

TERMS AND CONDITIONS FOR WORLDEE TRIPS

We are Worldee s.r.o., with registered office at Pobřežní 667/78, 18600 Praha 8 - Karlín, identification number: 08351864, registered in the Commercial Register maintained by the Regional Court in Praha, file number C 420162, e-mail: info@worlddee.com, contact phone: +420 775 027 555 (hereinafter referred to as "**We**").

We are a travel agency that offers and organizes trips (in the words of the Civil Code we are a trip organiser) through the Worldee portal.

"**You**" are Our customer who buys a trip from Us (in the words of the Civil Code, concludes a travel agreement) via the Worldee portal.

By submitting the online order form, You confirm that You have read and agree to these Terms and Conditions.

Where We use capitalised pronouns (e.g. We, You, Us, You) We mean the party to whom the pronoun refers. Lowercase pronouns (e.g. we, us) refer to both parties at once.

Is there anything in these Terms and Conditions that is not clear to You? Please do not hesitate to contact Us at info@worlddee.com. We will be happy to explain everything to You.

1. BASIC CONCEPTS AND EXPLANATIONS

In order for You to understand Us, We want to explain to You at this point the basic Terms and Conditions that We will use in these Terms and Conditions.

The Terms and Conditions are these Terms and Conditions for Worldee trips, which form part of the Agreement and govern the rights and obligations of You as the customer purchasing the trip and Us as the trip organiser.

The Portal is a web portal available at <https://www.worlddee.com/> where You have found and through which You purchase the trip offered by Us.

The Agreement is the travel agreement that You have entered into with Us electronically via the Portal.

A Travel Buddy is Your guide to whom You can turn during Your trip - in the words of the Civil Code, the local representative of the organiser, also commonly known as a delegate. The Travel Buddy is always listed in the trip description on the Portal and is often the author of the trip itinerary.

The Policy is an information document which tells You how we will process Your personal data and is available at <https://www.worlddee.com/doc/privacy-policy>

2. SUBJECT MATTER AND CONCLUSION OF THE AGREEMENT

- 2.1. On the basis of the Agreement, We will arrange the trip for You and You undertake to pay Us the price of the trip.
- 2.2. The Agreement is concluded remotely electronically through the Portal. You shall bear the costs of using remote means of communication. However, these costs are no different from the basic rate You pay for the use of these means (i.e. in particular for access to the internet).
- 2.3. The Agreement can only be concluded in the Czech or English language.

- 2.4. On Our Portal, You first select the trip and its available dates and click on the **Book** button. You then fill in the web form (especially Your identification, contact and billing details, details of Your fellow travellers, luggage details, etc.) - if You are logged in under Your user account on the Portal or via a user account from a third party platform (e.g. Google, Facebook, etc.), some information will be prefilled. In any case, however, You should always carefully check the accuracy of all data. If You have a valid discount code, enter it before submitting the order form, otherwise the discount will not apply. Next, carefully read the Terms and Conditions and also the Policy, check that You agree to them, and click the **Order and Pay** button to submit the form. You are thus sending Us a binding trip order, after which You will receive an automatic reply that We have received the order. The Agreement is only **concluded when we send You an email confirmation** that We accept Your order. In this email You will also receive a summary of the basic information about the trip, the Agreement (generated from the details You have entered into the web form - the Agreement also constitutes confirmation of the trip), proof of insurance against insolvency of the trip organiser issued by Our insurance company (more on this in clause 10), these Terms and Conditions and the Policy. By concluding the Agreement You are obliged to pay the trip price.
- 2.5. There may be cases when We are unable to confirm Your order, for example in case of technical errors in the system, running out of capacity, cancellation of the trip, etc. In this case we will contact You and try to offer You a suitable alternative.
- 2.6. If You click on the **"Book Now"** button, enter the required information, check the box to agree to the Policy and submit the web form by clicking on the **"Book Now"** button, You will not enter into a Agreement, but we will "hold your spot" for 2 days. Within these two days You can then enter into the Agreement - first You will click on the unique link We will send You by email and then You will follow the process explained in the previous paragraph. If You do not manage to conclude the Agreement, Your reservation will end and We will release the date for others interested.
- 2.7. You can check and change the filled data while filling in the web forms until the form is submitted. When completing the form, please carefully verify the truthfulness and accuracy of all information. This is because We need it for, among other things, booking accommodation, flights, etc. You are responsible for any errors, inaccuracies or incorrectness of the data entered.

3. CONDITIONS OF THE TRIP

- 3.1. The contents of the Agreement consist only of the Agreement and these Terms and Conditions. If there is a conflict in the wording of the Agreement and the Conditions, the wording of the Agreement shall prevail.
- 3.2. While We will do everything We can to ensure that You enjoy Your trip as described by Us, there are unfortunately some things that are beyond Our control. The information contained in the advertising materials or offers on the Portal is not binding unless it forms part of the Agreement and is subject to change. In some cases, We may also be forced to change the Agreement - We hereby reserve the right to change the Agreement (in accordance with Section 2531 of the Civil Code, should You wish to look for this in the legislation).
- 3.3. In any case, We are responsible for the proper provision of all the tourism services agreed in the Agreement and we are obliged to help You in case of difficulties. In this case, please contact Us using the contact details set out in the header of the Terms and Conditions.
- 3.4. If You wish to change any of the services or the scope of services specified in the Agreement (e.g. number of people, dates, location, etc.) after the Agreement has been concluded, We will be happy to try to arrange this, but We cannot guarantee success. We will charge an administration fee of CZK 200 (including VAT) per person involved for arranging the changes. If there are any costs associated with

dealing with the request over and above the cost of communication (for example, fees or surcharges charged by the service provider), You will reimburse Us for these costs within 3 days of Us asking You to do so.

- 3.5. If You have special requirements beyond the services agreed in the Agreement, this is Your non-binding request and We will try to meet Your requests, but We cannot guarantee that We will succeed. This is often up to the individual service providers and We are not in a position to interfere with their decisions. By this We mean, for example, Your request for the orientation of the hotel windows, the floor number, the seating arrangements in the means of transport, etc.
- 3.6. Are You under 15 years old? Then unfortunately You must not take part in the trip unless You are accompanied by someone over 18 years of age. And if You are under 18, You cannot take part in the trip without the consent of Your legal guardian (unless he or she is also Your escort). We may ask You (or Your non-guardian companion) for Your consent in writing at any time.
- 3.7. We will provide You with detailed travel instructions (departure and arrival times, transport connections, check-in information, etc.) at least 7 days before the start of the trip. We will also provide You with vouchers which You must present to the service providers in order to use the accommodation/meals/transport or other services on the trip. This is subject to You paying the price on time (see next article), and should You conclude the Agreement later than 7 days before the start of the trip, We will provide You with the information and vouchers already at the time of conclusion of the Agreement (but they will only be valid upon full payment of the price). Please keep the vouchers on you, otherwise the providers may refuse to provide You with services, and keep the travel instructions handy so You don't get lost.
- 3.8. More detailed rules for the individual services that may constitute Your trip (as per the Agreement) are set out in **Annex 1** to the Agreement.
- 3.9. We recommend that You take out travel insurance before departure for each trip and that You have third party liability insurance, for example, for the accommodation facility. It is not compulsory, but such insurance can save You considerable costs, as medical expenses and possible damages abroad can amount to large sums.

4. TRIP PRICE

- 4.1. The price of the trip is always listed in the trip offer on the Portal. The price will also be displayed before You submit the web order form and will be indicated in the Agreement. The trip price represents the total price of the trip and includes the price for all services listed in the Agreement. You will always pay Us the price including VAT, either in full at once immediately after submitting the trip order form or in two payments - a deposit and a top-up payment as described below.
- 4.2. Unless we specify otherwise, Our services that are not specified in the Agreement, such as finding out additional optional information according to Your requirements from individual service providers, booking or ordering services that are not part of the trip, are not included in the price. We may charge for such services separately at an hourly rate.
- 4.3. The price of the trip is always **including VAT** charged at the legal rate.
- 4.4. In order for us to start preparing the booked trip, We will need You to pay the full price, or at least a **deposit**, in advance. If You choose the option of paying the price with a deposit and a subsequent top-up, the amount of the deposit is indicated in the offer on the Portal and in the Agreement (it is usually 20% of the trip price, in some cases more if the transport cost is more than 20% of the trip price). Your chosen option (i.e. full price or deposit) must be paid **within 3 days of the creation of the order**. As

You surely understand, We cannot book individual services until You have paid the full price in the first option or the deposit in the second option (i.e. when the payment is credited to Our account).

- 4.5. If You have chosen the option with a deposit and a supplementary payment, the remaining part of the trip price - i.e. the **supplementary payment** after payment of the deposit - will be paid to Us so that it is credited to Our account no later than **30 days before the start of the trip**. Should You enter into the Agreement less than 30 days before the start of the trip, You shall pay the price within **within 3 days of the creation of the order**, but no later than 7 days before the start of the trip if the trip includes air travel, or 1 day before the start of the trip if the trip does not include air travel. The right to participate in the trip is then only triggered by payment of the full price of the trip - in other words, without payment of the full price of the trip in advance, neither You nor Your travel companions may participate in the trip.
- 4.6. If You fail to pay Us the deposit or the balance on time, We have the right to withdraw from the Agreement.
- 4.7. In the event that the price of the trip is clearly incorrect on the Portal or in the trip information, We are not obliged to provide You with the trip at this price even if You have received a confirmation of the order and therefore the Agreement has been concluded. In such a situation, We will contact You immediately and send You an offer to conclude a new Agreement with the correct price. In such a case, the new Agreement will be concluded at the moment You confirm Our offer. In the event that You do not confirm Our offer even within 3 days of sending it, We are entitled to withdraw from the concluded Agreement at any time. An obvious error in price is considered to be, for example, if the price does not correspond to the usual price presented by other retailers or if a digit is missing or there is an extra digit.
- 4.8. Energy and fuel prices are rising faster than We would like. Unfortunately, We may have to unilaterally increase the price of the trip and we reserve the right to do so. We will notify You of the increase and, if the increase is more than 8% of the price, You may cancel the Agreement within 5 days of receipt of the notice. If You do not exercise Your right of withdrawal in time in accordance with clause 6, You will be deemed to have accepted the change. We may make an increase for the following reasons in particular:
- a. an increase in the price of transport resulting from an increase in the price of fuel or other energy sources,
 - b. taxes, any additional similar monetary expenses or payments for travel services provided under the agreement by third parties not directly involved in the provision of the trip, including payments related to transport, will be increased; or
 - c. the exchange rate of the Czech crowns used to determine the price of the trip will increase.
- 4.9. Conversely, if the above prices, taxes or rates are reduced by more than 10%, You are entitled to a reduction in the trip price.

5. PAYMENT TERMS

- 5.1. The Agreement You enter into with Us also constitutes a tax document - i.e. an invoice. We will, of course, send the Agreement to Your email as stated above (and if We issue another invoice, We will also send it to Your email). Amounts are payable within the time limits stated in the Terms and Conditions, and if the due date is missing, the due date is 10 days from the date of the invoice.
- 5.2. You can pay in the following ways:
- a. by bank transfer to Our bank account. You must correctly state all payment identifiers on the invoice (such as variable symbol, specific symbol, etc.), otherwise Our system may not track or register the payment. If You find that an amount has not been credited according to the information on the Portal, even though You have sent it, please inform Us immediately.

- b. electronic payment via Stripe payment gateway. Use of the payment gateway is subject to the Stripe Terms of Use available at <https://stripe.com/legal/end-users>. In case of payment difficulties or requests for refunds or if the payment has not been processed correctly, please contact Our contact email. We will deal with Your request on an individual basis.
- 5.3. The payment is deemed to have been paid at the moment the relevant amount is credited to Our account.
- 6. WITHDRAWAL FROM THE AGREEMENT BY THE CUSTOMER AND CANCELLATION FEES**
- 6.1. If You change Your mind and want to cancel the trip, You can cancel the Agreement at any time before the start of the trip. You do not need to tell Us the reasons except if You are withdrawing because of changes or breach of the Agreement by Us (in which case You will not pay a cancellation fee).
- 6.2. Withdrawal should be made in writing, ideally by email to info@worlddee.com. The trip is cancelled when the withdrawal reaches Us.
- 6.3. In the event that You withdraw **for reasons on Your part** (i.e., no reason listed in Article 6.6 is met), You will pay Us a **cancellation fee** or withdrawal fee in the following amount:
 - a. a fixed part of the cancellation fee of 15% of the trip price (this portion of the severance payment covers Our administrative costs),
 - b. a variable part of the cancellation fee equal to the portion of the trip price attributable to the cost of flight tickets, transportation, accommodation or other services, if We have already paid the providers for such services. We will notify You in writing of the amount of this part of the indemnity.
- 6.4. The cancellation fee is payable **7 days after** We send You information about the variable part of the cancellation fee or that there is no obligation to pay the variable part of the cancellation fee. In most cases, the cancellation fee will cover the cost of the trip that You have already paid to Us - we may offset these amounts so that we do not have to refund You extra money. The part of the cancellation fee remaining to be paid after set-off will be paid within the above mentioned 7-day period by bank transfer on the basis of the invoice. If, on the other hand, You have already paid Us more than the cancellation fee, we will refund the excess to the account from which the payment was received or to which You notify Us.
- 6.5. If You (or Your travel companion) do not wish to take part in the trip but You find a **substitute who** meets the conditions for participation in the trip, You have the right **to assign the Agreement** to them. How do You do this? Simply send Us (preferably by email) a notice that You have a substitute and provide their identification details (such as those set out in the Agreement in the section containing Your identification, but We will ask You if there is anything missing) and a statement from the substitute that he agree to the Agreement and that he meets the conditions of the trip. Such substitution shall be effective against Us if made in writing and received by Us at least 7 days before the commencement of the trip. In this case, You will not, of course, be liable for a cancellation fee, but only for the costs associated with the assignment of the Agreement which We will prove to You (such as the fee for the adjustment of the flight ticket, etc.). These costs are payable within 5 days of the date We notify You of them and We may require You or Your substitute to pay them (legally speaking You are jointly and severally liable to pay them).
- 6.6. In some cases, You can withdraw without paying a cancellation fee. However, You must then describe the reasons in the cancellation. These cases are:
 - a. You withdraw for material breach of the Agreement by Us,

- b. you're withdrawing due to change of Travel Buddy. We know that our customers often buy a trip with the expectation that a specific Travel Buddy will be leading it. If a Travel Buddy notifies Us that they are unable to provide their services on a trip, We will try to find the best possible substitute Travel Buddy or alternative dates and suggest options to You. However, if You decide that You do not want to take the trip without Your chosen Travel Buddy or that You do not want to change the dates, You have the right to cancel the Agreement,
- c. We have increased the price of the trip by more than 8% and You have withdrawn within 5 days of notification of the price increase in accordance with Article 4.8,
- d. where unavoidable and extraordinary circumstances have arisen in the trip destination or its immediate surroundings which have a significant impact on the provision of the trip or the transport of persons to the destination or stay. This includes, for example, cases where a natural disaster such as an earthquake or flood or armed conflict, etc. is taking place. If such an event occurs, we will of course inform You first and try to offer You an alternative trip on similar terms - however, if You decide to withdraw, this is Your right and We will understand. In such a case You are entitled to a refund of any payments made for the trip, but You are not entitled to compensation for damages.

7. WITHDRAWAL FROM THE AGREEMENT BY THE TRAVEL AGENCY

7.1. We are entitled to withdraw from the Agreement in the following cases:

- a. the minimum capacity of the trip as stated in the Agreement is not met and We have notified You of the cancellation within the statutory time limit (in accordance with Section 2536 of the Civil Code, should You wish to look it up in the legislation),
- b. unavoidable and extraordinary circumstances prevent the trip from taking place and We have notified You of the cancellation without undue delay prior to the commencement of the trip. This circumstance may include the Travel Buddy being unable to complete the trip (for example for health reasons) and We are unable to find a substitute Travel Buddy.

In these cases, We will refund the full price already paid, but You have no right to compensation for damages.

7.2. Of course, We may also withdraw from the Agreement if You or Your fellow traveller materially breaches the Agreement (for example, by failing to fulfil important obligations under the Agreement even after We requested You for remedy, seriously endangering or disrupting the trip, being under the influence of prohibited drugs or addictive substances, etc.). In such a case, You shall compensate Us for the damage and costs incurred by Us within 10 days of receipt of Our notice.

8. SERVICE COMPLAINTS

8.1. We pride ourselves on the quality of our service and We will do our best to make sure the trip matches the Agreement and You are happy with it. If, during the course of the trip, You still find that the services provided are not in accordance with the Agreement, please notify Us by telephone or in writing (You may also do so electronically via the contact form on the Portal, by email or via Travel Buddy) and ask Us to rectify the defect within a reasonable period of time to be determined by You (but not less than 1 day). You need to describe what the defect consists of, identify Your trip and Your person. You must point out the defects without delay, at the latest within 5 days of their occurrence, otherwise your rights under the defects will be extinguished. We will endeavour to have the defect rectified as soon as possible, unless rectification is not possible or would be unreasonably expensive in view of the extent of the defect and the value of the services to which the defect relates. In addition, You may exercise Your right to a discount on the trip price in an amount proportionate to the extent and duration of the defect

if You have raised the defect in time, subject to a limitation period of 2 years. If We do not remedy the defect, You may also remedy it at Our expense, but We will only reimburse You for the costs necessarily incurred.

- 8.2. In the event of a material defect, We will resolve it by offering You a suitable alternative solution so that the trip can continue. If the proposed alternative solution is of a lower quality than the Agreement, We will give You a reasonable discount. You may only refuse the proposed solution if it is not comparable to what We have agreed in the Agreement or if the discount given by Us is not reasonable. If it is a material defect and We have failed to resolve the defect, You have the right to withdraw from the Agreement without a cancellation fee. In the event that the trip includes transportation and You have exercised Your right to cancel the Agreement, You are entitled to have Us provide You with equivalent transportation back to the point of departure or to another location agreed by Us at Our expense. If Your return cannot be arranged due to unavoidable and extraordinary circumstances, We shall bear the cost of the necessary accommodation, preferably in an equivalent category, for a maximum of 3 nights per customer (unless a longer period is provided for by law in respect of the relevant means of transport). This limitation does not apply even if You have notified us 48 hours before the start of the trip of Your special needs related to being a person with reduced mobility or his/her companion, a pregnant woman or an unaccompanied minor or a person requiring special medical assistance.
- 8.3. If We have not remedied the defect/offered a replacement solution, or if You are making a claim other than remedy or replacement solution, We will inform You of the settlement of Your claim within 30 days of the claim.

9. DAMAGES COMPENSATION

- 9.1. We expect You and Your fellow travellers to behave considerately towards other participants and towards the accommodation and catering facilities, means of transport and their equipment throughout the trip.
- 9.2. If You or Your passenger cause any damage by Your actions (whether intentional or negligent) during the trip, You are obliged to inform Us and compensate Us or Our designated person for the damages. In some accommodations, a refundable security deposit may be required as a preventive measure at check-in in case You cause damage. You are obliged to pay such security deposit.
- 9.3. We shall not be liable for damage caused by another customer, a third party not connected with the provision of the trip, if this could not have been foreseen or was unavoidable or arose from an unavoidable event that could not have been prevented even with all reasonable efforts.
- 9.4. We are also not liable for any personal injury caused to You or Your passenger as a result of or due to Your failure to follow safety instructions.

10. COMPULSORY TRAVEL AGENCY INSURANCE

- 10.1. We are a travel agency and are required by law to have compulsory insolvency insurance. We are insured with Slavia pojišťovna a.s., ID No.: 60197501, with registered office at Tábořská 940/31, Nusle, 140 00 Prague 4, registered in the Commercial Register maintained by the Municipal Court in Prague under the Commercial Register No. B2591, Our insurance policy number is 5900034947. You can find the proof of Our insurance under [this link](#), but We will also send it to You upon conclusion of the Agreement (at the latest, We must do so upon receipt of the travel documents).
- 10.2. What does this mean for You? You are entitled to compensation from the insurance company in the event that We go bankrupt and for this reason:
- a. We will not provide You with transport from the place of Your stay abroad to the Czech Republic if this transport is part of the trip,

- b. We will not refund You the deposit paid or the trip price if the trip does not take place,
 - c. We will not refund You the difference between the price paid for the trip and the price of the partially provided trip if the trip was only partially completed.
- 10.3. Detailed provisions on the terms and scope of the insurance are set out in the document from Our insurance company, which is referred to in Article 10.1. You can only make claims under the insurance if You submit the Agreement and the confirmation of payment of the trip price to the insurance company.

11. FINAL PROVISIONS

- 11.1. When concluding the Agreement and arranging the trip, We naturally process your personal data. This is dealt with in detail in the Policy.
- 11.2. If You are a consumer within the meaning of the Civil Code (i.e. You enter into an agreement with Us outside the scope of Your business activities), You have the right under the Consumer Protection Act to an out-of-court settlement of a consumer dispute arising from the Agreement. In this case, You are entitled to contact the Czech Trade Inspection Authority, Central Inspectorate - ADR Department, Štěpánská 44, 110 00 Prague 1, e-mail: adr@coi.cz, website: adr.coi.cz. The out-of-court settlement of a consumer dispute is initiated exclusively on a proposal, in the event that We have not been able to resolve the dispute directly. The application may be filed within 1 year from the date on which You first asserted Your right, which is the subject of the dispute, with Us. You also have the right to initiate out-of-court dispute resolution online via the ODR platform available at ec.europa.eu/consumers/odr/.
- 11.3. We may take videos, photographs, recordings or other records during the trip. We will, of course, respect if You do not consent to the recording being made (and then We will not make a recording unless We are authorised to do so by law). However, if You do not object to the making of the recording, We will assume that You consent to the making of such recording. You hereby grant Us permission to use any visual, audio and visual recordings that We make this way. On such basis, We are entitled to use the recordings in connection with our business and trading activities, in particular for the purpose of creating promotional videos, photographs and other materials which We may copy and distribute, but also communicate to the public, for example via the internet. We may do so for an unlimited period of time, in any territory and without limitation as to quantity, and We may also edit the recordings We make. The above applies to group photographs. If We wish to take direct photographs of specific individuals and further identify them, We will need a separate consent to process personal data, which You can give Us voluntarily when booking the trip.
- 11.4. The Agreement shall be governed by the laws of the Czech Republic. All disputes arising out of or in connection with the Agreement shall be finally determined by the courts in the Czech Republic having jurisdiction according to Our registered office.
- 11.5. **Annex 1** is an integral part of the Agreement **and** if its provisions conflict with the Terms and Conditions, the provisions of the Annex shall prevail.
- 11.6. If any message or other action requires a written form, We have agreed that an electronic message with a simple electronic signature (for example, an email or submission of the relevant form on the Portal) is sufficient.
- 11.7. The Agreement is effective at the time of its conclusion.

These Terms and Conditions are effective as of 1 December 2024. Previous versions are available here.

ANNEX 1 WITH INFORMATION AND RULES FOR THE INDIVIDUAL SERVICES THAT MAY CONSTITUTE A TRIP

This annex sets out the general rules for the individual services that make up Your trip under the Agreement. Some rules are also general for all services, so please read them carefully. If the Agreement states otherwise, the wording of the Agreement shall prevail.

1. TRAVEL DOCUMENTS

- 1.1. If You are a citizen of the Czech Republic, You will need valid travel documents for Your trip abroad, which are required for travel to the destination and, if applicable, for passage through other countries.
- 1.2. If You or Your travel companion is not a Czech citizen, You must indicate this in the Agreement. When travelling abroad, such a person is obliged to carry all documents required for entry into the relevant countries (ID card according to the destination country, passport, visa, etc.). **It is your responsibility to obtain** information on what documents such person needs for the trip. You can of course ask Us for advice, but We will charge for this as a service over and above the trip (as per Article 4.2 of the Terms and Conditions).
- 1.3. In the event that You or Your travel companion do not have sufficient and valid travel documents, We will not be liable for any damages, inability to participate in the trip, etc.

2. TRANSPORT AND LUGGAGE TRANSPORT

- 2.1. In the event that the Agreement also includes the provision of transport by Us, whether by Our means of transport or by the means of the carrier, You are obliged to act in such a way that You do not cause any damage to or on the transport and You are obliged to comply with the Terms and Conditions of the carrier. You must also comply with all safety rules. You will be liable for any damage caused to Us or the carrier by You or Your passenger and You will compensate for the damage no later than 14 days from the date We deliver the billing to You. If You violate the conditions of carriage, cause damage to the means of transport or cause a gross nuisance to other passengers, We or the carrier have the right to exclude You from the service.
- 2.2. In the case of bus transport provided by Us, luggage up to 15 kg per person is transported free of charge, unless another limit is specified in the Agreement. Any additional baggage over this limit must be notified to Us in writing in advance (at least 5 days before the start of the trip) and may be subject to additional charges which You will pay to Us or the carrier on demand. If You do not inform Us of such baggage in time, it may be excluded from carriage for capacity reasons. We accept no liability for loss or damage to the baggage.
- 2.3. The rules for the carriage of baggage by air are governed by the Terms and Conditions of the airline operating the flight.

3. GENERAL CONDITIONS OF ACCOMMODATION

- 3.1. Unless otherwise specified in the Agreement, accommodation is provided from 14:00 at the earliest, and You must leave the accommodation by 10:00 local time of the destination on the day of departure. If You do not comply with these rules, the accommodation provider may charge You extra.
- 3.2. If the room is not specified in the Agreement (e.g. floor requirement, room number, view) as part of the paid services, You will be accommodated in a standard room according to the category of the accommodation ordered, based on the accommodation facility's decision. The photographs of the rooms are for illustrative purposes only and may not correspond with the specific room allocated to You on site. If You order an extra bed, please note that the space in the room will be significantly reduced.

- 3.3. Unless otherwise stated in the Agreement, the price for an apartment, studio, mobile home, bungalow, private accommodation and caravan is per accommodation unit for 1 night. The price is always paid for the entire unit, regardless of whether You fill up its capacity.
- 3.4. Unless otherwise stated in the Agreement, the prices for the hotel or hotel dependance (suite, apartment) are calculated for 1 person for 1 night and include the meals for the duration of the stay as stated in the Agreement.
- 3.5. In the case of some accommodation, the customer is obliged to pay a registration fee, a sojourn tax or other services ordered at the time of booking, but their price is not listed as part of the price of the services constituting the trip in Czech crowns. These payments will be requested by the service provider on the spot in the currency of the country concerned. The Provider will inform You of the exact amount, the amounts stated in the Agreement are indicative only and are subject to change.
- 3.6. The rules You and Your fellow travellers must follow in Your accommodation are:
 - a. You will use the accommodation space reserved for Your accommodation, the common areas of the accommodation facility, and the services associated with the accommodation in a proper and customary manner,
 - b. You will conduct yourself in the accommodation premises in such a way as not to cause any damage to the property of the accommodation provider and You will observe all safety rules. You are responsible for any damage caused by You or Your fellow traveller to Us or the accommodation provider and You will make compensate Us for the damage within 14 days of the date We deliver the billing to You,
 - c. the accommodation will be used only by You and Your fellow travellers,
 - d. You will refrain from any behaviour that would disturb the peace and order or otherwise disturb other guests,
 - e. You will vacate and hand over the accommodation premises to the accommodation provider on the last day, according to the rules of such provider,
 - f. at the end of the Accommodation You will pay to the accommodation provider any obligations arising from the accommodation that were not the subject of the Agreement.

4. TRAVEL BUDDY

- 4.1. Your delegate will be a Travel Buddy. You can contact the Travel Buddy with Your questions, requests or problems concerning Your trip. For serious situations that the Travel Buddy is unable to resolve, You can contact Us directly. For queries, requests or problems with the accommodation, please contact the accommodation provider directly and for defects in the trip, please also contact Us directly.