

(!The traveller undertakes to have the passport valid for at least 6 months after the end of the trip (Turkey, Egypt and other non-EU states) (passport valid for a period of 12 months can also be required in certain countries). Contact our consultants for exact information. Tour operator shall not be liable for the decisions taken by border and migration services in respect of the traveller.

1. CONTRACTUAL OBLIGATIONS

1.1 Tour operator shall undertake:

1.1.1. To organise a tourist trip for the traveller(-s) according to the program specified in a catalogue or other tour describing material, or, if the tour program specified in a catalogue or other tour describing material has been amended before the signing of this contract, according to modified program. Catalogue or other tour describing material or modified program, "Travel information and advices", basic terms and conditions for the carriage of passengers and luggage by charter, the rules of the particular air carrier and the description of the hotel are an integral annex to the contract. The latest and updated information is published on the tour operator's website www.novaturas.lt. An organized tour by the airplane can be performed on a charter or regular flight. Air carrier Getjet Airlines can operate the charter flight. The following air carriers can operate regular flight: Ryanair, Wizz Air, Turkish Airlines, Lufthanza, Air Baltic, Ukraine International Airlines, Finnair, etc

1.1.2. To inform about the cancellation of tour in writing if the minimum number of travellers is not reached at least:

1.1.2.1. 20 days before the beginning of tour, if the tour duration is more than 6 days;

1.1.2.2. 7 days before the beginning of tour, if the tour duration is between 2 and 6 days;

1.1.2.3. 48 hours before the beginning of tour, if the tour duration is less than 2 days.

The minimum number of travellers for a tour by charter flight is equal to 80 percent of passenger places on appropriate airplane and 25 travellers on a bus trip. The minimum number of travellers for sightseeing tour by plane is 15 travellers. If the other minimum number of travellers, indicated in the annexes to the chartered trip description, is specified, the latter shall be valid.

1.1.3. To provide the traveller in writing with necessary receipts, coupons, tickets, accurate and non-misleading information about the planned departure date and registration term, if applicable, as well as planned waiting time at intermediate stops, transport connections and arrival in the same for as contract conclusion or toher form selected by the traveller; border procedures and visa procedures for the countries where the traveller arrives, epidemiological status, immunoprophylaxis requirements to be met during a trip for the countries where the traveller arrives.

1.1.4. To provide general information on the passport and visa requirements of the travel country, including the approximate duration of the visa issuance process and information on health formalities (information on the epidemiological status in the countries of destination, mandatory and recommended preventive measures, information on procedure of health insurance registration) or provide links to the named information. Information or links to official websites containing such information shall be posted on the tour operator's website www.novaturas.lt and / or in Annexes to this Contract.

1.1.5. To provide information on the health, life, missed travel risks and other insurances before signing the Contract.

1.1.6. Ensure that all the services specified in the Contract are provided to the Traveller (s), respecting the Traveller's legitimate expectations, whether those services are to be provided by the tour operator itself or by other tourism services providers.

1.1.7. If possible, to provide the Traveller before the trip, and if there is no such possibility, at the beginning of the trip, in writing: the name of the travel agent's representative, address, telephone number and e-mail address of local agencies or agents where the Traveller could seek help. If there are no such agencies or agents, to provide the Traveller a phone number that he/she could call in an emergency or information that would help him/her contact the tour operator. If minors go on a trip, to provide parents or carers with information that will allow them to contact the child or the responsible person directly at the child's location.

1.1.8. To use personal data provided by the Traveller(s) only for clearing travel documents and booking of travel services. The tour operator shall be entitled to transfer this data to travel sales agents and/or contractual partners for the proper execution of Contract. The tour operator shall be entitled to obtain the personal data provided by the Traveller(s) from travel sales agents (contractual representatives) and/or contractual partners. Upon signing the present Contract, the Traveller gives the tour operator an irrevocable consent concerning the processing of personal data and their transfer to third parties to implement the obligations set forth in this clause. In other cases, the personal data of the Traveller(s) may be transferred to third parties under the procedure of applicable legislation only. If the Traveller(s) has (have) given his/her (their) consent, personal data may also be collected and used for the purpose of the NOVATURAS loyalty program and sending information about NOVATURAS trips.

1.1.9. To provide the Traveller in trouble with necessary assistance without undue delay during the trip and in case of force majeure circumstances:

1.1.9.1. to provide the respective information about health care services, local state authorities and consular assistance;

1.1.9.2. to help the traveller to use mobile communication devices;

1.1.9.3. to help and find the alternative travel services.

1.2 In this Contract, a Traveller is a natural person who has concluded a Contract with the tour operator or any natural person(s) on whose behalf the contracting party buys an organized tourist trip and assumes all rights and obligations under the Contract (other beneficiaries) or any natural person to whom the contracting party or any beneficiary transfers his right to travel

1.3. The Traveller(s) shall undertake:

1.3.1. When concluding a Contract for air leisure/skiing travel, if more than 4 weeks remain before the beginning of trip, to pay an advance payment of 20% for an airplane leisure/skiing trip and pay the balance no later than within 4 weeks before departure. When concluding a Contract, if less than 4 weeks remain before the beginning of air leisure/skiing travel, to pay the full price for the trip by air immediately. When concluding a Contract for exotic leisure (Seychelles, Indonesia (Bali), Thailand (Bangkok, Phuket), Vietnam (Ho Chi Minh), Cuba (Havana), Mexico (Cancun) Tanzania (Zanzibar), Mauritius) air travel, if more than 6 weeks remain before the beginning of trip, to pay an advance payment of 20% for an exotic leisure airplane trip and pay the balance no later than within 6 weeks before departure. When concluding a Contract for exotic leisure air travel, if less than 6 weeks remain before the beginning of air travel, to pay the full price for the trip immediately. When concluding a Contract, if more than 4 weeks remain before the beginning of sightseeing tour by bus, to pay administrative fee of EUR 40 per person for the creation and servicing of a travel booking **that is included into the total price**, and pay the balance no later than within

4 weeks before departure. When concluding a Contract, if less than 4 weeks remain before the beginning of sightseeing tour by bus, to pay the full price for the trip by air immediately. When concluding a Contract for exotic sightseeing tours (India, Sri Lanka, Vietnam, Azerbaijan, Thailand, Australia) by airplane, if more than 6 weeks remain before the trip, to pay administrative fee of EUR 80 for exotic sightseeing trip by airplane per person for the creation and servicing of a travel order, **that is included into the total price**, and pay the balance no later than within 6 weeks before departure. When concluding a Contract for exotic sightseeing tours by airplane, if less than 6 weeks remain before the trip, pay the full price for the trip immediately. When concluding a Contract for sightseeing tours by airplane, if more than 4 weeks remain before the trip, to pay administrative fee of EUR 80 for exotic sightseeing trip by airplane per person for the creation and servicing of a travel booking, **that is included into the total price**, and pay the balance no later than within 4 weeks before departure. When concluding a Contract for sightseeing tours by airplane, if less than 4 weeks remain before the trip, pay the full price for the trip immediately. If a Traveller refuses to travel, the administrative fee paid by him/her is considered as remuneration to the tour operator for the creation and servicing of the travel order and is not refunded to the Traveller in the cases specified in clause 2.2 of this Contract. During the campaigns announced by the tour operator, another procedure for payment may be set for services and the Traveller must comply with it. After signing a contract for an organized tour, the Traveller can pay for the trip directly to the tour operator. A Traveller must transfer the money to the account of the tour operator, specifying the travel order number, surname, travel direction and date of travel. When purchasing a trip by instalments, the Traveller must comply with the relevant payment procedure provided for in the Contract. If the Traveller travels on a regular flight, the flight ticket payment procedure established by the particular carrier shall be applied. It may be required to pay the flight ticket price immediately after booking. If a tourist purchases additional services (e.g. priority boarding, registered baggage, etc.) when booking a regular flight, may be required to pay not only for the flight ticket but also for additional services immediately after the booking.

1.3.2. To provide all information and documents required by the tour operator to complete this Contract; to arrive on time on the specified primary and departure places indicated by the travel guide (if the travel guide's service is provided for in the Contract), including intermediate ones; to follow the operator's instructions regarding the execution of the trip or its separate parts; to follow public order, rules for international carriage of passengers, the procedure for the carriage of luggage and the quantity, number and prohibition of imported goods. To follow the instructions of the border and customs services. When travelling with minor children, the Traveller must follow the requirements of the description of the procedure of the child's temporary departure to foreign countries not belonging to the Schengen area approved by the Government of the Republic of Lithuania.

1.3.3. To cover any damage caused during the trip (damage to hotel inventory, vehicles, etc.). If a minor causes the damage, the responsible person must cover all damages. If the Traveller admits the fault and agrees to compensate the damage, it must be compensated on the spot. If the Traveller does not admit the fault, the tour operator has the right to recover damages in accordance with the procedure established by legal acts of the Republic of Lithuania. A Traveller is not required to compensate the damage caused by force majeure.

1.4. ATTENTION! Disabled persons or persons with reduced mobility who may require special assistance during an air journey must agree on the seating arrangement with the actual air carrier or tour operator before purchasing a ticket or organised tourist trip package. Different airlines also treat people with visual, hearing or mental disabilities as persons with reduced mobility. Thus, persons with reduced mobility, or their representatives and representatives of children travelling without adults, must inform the actual air carrier or tour operator, because, for security purposes, maximum 2 passengers with reduced mobility and 4 children travelling without adults can travel in one airplane. In some cases, a person's mental, emotional, physical or other medical condition may adversely affect both the Traveller and other travelers (persons with special needs, pacemakers, oxygen apparatus, heart disease, preparing for surgery, etc.) during the flight. Therefore, these tourists must consult with their doctors prior to concluding organised tourist trip contract and obtain their permission or recommendations for travel, while assessing the potential risks during the trip. In the absence of warning of a medical condition or potential risk and agreement with the operating air carrier or tour operator on the flight, the Traveller assumes all possible risks and adverse consequences of such behaviour. It should be noted that under the general conditions of carriage of passengers and luggage by different airlines, the carrier has the right to refuse carriage of such passenger. Disabled persons and persons with reduced mobility are also advised, during a pre-contractual relationship, to ascertain directly with the travel agent or the tour operator whether a particular hotel and the facilities surrounding the hotel will provide appropriate conditions for recreation and is adapted for disabled persons.

1.5. The Traveller, the main party of this Contract, must inform other travellers - the beneficiaries that the tourist trip is organized only under the conditions specified in this Contract, all travellers must comply with all terms and conditions of the Contract and the traveller must submit them with all information sent by the tour operator after contract conclusion.

2. RIGHT TO WITHDRAW FROM THE CONTRACT

2.1. Traveller has the right to withdraw from the Contract at any time before the trip.

2.2. If the traveller withdraws from the Contract, the tour operator may require the traveller to pay the reasonable contract cancellation fee set forth in the contract. The parties agree that the amount of the loss due to the Contract cancellation by Traveller, depending on the time of the cancellation, is the following:

For leisure/skiing travel by air:

Time of termination of the Contract	Amount as percentage of travel cost
more than 28 days before departure	20%
11-28 days before departure	50%
6-10 days before departure	80%
less than 5 days before departure	100%

For exotic leisure travel by air:

Time of termination of the Contract	Amount as percentage of travel cost
more than 42 days before departure	20%
30-42 days before departure	50%
15-29 days before departure	80%
less than 14 days before departure	100%

For sightseeing tours by bus:

Time of termination of the Contract	Amount as percentage of travel cost
more than 28 days before departure	The advance payment is not refundable for Traveller (EUR 40 per person)
21-27 days before departure	50%
10-20 days before departure	80%
less than 9 days before departure	100%

For sightseeing tours by air:

Time of termination of the Contract	Amount as percentage of travel cost
more than 40 days before departure	The advance payment is not refundable for Traveller (EUR 80 per person)
31-39 days before departure	50%
15-30 days before departure	80%
less than 14 days before departure	100%

For weekend sightseeing trips by plane:

Time of termination of the Contract	Amount as percentage of travel cost
more than 28 days before departure	The advance payment is not refundable for Traveller (EUR 80 per person)
21-27 days before departure	50%
10-20 days before departure	80%
less than 9 days before departure	100%

For exotic sightseeing tours by air:

Time of termination of the Contract	Amount as percentage of travel cost
more than 60 days before departure	The advance payment is not refundable for Traveller (EUR 80 per person)
30-59 days before departure	50%
15-29 days before departure	80%
less than 14 days before departure	100%

If the Traveller refuses to travel by regular flights, the flight fares are not refunded.

2.3. The traveller is entitled to terminate the contract and do not pay the contract cancellation fee in the following cases:

2.3.1. if the tour operator amends the travel terms and conditions before the trip and the traveller does not agree with amendments of contractual terms and conditions proposed by tour within the reasonable period determined by the tour operator, when:

a) the tour operator is forced to amend any of the main travel services and (or) peculiarities essentially before the trip;
b) the tour operator cannot fulfil the special traveller requirements set forth in the contract;

c) the tour operator proposes to increase the travel price by more than 8 percent in accordance with Article 6.7521 of the Civil Code of the Republic of Lithuania (hereinafter – Civil Code).

2.3.2. if the contract cannot be executed due to disadvantages specified by the traveller and the tour operator fails to eliminate the disadvantages within the reasonable period determined by the traveller. In cases specified in Part 3 Article 6.7521 of the Civil Code, the traveller may request to reduce the travel price or compensate the material and non-material damage;

2.3.3. if force majeure circumstances appear in the travel destination or nearby, due to which the travel execution or delivery of travellers to destination is not possible. In such case, the traveller is entitled to request to compensate money paid for the travel, but he/she is not entitled to receive additional damages.

2.4. The tour operator has the right to withdraw from the Contract before the trip, refund all paid amounts to the traveller and compensate the damage of traveller, except the cases specified in Item 2.5.

2.5. If the tour operator terminates the contract, the traveller's damage is not compensated in the following cases:

2.5.1. the number of travellers is less than the minimum number of traveller specified in Item 1.1.2 and the traveller has been informed about it under the procedure set forth in Item 1.1.2;

2.5.2. the tour operator cannot execute the contract due to force majeure and it informs the traveller about contract termination immediately and before the trip.

2.6. When the tour operator or travel agent incurs an obligation to return all or part of the money paid for the trip to the Traveller, the money is refunded to the account specified by the Traveller within 14 days from the date of termination of the Contract.

3. AMENDMENT OF CONTRACT PRICE AND TERMS AND CONDITIONS

3.1. After the conclusion of contract, the tour operator has the right to increase the cost of the trip. The tour operator shall inform the Traveller on a durable medium of the price increase in a clear and understandable manner at least 20 days before the start of the trip, indicating the reasons for the price increase and the calculation method of price increase.

If the increase in the price of the trip exceeds 8 percent of the final cost of the trip, the Traveller has the right to terminate the contract or to choose an alternative trip offered by the tour operator.

3.2. An increase in the cost of trip is only possible if it is directly caused by changes in: the cost of tourist transporting due to the cost of fuel or other energy sources; the size of the services included in the contract, the associated fees or charges (e.g. tourist fees, airport fees, etc.) applied by third parties not directly involved in the trip; exchange rate of the currency involved in the trip.

3.3. After the conclusion of contract, the Traveller shall have the right to demand a reduction in the cost of travel in the following cases: reduction of the costs specified in clause 3.2 of the contract after conclusion of the contract, but before the start of the trip; improper performance of the contract, unless the tour operator proves that the contract is executed incorrectly due to the fault of the Traveller; the alternative services offered result in a lower quality of the trips than it is specified in the contract; if the tour operator cannot reasonably offer alternative services or the Traveller refuses them according to the Civil code 6.754 (5); if, due to the deficiencies specified by the Traveller, the contract cannot be continued, and the tour operator does not remedy the deficiencies within a reasonable period determined by the tourist. If the cost of the trip is reduced, the tour operator shall have the right to deduct the actual administrative costs from the amount refundable to the Traveller. At the request of the Traveller, the organiser must provide a justification for such administrative costs.

3.4. The tour operator before the start of the trip has the right to unilaterally modify other terms and conditions of the contract only if all the following conditions are met: the amendments are not substantial; the tour operator has provided the Traveller with information on the changes on a durable medium in the form requested by the tourist in a clear and understandable manner. The tour operator shall, without unjustified delay on a durable medium, provide the Traveller in a clear and understandable manner information on: the proposed changes to the contract; a reasonable time limit for the Traveller to inform the tour operator on his/her decision; the consequences, if the Tourist does not respond within the time limit set by the tour operator; the alternative trip and its price, if any such trip is offered. The Traveller has the right by own choice to accept, within a reasonable time limit specified by the tour operator, the changes to the terms of the contract proposed by the tour operator or to terminate the contract without paying the termination fee. After the Traveller terminates the contract, the tour operator may offer the tourist another trip of equivalent or higher quality. If he changes in the contract or alternative travel result in a decrease in the quality or cost of the trip, the Traveller is entitled to claim a refund of the difference in the reduced price.

3.5. After the conclusion of the contract, any clause of the contract may be amended by written agreement of both parties.

3.6. The traveller is entitled to change the travel sales agent representing the tour operator only due to the material breach of this contract by travel sales agent. The traveller must inform the tour operator about such breach in writing immediately.

3.7. A tourist wishing to choose flights which are not linked by logical connections (e.g. flight to the place is in the morning, and there is a wish to come back by the last evening time flight) and having booked additional service "A possibility to choose flight" will be able to change one flight included in the tour package with another. The fee of the service is 50 EUR a person and this service needs to be booked by all the tourists of the agreement. The service is only valid in the directions where there is more than one flight a day and only when there are vacancies in a desired flight. Having purchased the above-mentioned service and wishing to find out about the possibility of its implementation, the tourist has to address a travel agent servicing him/her or appointed to him/her.

4. CHANGE OF THE CONTRACTING PARTIES

4.1. Any Traveller of this Contract is entitled to transfer his/her right to travel to a third party (taking the trip), who will acquire all the rights and obligations of the Traveller under the contract, at least 7 days before the start of the trip and after reasonable notification of the tour operator.

4.2. In cases where such transfer is contrary to the rules of the person assisting the tour operator (i.e., if during the time remaining before the beginning of the trip it is not allowed to book a seat in a vehicle, hotel and (or) obtain a visa on behalf of a new person), the amendment of the contracting party (partise) is not possible.

4.3. Such transfer must be executed under the Contract that complies with the requirements of the Civil Code with the third person, taking the trip. The person taking the trip, having concluded the Contract, or the Traveller, who has transferred the trip, must notify the tour operator in writing thereof and transfer the information and documents necessary for the proper execution of this Contract with regard to the person taking the trip. The Traveller transferring the trip and the third party (taking the trip) are solely liable to the tour operator for paying the travel costs and expenses associated with the transfer of the right to travel. The Parties agree that the cost of travel transfer is at least EUR 50 per person, if this transfer is possible. In cases where the transfer is possible, but the person whose assistance the tour operator uses has fixed the appropriate fee, the transfer may be made only after the relevant fee has been paid by the Traveller (s). On Traveller's request, the tour operator must provide an estimate of extra costs for the change of contract parties. If the transfer is not possible due to the reasons mentioned in clause 4.2 above or for other reasons, the Traveller has the right to terminate the Contract by paying the cancellation fee provided for in clause 2.2.

4.4. The terms and expenses for the transfer of travel indicated in clauses 4.1-4.3 of the Contract are not available for sightseeing trips by airplane and exotic sightseeing tours. A Traveller who has acquired a sightseeing trip by airplane has the right to transfer his right to travel to a third person who fulfils all conditions of the Contract, at least 28 days before the beginning of the travel, and at least 42 days before the beginning of the travel upon purchase of an exotic sightseeing travel. The Parties agree that the cost of sightseeing travel by airplane and of exotic sightseeing travel transfer shall be at least EUR 60 per person if this transfer is possible. If less days remain before the beginning of the sightseeing travel by air or exotic sightseeing trip than the deadline specified in this clause, the change of contractual parties is available only when it is possible under the rules of the air carrier. In such case, the Traveller must pay the air carrier's fixed fee for the change of passenger data (name, surname, etc.).

4.5. If a Traveller travels on a regular flight and wishes to transfer a trip to a third party, the Traveller must pay the carrier's fixed fee for the change of passenger data (name,

surname, etc.) (where it is possible to transfer flight tickets to a third party under the air carrier's rules).

4.6. The Traveller transferring the right to the trip and the other person shall be jointly and severally liable to the tour operator for the payment of the trip price and the costs associated with the transfer of the right to the trip.

5. TRAVEL AMENDMENT

5.1. A Traveller who has acquired a leisure travel by air has the opportunity to amend the travel date, duration, hotel and / or type of the room, travel direction and / or season at least 14 days before beginning of travel. In this case, the following rates are applied:

Time of travel amendment	Travel amendment fee (per person)
at least 21 days before departure	40 Eur
at least 14 days before departure	60 Eur

5.2. Making a reservation of recreational/exotic recreational tour by plane, having booked additional service "A golden opportunity to change tour", a tourist has a possibility to change the date, duration of the tour, hotel, the type of room and/or tour direction, season one time when: no less than 28 days are left until the departure of the recreational tour; no less than 42 days are left until the departure of the exotic recreational tour. In this case, a trip amendment fee of EUR 15 per person is applicable.

5.3. If travel date, duration, hotel, room type and / or direction, season is amended according to clauses 5.1-5.2, the travel price is recalculated to the prices and conditions valid on the day of change.

5.4. The conditions of the change of tour indicated in clause 5.1 of the agreement are not applied for exotic recreational tours by plane, whereas the conditions of the change of tour indicated in clauses 5.1 and 5.2 are not applied for skiing tours by plane, cognitive tours by bus and plane, weekend trips and cognitive exotic tours.

5.5. Amendment of the travel according to clauses 5.1-5.2 is possible only if other dates / durations / hotels are possible and seats on flights are available, etc. The number of people travelling and persons travelling (their names and surnames) cannot be amended.

5.6. When purchasing the service specified in clause 5.2 without taking advantage of it, the price of the service is not refundable. For exact information about the services, please contact our consultants or search at www.novaturas.lt.

6. LIABILITY FOR IMPROPER EXECUTION OF THE CONTRACT

6.1. The tour operator shall be liable for any technical defects of booking system that occurred due to its fault during contract conclusion and any errors made during booking process. The liability is not applicable when the booking errors occurred due to the fault of traveller or force majeure circumstances.

6.2. The tour operator must provide the traveller in trouble with necessary assistance specified in Item 1.1.7 of the Contract without undue delay.

6.3. If the traveller requires assistance for reasons arising from deliberate acts or negligence on the part of the traveller, the tour operator is entitled the charge for provisions of such assistance. The charge amount cannot exceed the actual costs incurred by the tour operator.

6.4. The traveller must inform the tour operator about any case of contract non-execution or improper execution noticed during the travel without undue delay by the contact details specified herein and provide the reasonable period to correct the defects. If the defects have to be corrected immediately, the traveller is not required to specify the period.

6.5. If the services specified in the contract are not provided according to contract conditions, the tour operator must correct the defects specified by the traveller within the reasonable period, except when it is not possible if this would result in disproportionate costs, taking into account the extent of the defects and the value of the services provided improperly in the contract.

6.6. If the tour operator fails to correct the defects due to the reasons specified in Item 6.5 of the contract, the traveller is entitled to require the compensation of material and non-material damage without undue delay.

6.7. If the tour operator fails to correct the defects not due to the reasons specified in Item 6.5 of the contract, the traveller may correct them by himself/herself and claim the necessary expenses.

6.8. If the tour operator is not able to provide a large amount of services according to the contract or the service of traveller's return to place of departure is not provided as agreed, the tour operator must offer the alternative services to the traveller without additional costs and the quality of these services would be equivalent to or higher than the quality indicated in the contract in order to be able to continue the trip, if possible. When the offered alternatives make the trip quality lower than indicated in the contract, the tour operator must reduce the travel price accordingly.

6.9. If the offered alternatives are not similar to the services agreed in the contract or if the price reduction is inadequate, the traveller can refuse them.

6.10. If the insufficient compliance essentially affects the performance of the trip and the tour operator fails to correct the situation within the reasonable period determined by the traveller, the traveller can terminate the contract without paying the contract cancellation fee and require to reduce the price and (or) compensate the material and non-material damage.

6.11. If it is not possible to offer the alternatives or the traveller refuses the offered alternatives in accordance with Item 6.9, the traveller is entitled to price reduction and (or) compensation of material and non-material damage without termination of contract.

6.12. If the trip includes passenger transport service, the tour operator must ensure the return of traveller to initial place of departure by equivalent transport means or transportation to another location agreed by the traveller without additional pay, as well as refund the traveller for non-provided services in cases specified in Items 6.9 – 6.11 of the contract.

6.13. If the tour operator can not guarantee the return of a traveller as provided for in the contract due to force majeure, the tour operator must pay the costs for the necessary accommodation, the category of which is equivalent to specified in the contract, if possible, for the period of force majeure circumstances but no more than three nights for each traveller, except the cases, when the laws of legislation of the European Union specifies longer period (for instance, for limited mobility and their accompanying persons, pregnant woman and minors, as well as persons requiring special medical assistance, if the traveller informs the tour operator about his/her special needs no less than 48 hours before the trip).

6.14. The traveller is entitled to require to pay the material and non-material damage without undue delay in the following cases:

6.14.1. if the contract cannot be executed due to defects specified by the traveller and the tour operator fails to eliminate the defects within the reasonable period specified by the traveller;

6.14.2. if the tour operator cannot offer the alternative services for good reasons or the traveller refuses them in accordance with Item 6.9 of the contract;

6.14.3. in other cases specified in the Civil Code.

6.15. The tour operator is not liable for improper execution of the contract, if the tour operator proves the contract was improperly executed due to:

6.15.1. the fault of traveller;

6.15.2. the fault of third part or related to service provision under the contract and it was not possible to foresee or avoid such damage;

6.15.3. force majeure.

6.16. If the damage, except the damage due to death, health injury of the traveller, intentional damage or damage caused by gross negligence, is made to the traveller during execution of services provided in the contract, but this service is not provided by the tour operator, the liability of tour operator for such damage can be limited for triple price of the travel.

6.17. The right of the traveller to receive the damage compensation or right to priced reduction do not affect the rights of passengers in accordance with Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91 (OL 2004 L 046, p. 1), Regulation (EC) No. 1371/2007 of the European Parliament and of the Council on rail passengers; rights and obligations (OL 2007 L 315, p. 14), Regulation (EC) No. 392/2009 of the European Parliament and of the Council of 23 April 2009 on the liability of carriers of passengers by sea in the event of accidents (OL 2009 L 131, p. 24), Regulation (EU) No. 1177/2010 of the European Parliament and of the Council of 24 November 2010 concerning the rights of passengers when travelling by sea and inland waterway and amending Regulation (EC) No. 2006/2004 (OL 2010 L 334, p. 1), Regulation (EU) No. 181/2011 of the European Parliament and of the Council of 16 February 2011 concerning the rights of passengers in bus and coach transport and amending Regulation (EC) No. 2006/2004 (OL 2011 L 55, p. 1), as well as in accordance with international conventions.

6.18. The damage compensation paid by the tour operator or price reduction of the tour operator according to Item 6.14 of the contract and the damage compensation or price reduction paid to the traveller according to European Union legislation and international conventions specified in Item 6.17 are deducted from each other in order to avoid double damage compensation.

6.19. The material and non-material damage incurred by the traveller is compensated under the procedure set forth by the Civil Code.

7. GENERAL TERMS AND CONDITIONS

7.1. The Traveller's rights are protected by the Civil Code, the Law on the Protection of Consumer Rights, the Law on Advertising, the Law on Tourism and other laws and statutory legal acts, as well as the present Contract.

7.2. In the event of a conflict or dissatisfaction with the improper performance or non-performance of this contract during the trip, claims must be submitted immediately (without reasonable delay) in writing or on a durable medium to the representative of the tour operator or the tour manager or, in the absence thereof – to the tour operator.

7.3. Where the contract is concluded through a travel sales agent, the Traveller may submit notices, requests or claims directly to the travel sales agent, who shall transmit the notices, requests or claims to the tour operator without unreasonable delay. When the travel sales agent receives notices, requests or claims from the Traveller, they shall be deemed to have been received by the tour operator.

7.4. The tour operator must examine the Traveller's application free of charge and, if the tour operator does not agree with the Traveller's requirements, must provide the Traveller with a detailed written reasoned reply no later than 14 days after receiving the Traveller's application. At the request of the Traveller, the tour operator must provide the Traveller with documents or other evidence justifying the tour operator's response.

7.5. Internal procedure for the examination of claims by the tour operator:

7.5.1. Claims made by the Traveller during the trip are settled locally by communicating with the representative of the tour operator, and no written reply to the said claims is submitted to the Traveller.

7.5.2. In the event of failure to resolve the conflict locally, the Traveller can submit claims to the tour operator in writing by e-mail atsiliepipimai@novaturas.lt within three months from the date on which the Traveller became aware or should have become aware of the violation of his/her rights or legitimate interests.

7.5.3. A written claim signed by the Traveller or his/her representative must contain: the Traveller's name and surname, contact details (telephone number, address and / or e-mail address), date of the trip, destination, contract number, circumstances of the situation and supporting documents and evidence. If the claim is submitted by a person authorised by the Traveller, he/she must also submit documents confirming the Traveller's representation.

7.5.4. Upon receipt, review of the claim and observation of certain deficiencies, he/she has the right to request the Traveller to supply the missing information, documents or evidence by informing the Traveller or the person authorised by the Traveller in writing. In this case, the 14-day time limit for the submission of a written reply from the tour operator shall be calculated from the date of receipt of the correction of the deficiencies indicated.

7.5.5. The tour operator shall have the right to extend the time limit for the examination of the claim by informing the Traveller in writing if, for objective reasons, it is unable to examine the claim submitted and give a reasoned written reply to the claim within 14 days of the scheduled time limit.

7.6. The disputes concerning improper execution or non-execution of a Contract must be settled by the State Consumer Rights Protection Service at Vilnius g. 25, 01402 Vilnius, email: tarnyba@vvtat.lt, fax (8 5) 279 1466, website www.vvtat.lt in accordance with the procedure established by the Law on Consumer Protection of the Republic of Lithuania. The application can be submitted electronically via EGS platform <http://ec.europa.eu/odr/>.

7.7. Subsequent to the signature of this Contract, the substantive amendments to the Contract terms (the main part and the price of the agreed services) are possible only by written agreement of both parties.

7.8. The Contract is made in two copies - one for the tour operator and one for Traveller(s). All copies have the same legal force.

8. PROTECTION OF PERSONAL DATA

8.1. Providing travel services, the Tour Operator, as a data manager, collects and processes personal data of the tourist and people travelling with him (her), provided at the time of signing the contract, as well as other data relating to the provision of travel services. These data are subject to processing on the basis of the conclusion and performance of the contract, also when fulfilling the requirements of legal acts applicable to the Tour Operator and the provision of travel services. In case of refusal to provide such data, the Tour Operator has the right to withdraw the conclusion of the contract.

8.2. The Tour Operator processes the data in the manner prescribed by legislation, or to the extent necessary to achieve the processing objectives. The data may be transferred to the group of the enterprises of Tour Operator, as well as to partners, service providers or other third parties to the extent necessary to fulfil the contract or legal obligations of the Tour Operator, including the transfer of data to third countries outside the European Economic Area, in which the lower requirements may be applied to the data. The Tour Operator makes reasonable efforts to ensure proper measures for data protection.

The signing of the Contract does not guarantee that the reservation will be confirmed to the hotel selected by the Traveller. If the reservation is not confirmed, a separate notice will inform the Traveller. If the reservation is not confirmed, the signed contract for accommodation in a particular hotel is no longer valid. A Traveller has the right to choose an alternative travel option by concluding a new Contract with the tour operator. If the Traveller refuses to conclude a new Contract, the tour operator must return the money paid by the Traveller for the Contract that has been cancelled.

The citizens of foreign countries without visa-free travel agreement with the Republic of Lithuania who purchased a travel when the departure / return is from / to Lithuania require multiple (Schengen or national) visa valid for the period of travel (more information is provided at the website www.migracija.lt).

The present provisions of the organised tourist trip contract are binding the tour operator and all travellers. The Traveller confirms that he/she has fully understood the Contract submitted and understood all its provisions, as well as informed other travellers - beneficiaries that the tourist trip is organised only under the conditions specified in this Contract and all travellers must comply with all terms of the Contract.

Annexes of the contract: information and advice for travellers; travel description; program or other travel describing material / link to electronic document; information on the essential conditions for carriage of passengers and baggage by the operating air carrier (if the air travel is booked); general conditions for passengers and carriage. The traveller is informed about the tour operator's website www.novaturas.lt, which contains travel related information and the aforementioned contract annexes. The traveller confirms that he considers such information to be appropriate and acceptable. The annexes of the contract contain all travel related information: information on accommodation and means of transport, travel services, travel route, place of departure and arrival, time, places to visit, their epidemiological status, immunoprophylaxis requirements, currency exchange, procedure of the state border crossing and visa obtaining, restrictions on the entry of goods, information allowing direct contact with the child or the responsible person at the child's place (in the case of minors travelling alone), tour operator or travel agency, his/her telephone number and other contact details; received written information on the basic conditions for the carriage of passengers and baggage by the operating air carrier (in case of trip by air); was informed about the possibility of concluding insurance contracts (medical expenses, missed travel risks, accidents and/or others). The traveller is informed about the tour operator's website www.novaturas.lt, which contains travel related information and the aforementioned contract annexes. The traveller confirms that he considers such information to be appropriate and acceptable.

*The traveller confirms he/she is aware that the **tour operator carries out social responsibility initiatives or contributes to their implementation**; more information about current initiatives are available on the tour operator's website www.novaturas.lt; after having implemented the specific initiative, the tour operator will publish information about the amount of granted support, as well as essential information on how the said amount of money has been used in its website www.novaturas.lt; the amount granted by the traveller voluntarily for the tour operator's social responsibility initiatives is included in the cost of the services purchased under the present contract.*

The traveller is aware that after having made a partial or full payment for the services ordered under the present contract, he/she confirms that he/she is familiar with and agrees to these terms and conditions that are also published on the tour operator's website www.novaturas.lt.

I agree with the use of my personal data for "NOVATURAS" marketing purposes _____

(first name, surname and signature of the Traveller)

DETAILS OF THE PARTIES:

Travel agent / it's representative, representing tour operator

First name, surname _____

Signature _____

L.S.

The Traveller signing the Contract (main contractor)

First name, surname _____

Traveller's signature _____

L.S.

_____.
The Tour Operator has the right to contact the person by the specified phone number or email address in order to ensure that such consent was provided.

8.5. More detailed information on the processing of personal data, the rights of the data subject and the procedure for their implementation can be found in the Privacy Policy, officially published by the Tour Operator on the www.novaturas.lt, in the "Important Information" section or You can contact the Tour Operator official by email dpo@novaturas.lt for protection of personal data.

8.3. The tourist has the right to require that the Tour Operator allows to get acquainted with his (her) personal data being processed and, in order to correct or delete it, or restrict data processing, has the right not to agree that the data to be processed, also has the right to data portability and the right to provide appeal to the control institution.

8.4. A tourist, providing personal data of other tourists, including personal data of children and (or) data of special categories, confirms that the person or his (her) legal representative (for example, one of the parents, tutors) agrees to the provision and processing of data, also undertakes to provide them with the information specified in this contract, as well as in the Privacy Policy, officially published by the Tour Operator. Contact information of this (these) person (s):

FORM OF STANDARD INFORMATION PROVISION IN CASE OF ORGANISED TOUR AGREEMENT

1. The present form is mandatory to the tour operator and (or) travel agent by providing pre-agreement standard information, if the traveller acquires organised tour.

2. The tour operator and (or) travel agent must provide the traveller with information specified in Article 6.748 (1) of the Civil Code of the Republic of Lithuania prior to signing the organised tour agreement without pre-agreement standard information specified in a form.

If the organised tour agreement is concluded by transferring the traveller data to the other provider of tourism services, the information specified in the first part of this Item must be provided as much as it is related to their provided respective organised tour services.

3. The information provided in a form meets the content of forms specified in Parts A, B, C of Annex I of the Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015 on package travel and linked travel arrangements, amending Regulation (EC) No 2006/2004 and Directive 2011/83/EU of the European Parliament and of the Council and repealing Council Directive 90/314/EEC.

STANDARD INFORMATION FORM

The combination of tourism services offered to you is **organised tour** in accordance with the Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015 on package travel and linked travel arrangements, amending Regulation (EC) No 2006/2004 and Directive 2011/83/EU of the European Parliament and of the Council and repealing Council Directive 90/314/EEC (hereinafter – Directive (EU) 2015/2302).

Therefore, you will be able to exercise all EU rights applied for organised tours. **AB “Novaturas“ will be fully liable for proper execution of all organised tour.**

In addition, as required by law, AB “Novaturas“ has the necessary protection to return your paid money for the organised tour to you and ensure your repatriation (return to initial place of departure) if AB “Novaturas” becomes insolvent, when transport services are included in the organised tour.

More information about the essential rights according to Directive (EU) 2015/2302

Essential rights according to Directive (EU) 2015/2302:

The traveller must obtain all necessary information about the organised tour prior to conclusion of organised tour agreement.

- The tour operator is liable for proper provision of all travel services included in the Agreement.
- The emergency phone number or contact centre details must be provided to the traveller he/she can use to contact the tour operator or travel agent.
- The traveller can transfer the organised tour to another person by duly notice; it may result in additional costs.
- The price of organised tour can be increased in case of the present circumstances only:
- increase of specific costs (increased traveller transportation price due to fuel or other energy sources costs; the change of taxes or charges related to the services included in agreement and applied by third persons who are not directly involved in execution of organised tour; the change of currency exchange rate related to organised tour);
- such possibility of specific cost increase is clearly provided in agreement;
- the traveller is informed about it within at least 20 days before the start of organised tour.
- If the price increases more than 8 % of the total price of organised tour, the traveller can terminate the agreement. When the tour operator reserves the right to increase the price, the traveller has a right to pay lower price for organised tour, if the respective costs are lower.
- The traveller can terminate the organised tour agreement without paying the agreement termination fee and fully return all paid amounts in case of any significant change in any essential elements of the organised tour, except the price. If the tour operator responsible for organised tour cancels the organised tour prior to the start of organised tour, the traveller has a right to return the paid money and right to damage compensation in certain cases.
- In exceptional circumstances the traveller can terminate the organised tour agreement prior to the start of organised tour without paying the agreement termination fee, for instance, if there are serious security issues at the place of destination that may impact the organised tour.
- The traveller can terminate the organised tour agreement at any time prior to the start of organised tour by paying proper and reasonable agreement termination fee.
- If the essential services of the organised tour cannot be provided as agreed prior to the start of organised tour, the traveller must be offered with proper alternatives without additional costs. The traveller can terminate the organised tour agreement without paying the agreement termination fee if the services are not carried out according to agreement, it has a major impact on the performance of an organised tour and the tour operator fails to settle the issue.
- The traveller has a right to price reduction and (or) damage compensation, if the services of organised tour are not provided or provided improperly.
- The tour operator must provide assistance if the traveller faces difficulties.
- The amounts paid for the organised tour by the traveller will be returned in case of insolvency of tour operator. If the tour operator becomes insolvent after the start of organised tour that includes the transport services, the repatriation of the traveller must be guaranteed.

AB „Novaturas“ has taken care of protection in case of insolvency by insuring at ADB „Gjensidige“ Lithuanian branch.

The traveller may apply to competent institution – State Consumer Rights Protection Authority, Vilniaus g. 25, LT-01402 Vilnius, email: tarnyba@vvtat.lt, ph. +370 5 262 6751, if it is refused to provide the services in case of AB „Novaturas“ insolvency.

The Directive (EU) 2015/2302 can be found at:

<https://eur-lex.europa.eu/legal-content/LT/TXT/?uri=CELEX%3A32015L2302>

The signing traveller

Traveller's signature _____

Name, surname _____

CONDITIONS OF PROMOTIONAL OFFER OF TRAVEL SERVICES ACCORDING TO THE AGREEMENT FOR THE PROVISION OF TRAVEL SERVICES

(for leisure tours by plane for the summer of 2021, valid from 01/09/2020 until 31/12/2020)

1. Having ordered the tour in advance:

- 1.1. The initial fee is only EUR 50 per person.
- 1.2. We will provide the guarantee of the lowest price*.
- 1.3. We will present a "Golden opportunity to replace the tour"*** to each person who ordered leisure tour by plane during the promotion.
- 1.4. We will provide the opportunity to replace one tourist's name for another free of charge***.
- 1.5. You may choose from the largest range of resorts, dates, duration of the tour, hotels and rooms.

2. Validity of the promotional action

- 2.1. The most advantageous discounts and the most favourable terms for pre-purchase are available for leisure tours for summer 2021, purchased before 31/12/2020 (inclusively).

3. Terms of the pre-purchase promotional action:

- 3.1. The conditions of the discount of advance purchase are applied immediately paying the administrative charge of EUR 50 a person (child and/or adult) for forming order and service which is included in the total price of the leisure and exotic leisure tour. If a client refuses the tour, his/her paid administrative charge is considered to be a pay for tour operator for forming order and service and is not repaid to the tourist in cases indicated in clause 2.2 of the agreement of the package tour. Full price for leisure tour must be paid 28 days before the departure and for exotic leisure full price must be paid 42 days before departure. If there are less than 28 days for leisure tour and less than 42 for exotic leisure tour left till the commencement of the tour, total sum of the tour price must be paid at once, that is at the moment the agreement is concluded.
- 3.2. The terms of the pre-purchase promotional action will not be available if the tour or the corresponding terms of the travel services agreement are replaced after the expiration of the pre-purchase promotional action.

4. *Lowest price guarantee

- 4.1. We guarantee that, using the terms of the pre-purchase promotional action, you will purchase a leisure and exotic leisure tours by plane at the most favourable price offered by "NOVATURAS". We undertake to return the difference in price if the selected tour will be offered by "NOVATURAS" during the season at a lower price than during the preliminary purchase.
- 4.2. Terms of guarantee of the lowest price:
 - 4.2.1. Direction, time, duration of the tour, hotel, type of room and catering coincide, as well as other terms of the tour;
 - 4.2.2. The guarantee of the lowest price is available only for the leisure and exotic leisure tours by plane for the summer season of 2021, purchased before 31 December 2020, the description of which can be found on www.novaturas.lt;
 - 4.2.3. The guarantee of the lowest price does not have any effect in case of changing any terms of the agreement regarding the tour;
 - 4.2.4. The guarantee of the lowest price is available for the prices indicated in offer by "NOVATURAS".

5. ** Golden opportunity to replace the tour

- 5.1. A tourist who has purchased the leisure tour by plane for summer during promotional action will have the opportunity to change the date, duration of the tour, hotel, room type, route and/or season for free, but not later than 28 days before departure.
 - 1.1. A tourist who has purchased exotic leisure tour by plane (to Seychelles, Indonesia (Bali) during discount time, can change the date, duration of the tour, the type of a room, route and/or season free of charge, but no later than 42 days before departure.
 - 1.2. Replacing the tour, changes should be made according to the prices and terms valid for the day of the tour replacement.
 - 1.3. The number of travellers, as well as the names and surnames of them, cannot be changed.
 - 1.4. Tour can be changed only to another leisure/exotic leisure tour by plane, described in www.novaturas.lt.
 - 1.5. The service is not available in case of the cognitive tours by air, by bus, also for weekend tours.

6. *** Tourist's name change

- 6.1. The tourist who has acquired summer leisure tour by plane during the promotion will be able to change one tourist name free of charge, but no later than within 28 days before departure, if such change is possible.
- 6.2. If the tourist's name changes, the prices and terms valid at the time of booking the tour will be retained.
- 6.3. If after the tourist's name change, the type of accommodation or any other term of the contract changes, the price of the tour is recalculated according to the prices and terms valid on the day of the tour change.
- 6.4. The free change of one tourist's name applies only to the leisure tours by plane for the summer season of 2021, purchased before 31/12/2020 and described at www.novaturas.lt.
- 6.5. The free change of one tourist's name does not apply to exotic sightseeing tours by plane and bus, as well as weekend tours.

7. **** Possibility to choose a flight traveling to Turkey

- 7.1. This service is available free of charge to tourist wishing to choose flights which are not connected by logical connections (e.g.: a forward flight is in the east and a return flight is preferred at the latest evening time) and to replace one of the flights included in the package.
- 7.2. This service must be booked for all tourists specified in the agreement/reservation.
- 7.3. The service is valid only in those directions where there are more than one flight per day and only when there are vacancies on the desired flight.
- 7.4. In order to use this service and find out about the possibility of its implementation, the tourist must contact the travel sales agent who serves tourist or is assigned to tourist.

8. General provisions

- 8.1. The terms of this promotional action are special for the terms of the agreement for the provision of travel services. The provisions of the agreement for the provision of travel services shall apply to the extent that the legal relationships of the parties are not regulated by the terms of the promotional action.
- 8.2. The terms of this pre-purchase promotional action are available only for summer leisure tours by plane of "NOVATURAS" purchased before 31/12/2020 (inclusively).

The terms of this pre-purchase promotional action are mandatory for the tour organizer and all tourists. The tourist confirms that he (she) is thoroughly familiarized with the provided terms of the promotional action and understood them, and also informed other tourists – beneficiary parties about the terms of the promotional action.

Tourist, signing the agreement

Name, surname _____

Signature _____

**CONDITIONS OF THE FAVORABLE PAYMENT PROMOTION OF ORGANIZED TOURISM TRAVEL AGREEMENT
(summer leisure tours by plane in the summer of 2020, valid from 15/06/2020 to 31/10/2020)**

1. Terms of validity of conditions:

1.1. These conditions are applied for leisure tours by plane in the summer of 2020, bought **from 15/06/2020 to 31/10/2020 (inclusively)**.

2. Valid payment terms:

- 2.1. The terms of these conditions are available for leisure tours by plane in the case of a advanced payment of EUR 50 per person (child and (or) adult), which is included in the total price of the tour. The remaining price shall be paid 14 days prior to departure for leisure tours by plane. If there are less than 14 days left before the start of the leisure tour by plane, the total price of the tour shall be paid at once, i.e. on the day of signing (conclusion) the agreement for the provision of travel services.
- 2.2. The terms of these conditions will not be available if the tour or the corresponding terms of the travel services agreement are replaced after the expiration of the pre-purchase promotional action.

3. General provisions:

- 3.1. The terms of these conditions are special for the terms of the agreement for the provision of travel services. The provisions of the agreement for the provision of travel services shall apply to the extent that the legal relationships of the parties are not regulated by the terms of the promotional action.
- 3.2. The terms of this promotional action only apply from 15 June 2020 until 31 December 2020 (inclusively) for summer leisure flights by plane of "NOVATURAS".

The terms of this promotional action are mandatory for the tour organizer and all tourists. The tourist confirms that he (she) is thoroughly familiarized with the provided terms of the promotional action and understood them, and also informed other tourists – beneficiary parties about the terms of the promotional action.

Tourist, signing the agreement

Name, surname _____

Signature _____

**THE APPENDIX OF THE AGREEMENT OF ORGANIZED TOURISM TRAVEL _THE CONDITIONS OF GROUP DISCOUNT
(leisure / exotic leisure tours by plane of the summer of 2020, valid from 01/04/2020 to 31/12/2020)**

1. Having ordered group travel:

1.1. You will pay less for summer leisure / exotic leisure travel by plane (for the groups of 6-15 people), depending on the size of the group.

2. The term of the duration of discount

2.1. The conditions of group discount are applicable to the leisure / exotic leisure tours by plane of "NOVATURAS" of the summer of 2020, **ordering tour from 01/04/2020 to 31/12/2020.**

3. The conditions of group discount are applicable:

3.1. Group discount is applicable when tourists purchasing travel inform the tour operator on the day of ordering via the representative of a travel sales agent servicing them (or a consultant while buying travel online) that they are travelling with a group.

3.2. The amount of discount for one person depends on the size of the group:

3.2.1. the group of 6-7 people – the discount of 2% for a person;

3.2.2. the group of 8-9 people – the discount of 2,5% for a person;

3.2.3. the group of 10-12 people – the discount of 3% for a person;

3.2.4. the group of 13-15 people – the discount of 3,5% for a person;

3.2.5. the group of 16 and more people – prices and conditions are provided according to a separate request by email grupes@novaturas.lt.

3.3. Group discount is valid only for the leisure and exotic leisure tours by plane of "NOVATURAS" for the summer season of 2020, purchased from 01/04/2020 to 31/12/2020 (inclusively).

3.4. Group discount is not valid ordering only flight tickets.

3.5. Group discount is applied to each person of the group from the valid prices (i. e. from advance, special or last-minute offers, etc.).

3.6. Discounts are not cumulative.

3.7. In case of the annulment of a person in group, group discount will be recalculated for other participants of the group according to the relevant number of travelling people.

3.8. Prices and conditions for the groups of 16 and more people are provided according to a separate request. Market price may be not applied.

3.9. Concepts:

- *Group – the group of people travelling on the same dates and staying at the same hotel, having booked the travel at the same time;*

- *Person – a person from the age of 2 to whom a seat on a plane is intended (seats are not intended on a plane for babies under 2 years old).*

3.10. Group discount is applied provided that the tour is booked **no less than 14 days are left until departure.**

4. General provisions

4.1. The conditions of this discount are special with regard to the conditions of the agreement of organised tourism travel. The provisions of the agreement of organised tourism travel shall apply to the extent to which the legal relationship of the parties is not regulated by the conditions of discount.

4.2. The conditions of this group discount are applied only for the summer leisure / exotic leisure travels by plane of "NOVATURAS", purchased from 01/04/2020 to 31/12/2020, ordering travel no later than 14 days are left before departure.

These conditions of the discount of advance purchase are obligatory for the tour operator and all the tourists. A tourist confirms that he/she has thoroughly taken note of the conditions of discount provided and understood them, as well as informed other tourists – beneficiaries about the conditions of discount.

The tourist signing the agreement

Name, surname _____

Signature _____

**THE APPENDIX OF THE AGREEMENT OF ORGANIZED TOURISM TRAVEL _THE CONDITIONS OF COVID PAUSE DISCOUNT
(leisure tours by plane of the summer of 2020 and 2021, valid till 31/12/2020)**

1. Having ordered leisure tour by plane of the summer 2020 and 2021:

- 1.1. We grant the COVID PAUSE service.
- 1.2. The COVID PAUSE service may be used if the tourist is confirmed to have a positive COVID-19 test result.
- 1.3. The COVID PAUSE service will provide to a tourist, who has purchased a summer leisure tour by plane, an opportunity to change the date, duration of the tour, hotel, room type, route and/or season of the trip once free of charge (service value 19 EUR/person).

2. Term of validity of the promotional action

- 2.1. The service is provided free of charge for summer of 2020 and 2021 leisure tours purchased **until 31/12/2020 (inclusively)**.

3. Terms of service:

- 3.1. To inform the tour operator about a positive COVID-19 test result and provide appropriate evidence no later than within 24 hours after receipt of a positive test result and no less than 24 hours left before departure.
- 3.2. Changing the tour, the price of the tour is recalculated according to the prices and conditions valid on the day of the change.
- 3.3. Change of tour is possible only if such a change is possible, e. i. other tour's dates, durations, hotels, room types, vacancies on the plane are available, etc.
- 3.4. Changing the tour, the total fee / price paid for the tour, which is changing, is included in the price of the new tour (except the price of the COVID PAUSE service).
- 3.5. This service must be ordered for all tourists specified in the contract / reservation.
- 3.6. The service is only applicable for summer of 2020 and 2021 leisure tours by plane.
- 3.7. The service is not applicable for summer of 2021 exotic leisure tours by plane, sightseeing tours by plane and bus, weekend tours and sightseeing exotic tours.
- 3.8. The service is not applicable to Y and YD class airline tickets.
- 3.9. With this service the number of travelers and traveling persons cannot be changed.
- 3.10. If the service is not used, the paid price for the service is not refunded.

4. General provisions

- 4.1. The conditions of this service are special with regard to the conditions of the agreement of organized tourism travel. The provisions of the agreement of organized tourism travel shall apply to the extent to which the legal relationship of the parties is not regulated by the conditions of service.
- 4.2. The conditions of this COVID PAUSE service group are applied only for the summer leisure tours by plane of "NOVATURAS", purchased until 31/12/2020.

These conditions of the discount of advance purchase are obligatory for the tour operator and all the tourists. A tourist confirms that he/she has thoroughly taken note of the conditions of discount provided and understood them, as well as informed other tourists – beneficiaries about the conditions of discount.

The tourist signing the agreement

Name, surname _____

Signature _____