

TERMS AND CONDITIONS

The trips in this brochure have been organized by **EUROPA MUNDO VACACIONES S.L.U.** (c.i.c.ma 904 - Spain), from now on called Europamundo, a company member of the JTB group, whose registered office is located at Calle García de Paredes 55, 1º, 28010 Madrid, Spain.

MISPRINT

Any error or change that is detected after the publication of this booklet will be included and updated on the Statement of Errors of the www.europamundo.com website. These errors will be corrected on the "My Trip" documentation if you purchase a tour.

START AND END OF OUR SERVICES

The services provided by Europamundo are overlaid. They start at the time when the customer receives the first service provided by our company (always following the border and customs formalities), and end when the customer receives the last scheduled service (transfer, breakfast or the corresponding service, according to the purchased package). Europamundo is not responsible for the consequences or circumstances arising from services that are not provided by our company (flight disruptions, loss or damage of luggage on flights, problems at borders/customs or those related to personal documentation, etc.).

REGISTRATION

Only bookings made through the www.europamundo-online.com web-site will be processed. Customers can check the information that Europamundo provides on the "My Trip" web page created exclusively for them and it can be found on the travel voucher which confirms their services. We strongly recommend that all passengers check the information (to correct their names, dates and flights for transfers, etc.).

Please check our complete and updated **Privacy Policy** on our website: https://www.europamundo.com/eng/terms_use_privacy.aspx

CANCELLATIONS

Europamundo cannot treat any reservation as cancelled while the online cancellation has not been completed. The travel agent will check the receipt of the final cancellation that will arrive from Europamundo following the online cancellation, ensuring that all the details specified are correct. The customer may cancel the requested or booked services at any time, whereby they are entitled to a refund for the paid amount, but must compensate the agency, except in cases of force majeure, as per the following: The processing costs plus the cancellation cost, if these have been incurred, once the journey has been confirmed by Europamundo and regardless of the departure date.

At time of booking confirmation: Euro 100 or equivalent in local currency.

Before departure	Cancellation fee	Penalty
31 days or more	Euro 100	Nil.
Less than 30 days	Euro 100	+ 10 % of basic land tour component
Less than 10 days	Euro 100	+ 25 % of basic land tour component
Less than 3 days	Euro 100	+ 35 % of land tour component
Less than 1 day		+ 100 % of land tour component

No shows at the start of the trip, without prior cancellation, will not be entitled to any refund (except force majeure cases, which will be examined on a case by case basis).

Different cancellation conditions apply for some programs (circuits that include train / airplane / cruise) and during particularly difficult dates (fairs, special events, periods involving increased hotel booking difficulties).

The representative operator may, in turn, charge for the processing fees that have accrued in accordance with the provisions of the laws in the country where the sale occurs.

In the event that the cancellation prior to the trip is produced by justified and demonstrable cases of force majeure, only the costs of processing and services that cannot be cancelled will be charged, as well as the costs that must be absorbed by other suppliers (transfer on arrival, hotel in first city stay in the absence of prior notice, etc.). We recommend buying an insurance policy with the company of your choice, covering the cancellation costs in all cases.

In the event that, during the tour, a customer has to cancel their tour for reasons of force majeure, they will be entitled to a refund proportionally to the paid amount / time not used. The processing fees and expenses incurred will be charged in all cases. In order to calculate this amount, only the services provided by Europamundo will be taken into account (excluding the sectors undertaken by air, except on those tours that have flights included), and the refund is made on the amount charged by Europamundo to the tour operator (which is therefore subject to a deduction for the commission paid).

In instances where, following the withdrawal or cancellation of any passenger en route, the category of room occupancy is reduced (from double to single, or from triple to double), the difference in the cost of this, if applicable, will be passed on to the amount owed to the customer that has cancelled.

CHANGES

Changes made to a confirmed booking prior to the start of a trip and more than 10 days before departure (changes to arrival or departure date, change of tour, etc.) are subject to a penalty equivalent to the processing fees that are listed in the cancellation section.

DISCOUNT POLICY

In order to obtain the discounts and gifts listed in the catalogue at the time of booking, it is necessary to attach a copy of the document that justifies the said discount at the time of the beginning of the trip (document that specifies the date of birth, marriage certificate, etc.). No discounts can be granted if there is no information at the time of booking. These discounts will not be made on any type of supplements (single room, stopovers made en route, etc.).

Children under 3 years: They will only be entitled to a bus seat and the insurance policy included. The parents will pay directly any additional services they may require (baby cot or others). Important: If you are a family of 4 people travelling and one of the members is under 3 years old, your reservation will be in a triple room but please, take into account that in most hotels in Europe, the maximum number of people accepted per room is 3, including the baby under 3 years old so, in these cases, we strongly recommend reserving 2 double rooms.

Children discounts can only be combined with a triple room discount. Children above 3 / under 18 must always be accompanied either by their parents or

legal guardians, or with written confirmation signed by them which authorizes the child to travel with a given adult who assumes complete responsibility for the child.

Over 65s discount can only be combined with the triple room discount.

Repeaters discount can only be combined with the triple room discount.

Honeymoon couples must travel up to 6 months after the date of the wedding. This has to be informed at the moment of the reservation and evidence has to be shown (an invitation card, for example).

Triple room discount: Please read carefully the description of triple room in European hotels below in these General Conditions before contracting. Programs in the United States and Canada offer different prices for triple and quadruple rooms indicated on a journey by journey basis, which usually involves rooms with two queen sized beds.

Group of travelers taking a scheduled tour: Discounts and gratuities will apply depending on the tour and number of passengers. Check with your travel agent.

NON-ADMITTANCE OF PASSENGERS

A moderate degree of physical health and physical ability is required to participate in our tours.

Europamundo does not have the capacity to assist people with physical or mental special needs. If needed, they must travel accompanied by a person who guarantees assistance and care for their correct adaptation to the circuit, costs at their expense. In cases in which the customer accept these terms for the tour, Europamundo cannot assume any responsibility in relation to the difficulty or impossibility that the said passenger may encounter in undertaking the activities planned for the tour package, nor can Europamundo assume any responsibility for providing assistance for their adaptation to, or continuation of, the trip.

In cases where a passenger over 80 years of age is travelling alone or passengers with special needs are travelling accompanied, Europamundo will request the passenger to sign a statement, that the passenger is aware that Europamundo are not assuming any responsibility.

In extreme cases, they must travel accompanied by a person who guarantees assistance and care for their correct adaptation to the circuit, costs at their expense.

No reservations will be accepted and Europamundo reserves the right to suspend any tour for passengers whose physical and/or mental conditions make their participation in it very difficult or dangerous to themselves or others.

Europamundo likewise reserves the right to exclude passengers who significantly disrupt the smooth-running of the trip.

DOCUMENTATION

All passengers must bring their valid documentation (passport, visas, health certificates, etc.), with the problems and disadvantages that may arise from non-compliance with this norm being their full responsibility. The interruption of the services taken out is not considered "Cancellation for force majeure" where the passenger is not carrying the required documentation or in instances where the traveler is denied passage through any border for this reason. It should be pointed out that we often note that the European border authorities deny transit to passengers who they believe have acquired the trip for purposes other than tourism (immigrants). Europamundo cannot undertake any arrangements or make any reimbursement for services that cannot be used in such cases. Cancelling a tour before it starts due to a rejected visa application is, however, considered to be through force majeure (provided that this is documented or noted in the passport, and that we are notified within 72 hours following the refusal).

GUARANTEED DEPARTURES

All our tours have guaranteed departures, although in extremely limited cases, it could transpire that Europamundo is unable to operate a given departure. In these cases Europamundo will provide the same trip on an earlier or later date than the one chosen or another trip with similar features vis-à-vis duration and route, and offer, by way of compensation, a reduction of 50% on the value of the aforementioned journey. Cancellations of guaranteed departures may arise (without compensation or liability on behalf of Europamundo) in cases of exceptional unforeseen circumstances - among others - wartime conflicts, terrorist attacks, natural disasters, epidemics and economic circumstances that generate a very significant drop in the expected sales. Europamundo reserves the rights to provide "Individual Services" where there may be some variations on the planned program in cases there are very few confirmed clients in a travel sector or in a complete trip.

THE PRICE INCLUDES

In each route, Europamundo specifies the services included on the trip. As a general rule, a strictly literal approach must be followed that leads to the conclusion that, what is not specifically listed as included in the tour price, is excluded.

-Assistance: All our overlaid routes, unless otherwise noted, include the support of accompanying tour guides (English speaking) and local guides, if so specified. On some tours, according to the number of passengers, the service may be provided in bilingual (usually in English and Spanish). There will be no assistance from any guides on additional nights, either at the beginning or end of the tour. If the customer undertakes a sector of a circuit, the assistance of the guides begins at the moment when the group that constitutes the tour arrives in the place where the passenger will join it.

-Itineraries: All the detailed itineraries can be found on the website: www.europamundo.com as well as via "My Trip". On many routes, there will be a change of coach / guide during the tour. Under exceptional circumstances, Europamundo reserves the right to modify the sites visited, the order of the visits or the stages of the itineraries.

-Hotels: Full details of the hotels are available in the catalogue and on our website www.europamundo.com. While this information is indicative of the standard of planned hotels, the final list of hotels that are confirmed for the trip can be checked via the "My Trip" website before starting the circuit. We might be obliged to replace the foreseen hotel, in some cases especially during the high season, with other similar of the same category before arriving at the destination. The passenger is responsible for all damages caused in the hotels / coaches, for injuries caused to other passengers and third parties, as well as for fines and expenses that Europamundo is obliged to pay to the authorities on their behalf.

-Travel Insurance: Europamundo has arranged a basic travel insurance policy with Europ Assistance for all its passengers. This insurance provides coverage from the time that the provided services by Europamundo commence and contin-

ues until their completion (not including public transportation to join the tour such as airline services). Europamundo cannot assume any liability in cases where the insurance Co. considers that the policy does not cover the expenses claimed by the traveler, regardless of the reason that may lead to such a situation. It is also possible to check the limitations, obligations and exclusions on our website www.europamundo.com. For passengers own safety, Europamundo suggests purchasing an optional insurance in addition to the one included in the tours.

-Transport: The services provided by Europamundo are overland and are made by coach, with the size of the vehicle being adapted according to the number of passengers. Europamundo does not have coaches with access ramps for wheelchairs. If the number of registered participants on a circuit is very low, in order to fulfil our commitment of "Guaranteed Departures", Europamundo may provide as a transport a private vehicle or minivan driven by our guide. Likewise, a section of the trip could be undertaken by regular train, airplane, bus or cruise, in which case, customers will not be assisted by an accompanying tour guide. On numerous routes, there will be one or more changes of coach / guide during the tour.
- Toilets on coaches: Many coaches do not have a toilet. Where toilets are available, travelers are asked to limit its use (due to odors and absence of places where emptying and cleaning). Some coaches are fitted with toilets provided on a fee-paying basis (thus allowing free but moderate usage).

OUR PRICES DO NOT INCLUDE

In general, any service that is not detailed as being included in the program, contract or information will be provided to the traveler, e.g.: airport taxes, visas, taxes to enter or leave a country, tips (which are obligatory, as specified on the voucher, for few destinations like the USA, and must be paid directly on arrival to the driver and/or guide), extras in hotels, optional activities, and usually drinks during meals.

"Stop Yes" additional fee is applied in case of requesting a Stop on route for EUR 40 / USD 44 per person.

-Shared bookings fee: See the specific section later.

MEETING POINT OR DEPARTURE POINT

Unless otherwise stated, the starting point for the beginning of a tour is the hotel, if this was booked as an additional night or as a stop-over or end-point for another Europamundo itinerary. It is very important that travelers check the place of departure on their voucher. No shows at that place on the date and time confirmed can involve losing the purchased services without any right to a refund of the same, with a lack of punctuality incurring the same consequences, both at the beginning of a tour and during the course of the same.

ADDITIONAL NIGHTS

The possibility of hiring "Additional Nights" is only valid for travelers who purchase tours with Europamundo, provided that these nights immediately precede or are a direct extension of our tour. Given that Europamundo has no rooms reserved in hotels for these additional nights, we cannot guarantee either the rate (which in periods of high hotel occupancy or difficulty may vary), or the hotel that is booked, which in many cases will be confirmed last minute.

TRANSFERS POLICY

Included transfers for the trip are specified on a tour by tour basis. In the event that transfers are included, these could be private or shared with other passengers. They may be provided from hotel to hotel or from the airport / train station / port in the city where the passenger will join the tour to the hotel (or vice versa), not private addresses, at the beginning or end of the trip. A passenger will lose the right of the transfer if he arranges nights in between, before and/or after through a different travel company or if the airport / port is located at a distance further than 40 km. In the event that the traveler requests a change of this service, the information must be supplied by the passenger and be correct on the flight / train number or hotel name, being the passenger or the travel agent's responsibility. The driver will wait a maximum of 1 hour time. In case the passenger is retained or delayed due to any cause inside the airport, he should call the transfer contact number provided in the voucher.

SHARED BOOKINGS

Europamundo will accept "shared" bookings for individual travelers on all our tours at an additional cost of EUR 35 / USD 40. No reservations will be accepted for sharing on additional nights. In cases where a sector of the trip is taken, shared reservations are accepted only if the length of the sector includes at least 7 nights in hotels.

DOUBLE-BED ROOMS & TRIPLE ROOMS

Europamundo cannot guarantee that all the rooms in the hotels will have double beds and it is possible that, in some hotels, the room will be a twin room (two single beds). In many hotels there are no triple rooms, with these actually being a double room (one or two beds) with an additional bed which in some cases might be a sofa-bed or a folding bed resulting in conditions, space available and comfort lower than double rooms. We do not recommend booking triple rooms for three adults; we would only suggest this for families travelling with a child.

LUGGAGE - LIMITS OF RESPONSIBILITY

The luggage allowed for each passenger on our tours is limited to a maximum of 30 kg per person (note airlines and trains have their own limits, normally lower, to be respected). Europamundo may refuse to accept excessively bulky luggage. Europamundo is only responsible for the luggage, one piece per person and with the limits of the insurance policy included, when it is travelling inside the coach trunk (not allowed to leave it inside overnight). The passenger is fully responsible for its luggage during the entire journey except in the above mentioned case. We recommend keeping personal belongings such as basic and important documents (passport,...), money, jewelry, electronic items or valuables in the safety boxes of the hotels, most of the time existing in the rooms, sometimes in the Reception. Europamundo will not accept any liability for the loss or theft of luggage occurring at the hotels nor responsibility for the loss or theft of the above mentioned belongings even when this occurs in the rooms of the hotels or if the items have been deposited in the safety box. In the event that passengers travel with luggage that has a higher value than is covered in the included insurance policy, we recommend making a declaration for these items before starting a tour and purchase an extra insurance policy.

MEALS

Many of our tours have a meal supplement. The different nationalities and cultures who cohabit in our groups make it impossible to satisfy all preferences, due to which Europamundo chooses menus in keeping with the destination visited on

occasions, although the majority are international cuisine. It is possible to see the restaurant list and menu type on each tour on our web page www.europamundo.com. Due to the condition of group travel, it is not possible to reserve special petitions and there shall be no reimbursement if the traveller does not consume the meals included. You should not contract the meal supplement in case you have any dietary restriction (vegetarian, vegan, halal, food allergies, etc), as our menus do not accommodate special dietary needs. The discounts offered in this brochure do not apply to the meal supplement (except in groups).

EMERGENCY TELEPHONE

In the event that an emergency arises during the tour, the passenger should inform as soon as possible the accompanying tour guide. Furthermore, Europamundo provides a 24 hour emergency telephone service according to the destination country for urgent and important matters, which passengers can use, and details can be found on their voucher. Non urgent matters will not be dealt with on these calls, and nor will they respond to questions that do not relate to emergencies en route (reservations, rates, questions about availability, etc.).

CHANGES IN PRICES

In countries where our catalogues publish the prices of European circuits in USD, the published prices were calculated at the prevailing exchange rate at the time the catalogue was created (November 2019) and these will not be modified if the average monthly exchange rate the month before the date in which the booking was made, was not less than 1,01 USD / EUR and not more than 1,20 USD / EUR. In the event of variations above or below the specified values, the prices of this manual will be altered (increased or decreased) in the same proportion.

PRICES 2021

In the event customers wish to take a trip during 2021 which starts after the specified dates in this catalogue, Europamundo will maintain the price indicated in this brochure (except on specific dates) if passengers reserve on firm basis with a deposit being received before the 15th of January 2021. This booking does not allow changes on the itinerary, departure date or names. Europamundo will not accept any responsibility for the variations resulting from the possible changes made in the itineraries between different seasons.

TRAVEL INSURANCE - Travel with complete peace of mind

Europamundo has taken out travel insurance with Europ Assistance to cover all of its passengers. The policy comes into effect on arriving at the destination, at the start of the services with Europamundo and it expires when the circuit arranged by our company has ended. Consequently, it does not include incidents during flights or stays before or afterwards that have not been booked with our company. Detailed information on the General Terms and Conditions and exclusions of the policy is available here and on My Trip or it can be requested from Europ Assistance España S.A. de Seguros y Reaseguros.

Procedure to follow: in the event of requiring assistance, contact the guide so that he/she can start the formalities. If this is not possible, contact the insurance company directly so that it can provide the assistance. The 24-hour centralised assistance office telephone number of EUROP ASSISTANCE is: Telephone: (+34) 915949653

Guarantees	Cover
Medical expenses (excess amount of €50 per claim, payable by the insured person).	3000 €
Dentistry expenses.	60 €
Extended hospitalisation due to illness or accident.	€80/day. Max. 10 days
Transfer of sick and wounded persons.	Unlimited
Transfer of mortal remains.	Unlimited
Return of accompanying insured persons.	Unlimited
Sending of medicines abroad	Included
Travel of one person to accompany the hospitalised insured person.	Unlimited
Accommodation and allowances for the person accompanying the hospitalised insured person.	€80/day. Max 10 days
Return of the insured person in the event of the death of a relative.	Unlimited
Search for and location of luggage.	Included
Sending of urgent messages (arising from guarantees).	Included
Loss, damage and theft of luggage.	€30/ item Max. €300
Delayed luggage attributed to Europamundo exceeding 12 hours.	100 €
Accident insurance - death caused by an accident during trip.	2500 €
Accident insurance - disability caused by an accident on the trip.	6000 €

This insurance has limited cover and does not include important aspects such as electronic equipment, loss, theft, breakage or minor damage (handles/ scratches/ wheels) to luggage, cash, jewels or valuable goods, even if they are in hotel rooms / ship cabins. If your luggage is worth more than the inclusion cover, we suggest you declare it before starting the tour and take out extra insurance that provides additional cover.

Europamundo declines all responsibility in cases in which the insurance company considers that the policy does not cover the expenses claimed by the passenger, regardless of the reasons.

Europamundo advises all its clients to take out additional insurance with additional cover than the one included in our tours. Please ask your travel agent.

COMPLAINTS

In the event of any breach of the contracted services, Europamundo requests that passengers ask our accompanying tour guide or correspondent representative for a written note that specifies the aforementioned failure. In the event that this is not feasible for one reason or another, please let us know as soon as possible about the infringement that has been noted so that we can try to find a quick solution to the problem. Europamundo guarantees that it will respond to all written reports and complaints that are received within 40 days following the date that the trip is completed, through the operator that made the sale in the country of origin. Europamundo will not deal with complaints that are received after the specified date, given the difficulty of making the appropriate inquiries after a long period of time has elapsed.