problem resulting from occasional acts or major force events (strikes, disturbances, quarantines, wars and natural phenomena); modifications, delays and/or cancellation of air or land routes due to technical, mechanical and/or meteorological reasons, as well as governmental decisions, acts of terrorism, robberies and other events over which Lisbon Corporation has no forecasting power or control and any personal expenses caused by such circumstances are the exclusive responsibility of the Customer and/or Passenger, hereinafter referred to as "Customer".

3. PRICES

- 3.1. Prices are quoted in Euros and subject to changes whenever there is a currency adjustment, special events, government resolutions that are proven to change them or any other unforeseen circumstances considered as major force.
- 3.2. Whenever there is a change in the price of the experience, short break and/or travel, the Customer will be immediately informed and invited to accept the verified increase or cancel the subscription under the same terms and conditions as those set out in item 9 "IMPOSSIBILITY OF COMPLIANCE".

4. CHANGES AND ALTERATIONS

If possible, whenever a Customer registered for a particular experience, short break and/or travel wishes to change his/her subscription to another experience or to the same one with a different date or to make changes to data or reservation specifications (e.g. name, experience, type of accommodation unit, room type, type of vehicle booked, etc.), Lisbon Corporation will do its best to meet the Customer expectations. However, if it is not possible to make the change, the Customer will be subject to the expenses and charges set forth in item 18 "CANCELLATION".

5. DOCUMENTS

- 5.1. As the identification document or passport is a personal document, each Customer must have his/her legalized and (when applicable), with consular visas for all countries that require them.

- 5.2. Defective documentation and lack of visa will be sole and exclusive responsibility of the Customer.
- 5.3. Minors who travel alone or in the company of only the father or mother will need authorization from the other parent to travel abroad.
- 5.4. Minors who wish to subscribe, book or participate in any experiences, short breaks and/or travels must be accompanied by a responsible adult and must have written authorization from both parents for this purpose.

6. INSURANCE

- 6.1. Because luggage, life, physical integrity and health values are strictly personal and since Lisbon Corporation is completely oblivious to the scope and level of insurance cover provided by transportation and hotel companies, we recommend that Customers hire insurance in the company of their choice, including travel cancellation coverage for reasons of major force.
- 6.2. For travelers from outside the European Union, it is the Customer's entire responsibility to prove having means of subsistence in that territory during the period of travel, as well as health insurance with coverage of € 30.000,00.

7. RESPONSABILITY ON VALUES

- 7.1. Lisbon Corporation is not responsible for theft, lost or forgotten documents or of any personal objects that may occur during the experience, short break and/or travel.
- 7.2. We recommend that, if you book experiences that include lodging in accommodation units please question them about the existence of safes for your assets safety and keep your suitcase always locked. Never leave your belongings and objects without the active supervision of a person, whether at the hotel, transportation or on the street.

8. AMENDMENTS

- 8.1. Whenever there are unexpected reasons that justify it, the organizing agency can change the order of the routes, modify the departure times or replace any of the predictable hotels by others of similar category.
- 8.2. If unforeseen circumstances oblige to suspend any experiences, Customers will be entitled to a full refund of the amounts paid, in the same form of payment that they used.

9. IMPOSSIBILITY OF COMPLIANCE

- 9.1. If for reasons not attributable to the organizing agency it is impossible to fulfill some essential part of the program or if it is forced, to make feasible the realization of the experience, short break and/or travel, to add some service or to increase the duration of another already foreseen, including accommodation, Customer has the right to be withdrawn from it, being reimbursed of all sums paid or, alternatively, accepting any eventual price variation and change.
- 9.2. If the facts mentioned above not attributable to the organizing agency determine the cancellation of the experience, short break and/or travel, the Customer may also choose to participate in another organized

experience, short break and/or travel of equivalent price. If the suggested experience, short break and/or travel have a lower price, the Customer will be reimbursed for the difference.

- 9.3. In no case shall Lisbon Corporation be liable for non-compliance or deficient compliance due to situations of major force or, if fortuitous, caused by abnormal and unforeseeable circumstances, unrelated to the person invoking them, and if the consequences cannot have been avoided despite all the diligences taken, as well as in cases where the non-provision of services has been determined by the supervening of conditions that are legally, regulator or contractually exempt from liability of suppliers directly or indirectly involved in the same, on which the agency could exercise the right of return.
- 9.4. In cases not included in the previous item, when failing to provide any foreseen services in the experience, short break and/or travel program for causes not attributable to the organizing agency and, if substitution for equivalent services is not possible, the Customer will have the right to be reimbursed by the difference between the price of the foreseen services and those actually provided.

10. CANCELLATION BY THE AGENCY

- 10.1. Lisbon Corporation reserves the right to cancel experiences, short breaks and/or travels, if there are any major force events, or, if applicable, whenever it does not reach the minimum number of Customers indicated in the description of each experiences, available in www.lisboncorporation.com/experiences.html
- 10.2. In the case described above, the Customer will be immediately informed in writing of the cancellation and an alternative date will be suggested for the experience, short break and/or travel.
- 10.3. In case of cancellation by the agency, the refund of the amount paid will be made in full.

11. HOTELS AND APARTMENTS

- 11.1. The hotels and apartments mentioned are subject to changes. Lisbon Corporation may replace the hotels provided by others of similar category, at its discretion, always seeking to safeguard the safety and comfort of its Customers. If Customers cannot be accommodated in the city mentioned in the program, due to major force, they will be accommodated in equivalent hotels or apartments in nearby cities.
- 11.2. All accommodation prices on hotels and/or apartments are based on the type of accommodation unit.
- 11.3. In most hotels the accommodation is based on 2 single beds or 1 large bed per room. Lisbon Corporation chooses not to sell triple rooms because of the discomfort they represent, since in most European hotels, triple rooms are double rooms where couches, sofa beds or armchairs are placed, making them uncomfortable and extremely tight for three adults and their suitcases. In addition, several hotels do not offer this accommodation alternative. The type of bedding will not be guaranteed on the booking confirmation because the room is only designated upon arrival at the hotel.

12. BUSES AND VANS

- 12.1. Whenever the experiences, short breaks and/or travels of groups bigger than 5 people involve the use of a bus or van, the seats will be occupied, at each stage or day of the course, in a rotating system.
- 12.2. In buses with WC, the same will not be operational to safeguard the safety of Customers. However, comfort stops will be made approximately at every 2 hours of travel.

13. TRANSFERS

- 13.1. These services do not always include tour guide assistance, sometimes only car with driver, including the transport of 1 suitcase per person.
- 13.2. The driver only stays at the airport until 60 minutes after the scheduled time of the airplane landing. If Customers have any problem with immigration or with luggage, the transfer cannot wait for the Customers, who must proceed to the hotel by their own means, with no refund for the unused transfer and/or for the alternative means of transportation used to reach the hotel.

14. LUGGAGE TRANSPORT BY LAND

- 14.1. On land transfers and excursions, the Customer will be entitled to carry a medium-sized suitcase up to 23 kg, in addition to hand bag-type luggage.
- 14.2. The surplus volumes will be entirely the responsibility of the Customer and, in case of incapacity to be loaded in the bus, van or car, they will not be accepted.

15. MEALS

Meals, either in the location of the experiences, in restaurants or at hotels, will be served together, on a fixed schedule and, if they have been contracted, with the same menu for all Customers.

16. SCHEDULES

- 16.1. In the organized experiences, short breaks and/or travels it is fundamental to meet the time schedules indicated by the person responsible for the experience, short break and/or travel, be it the Tour Guide or the Driver. Delays can result in the loss of scheduled visits, which in most cases will be unrecoverable.
- 16.2. Always check the time schedules with your Tour Guide or Driver.
- 16.3. Delays could happen in all means of transportation due to technical issues or other reasons related to the means of transport, to transport companies or even to natural causes.
- 16.4. The person responsible for the experience, short break and/or travel will not be able to wait for delayed Customers, jeopardizing the program of the other people. All expenses to reintegrate the experience, short break and/or travel will be entirely the responsibility of the Customer.

17. RESERVATIONS AND PAYMENTS

17.1. Experiences

- 17.1.1. Reservations will be accepted and confirmed upon

full payment of the experience.

17.2. Short Breaks and/or Travels

17.2.1. Reservations will be accepted only with the payment of a deposit of 25% of the total price of the program, on the date of booking. The total amount (discounting the deposit) must be paid up to 30 days before the start of the short break and or travel.

17.2.2. In cases where the reservation is made with less than 30 days, the total payment must be made immediately.

17.3. Lisbon Corporation reserves the right to cancel any registration and/or reservation for which the payment has not been made under the conditions mentioned above.

18. CANCELLATION

18.1. Experiences

18.1.1. In case of cancellation by the Customer, the following fees will be strictly charged:

- a) Administrative fee 5%
- b) Up to 16 days before the date of the experience.....0%
- b) Between 8 and 15 days before the date of the event.....50%
- c) Less than 7 days before the date of the experience or no show..100%

18.1.2. Any fees or cancellation penalties charged by service providers will always be added to these amounts.

18.2. Short Breaks and/or Travels

18.3. In case of cancellation by the Customer, the following cancellation fees will be charged strictly:

- a) Administrative fee 5%
- b) Up to 31 days from the start of the short break and/or travel.....0%
- b) Between 30 and 8 days from the start of the short break and/or travel.....50%
- c) Less than 7 days before the start of the short break and/or travel or no show.....100%

18.4. To these values will always be added any cancellation fees or penalties charged by the Airlines and/or Maritime companies or hotels and other land suppliers. In certain cases, especially in reservations for prime dates, such as holidays and resort bookings during the period considered "high season", these fees or penalties may be charged in the event of any cancellation made after the signal or deposit payment.

18.5. A forecast of possible penalties will be provided upon request.

18.6. In case of cancellation after the start of the experience, short break and/or travel, we will only return the amounts that we can recover from the suppliers involved.

19. COMPLAINTS

19.1. They will only be considered in writing and within a period not exceeding 20 days after the end of the services provision.

19.2. They can only be accepted as long as they have been participated to the service suppliers (transportation companies, accommodation units, local agents, etc.) during the realization of the experience, short break and/or travel, requiring the documents proving the

occurrence.

20. PERSONAL DATA

20.1. The entity responsible for processing personal data is Lisbon Corporation.

20.2. Lisbon Corporation has designated a Data Protection Officer who can be contacted directly by letter sent to Lisbon Corporation - DPO, Largo de Santos 4 - 1º, 1200-808 Lisboa, Portugal or by the electronic address dpo.privacidade@lisboncorp.com

20.3. The personal data of Lisbon Corporation's Customers are treated as being necessary for the celebration and execution of the service agreement contract, the fulfillment of legal obligations imposed on Lisbon Corporation, the pursuit of legitimate interests of Lisbon Corporation or because they have been the subject of consent. The data identified in the Customer Data Sheet as being a mandatory supply are indispensable for the provision of Lisbon Corporation's services. The omission or inaccuracy of this data or other information provided by the Customer is entirely his responsibility.

20.4. The data provided by the Customer or generated by the use of the service will be processed and stored in a computerized manner and destined to be used by Lisbon Corporation for: marketing and sales, customer management and service rendering, accounting, tax and administrative management, litigation management, fraud detection, revenue protection and auditing, network and systems management, security control of information and physical security and compliance with legal obligations.

20.5. The processing of data for marketing purposes will be done according to the option of consent manifested by the Customer. Consent must be prior, free, informed, specific and unambiguous, expressed in a written, oral statement or through the validation of an option. You may object to the processing of data for marketing purposes at any time and by any means.

20.6. Customer's personal data may be included in the Customer database of third parties, affiliates and service partners, whenever they are contracted by Lisbon Corporation.

20.7. Lisbon Corporation may use subcontractors for the purposes of the processing of personal data, namely for customer management, service provision, billing and litigation management, and these entities are obliged to develop appropriate technical and organizational measures to protect data and ensure the defense of the rights of the holder. In certain circumstances, some personal data may have to be reported to public authorities, such as tax authorities, courts and security forces.

20.8. Personal data are kept for different periods of time, depending on the purpose for which they are intended and taking into account legal criteria, the need for and the minimization of conservation time.

20.9. Lisbon Corporation may record calls established for proof of commercial transaction and any other communications regarding the contractual relationship, as well as monitor the quality of the customer service, under the terms required by law or if consent is obtained, as applicable.

20.10. It is guaranteed to the Customer the right of access, rectification, opposition, erasure, limitation and portability of his/her personal data. The exercise of the rights can be requested through the telephone numbers +351 211 329

155 and/or +351 211 329 156 or by written request sent to Lisbon Corporation - DPO, Largo de Santos 4 - 1º, 1200-808 Lisboa, Portugal or to the electronic address cliente.privacidade@lisboncorp.com

- 20.11. Without prejudice to the possibility of complaining to Lisbon Corporation, the Customer may submit a complaint directly to the supervisory authority, whose contacts can be consulted at www.lisboncorporation.com/docs/privacy.pdf
- 20.12. Complete and up-to-date information about Lisbon Corporation's privacy policy and personal data treatment is available at www.lisboncorporation.com/docs/privacy.pdf in particular regarding the categories of data processing, the purpose and legitimacy of the treatment, the periods of conservation and the exercise of rights.
- 20.13. Items 20.2, 20.10, 20.11 and 20.12 are intended to comply with Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27th (General Data Protection Regulation) and therefore their legal implementation only begins at May 25th, 2018.