

GENERAL CONDITIONS

ORGANIZATION

The technical organization of the trips included in this site, and others requested as tailor-made are the responsibility of Efra Travel Sagl, domiciled in via Luigi Canonica 6, 6900 Lugano.

RESPONSIBILITY

Efra Travel Sagl declines its responsibility for any and all problems resulting from acts of God or force majeure (strikes, disturbances, quarantines, wars and natural phenomena); modifications, delays and / or cancellation of air travel due to technical, mechanical and / or meteorological reasons, as well as governmental decisions, acts of terrorism, robberies, thefts and other events over which Efra Travel Sagl has no forecasting or control power. Any personal expenses caused by such circumstances are the passenger's sole responsibility.

PRICES

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 force majeure. Whenever there is a change in the price of the trip, the customer will be informed immediately and invited to accept the increase verified or cancel the subscription, within the time limit set for it, under the same terms and conditions as those set out in the heading "IMPOSSIBILITY OF COMPLIANCE".

CHANGES IN DATES

Whenever possible, if a customer, registered for a particular trip wishes to change his registration for another trip or to the same with departure on a different date, or make changes of data (names, type of apartment), Efra Travel Sagl will do the possible to satisfy the passenger. If it is not possible to make the change, the customer will be subject to the expenses and charges provided in the "CANCELLATION" section.

TRAVEL DOCUMENTS

As the passport is a personal document, each passenger must have his / her legalized, visa and consular visas for all countries that require a visa. Defective documentation and lack of visa will be the sole and exclusive responsibility of the passenger. Unaccompanied minors, or in the company of only the father or mother, will need authorization from the other parent to travel abroad.

SAFETY & INSURANCES

Because baggage values and life, physical integrity and health values are strictly personal and since Efra Travel Sagl is completely unrelated to the scope and level of coverage of insurance carried out by transport and hotel companies, we recommend that passengers contract insurance in the company of their choice, including travel cancellation coverage for reasons of *force majeure*. Traveling to the European Union requires proof of means of subsistence in that

territory during the period of travel, as well as a health insurance with the amount of money required to travel to Europe (check with your embassy), which is the responsibility of the passenger.

RESPONSIBILITY ON VALUES

Efra Travel Sagl is not responsible for theft, lost or forgotten documents or any personal valuables that occurred during the trip. We recommend that you ask the hotel about the existence of safes to keep the valuables and remember to keep your suitcase always locked. Never leave your belongings unattended, whether at the hotel or on the street.

CHANGES IN THE PROGRAM

Whenever necessary, the organizing agency can change the order of the routes, modify the departure times or replace any of the hotels provided by others of similar category. If unforeseen circumstances make it necessary to suspend any travel, customers will always be entitled to reimbursement of the amounts paid.

IMPOSSIBILITY OF COMPLIANCE

If for reasons not attributable to the organizing agency Efra Travel SAgI is unable to fulfill some essential part of the program or if the company is forced, in order to make the trip feasible, to add some service or to increase the duration of another already planned, including lodging, the customer is entitled to cancel its inscription, being reimbursed of all sums paid or, alternatively, accepting a change proposed in the program and price change.

If the said facts that are not attributable to the organizing agency determine the cancellation of the trip, the client may also choose to participate in another organized trip of equivalent price. If the arranged trip proposed in substitution is of lower price, the customer will be refunded of the respective difference. In no case shall Efra Travel be liable for non-compliance or deficient compliance if it is due to situations of *force majeure* or, if fortuitous, caused by abnormal and unforeseeable circumstances, unrelated to the person invoking them, the consequences of which could not have been avoided in spite of all the steps taken, and 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. In the cases not included in the previous point, the non-provision of services provided in the travel program for causes not attributable to the organizing agency, and if it is not possible to replace them with equivalent services, gives the customer the right to be reimbursed for the difference between the price of the services provided and those actually provided.

CANCELLATION BY THE OPERATOR

Efra Travel Sagl reserves the right to cancel any trips, in case of *force majeure*. In these cases, the client will be informed by writing about the cancellation within 60 days in advance, and in this case, there will be no civil liability of the operator for terminating the tour. In case of cancellation by the operator, as it is an unconfirmed program, the refund of the amount paid will be made in full.

HOTELS

The hotels mentioned are subject to change. Efra Travel Sagl may replace hotels listed by others of similar category, at its discretion, always seeking to safeguard the safety and comfort of passengers. If passengers cannot be accommodated in the city mentioned in the

itinerary, due to *force majeure*, they will be accommodated in equivalent category hotels in nearby towns. All prices are based on double room's accommodation, in standard rooms type, with private bathroom. In most hotels accommodation is based on 2 single beds or 1 large bed per room. The type of bedding will not be guaranteed on the booking confirmation as the apartment is only designated upon arrival at the hotel.

TRANSFERS

Transfers do not always include assistance; sometimes there will only be the car with driver, including the transport of one suitcase per person. The driver only stays at the airport until 60 minutes after the scheduled time of landing. If passengers have any problems with immigration or with baggage, they must proceed to the hotel by their own means, and there is no refund for the unused transfer.

LUGGAGE IN LAND TRANSPORT

In land transfers and excursions, passengers will be entitled to carry a medium-sized suitcase weighing up to 23 kg, in addition to carry-on baggage. The excess volumes will be entirely the responsibility of the passenger and in case of incapacity to be loaded in the bus, van or car, will not be accepted.

MEALS

On request, Efra Travel can reserve, for a fee, the meals at the restaurants. However, the agency is not liable for mistakes, cancellations or modifications by the restaurants.

SCHEDULES

In the organized trips it is essential to meet the schedules indicated by the person in charge of the trip, be it the Guide or the Tourism Driver. Delays can result in the loss of scheduled visits, which in most cases will be unrecoverable. Check the times with your Tour Guide or Driver. In all means of transport there may be delays resulting from technical or other reasons related to the means of transport, third party means of transport or natural causes. The person in charge of the trip will not be able to wait for passengers delayed, jeopardizing the program of other people. All expenses to reintegrate the trip will be the responsibility of the passenger.

RESERVATION AND PAYMENTS

Reservation for our tours will be accepted against the payment of the total price of the program. 50% of the amount needs to be paid when the proposal is accepted, the remaining balance (50%), 40 days before arrival.

Bookings made and confirmed less than 40 days prior to the departure must be accompanied by full payment. Efra Travel reserves the right to cancel any reservation whose payment has not been made under the conditions mentioned above.

Payments may be processed as bank transfers.

CANCELLATION

In case of cancellation by the passenger, the following cancellation fees will be strictly charged:

1. Cancellation until 40 days before arrival..... 50%
2. Cancellation from 39 days before arrival..... 100%

To these values will always be added any cancellation fee or penalty charged by the Airlines and / or Maritime Company, or by the hotels and other terrestrial suppliers. The amounts of these taxes increase substantially as the cancellation happens closer to the date of departure, and can reach 100% of the total value. In certain cases, especially in reservations for prime dates such as holidays and peak season, these fees or may be charged in the event of any cancellation made after the payment or the deposit. A forecast of possible penalties will be provided upon request. In case of cancellation after the start of the trip, we cannot guarantee any return.

CLAIMS

Claims can only be considered provided that they are submitted in writing and within a period inferior to 20 days after the end of the services provided. They can only be accepted as long as they have been participated to the suppliers of the services (carriers, hotels, local agents, etc.) during the course of the trip or stay, requiring them the documents proving the occurrence.

PERSONAL DATA

The entity responsible for the processing of personal data is Efra Travel Sagl.

Efra Travel Sagl has designated a Data Protection Officer who can be contacted directly through a letter sent to Efra Travel, via Luigi Canonica 6, 6900 Lugano, Switzerland or to the e-mail address fs@efratravel.com.

The personal data of Longitude9 Customers are treated as necessary for the celebration and execution of the contract of service, the fulfillment of legal obligations imposed on Efra Travel Sagl, the pursuit of Efra Travel's legitimate interests or because they have been the object of consent. The data identified in the Customer Data Sheet as being mandatory supply are indispensable to the provision of services by Efra Travel Sagl. The omission or inaccuracy of this data or other information provided by the Customer is entirely his responsibility.

The data provided by the Client or generated by the use of the service will be processed and stored in a computerized way, being used by Efra Travel Sagl for: marketing and sales, customer management and service rendering, accounting, tax and administrative management, fraud detection, revenue protection and auditing, network and systems management, security control of information and physical security, operator management and compliance with legal obligations.

The processing of data for marketing purposes will be done according to the option of consent manifested by the Client. 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.

The personal data of the Client may be included in the database of Customers of third parties, affiliates and service partners, when they are contracted by Efra Travel Sagl.

Efra Travel Sagl may use subcontractors for the purposes of processing 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 rights of the holder. In certain circumstances, certain personal data may have to be reported to public authorities, such as tax authorities, courts and security forces.

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.

Efra Travel Sagl may record calls established for commercial transaction proof 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.

The Client is guaranteed the right of access, rectification, opposition, erasure, limitation and portability of his personal data. The exercise of the rights may be requested by written request sent to Efra Travel Sagl at info@efratravel.com