

GENERAL TERMS AND CONDITIONS FOR TRAVEL OPERATIONS YOUNIQUE TAILOR TOURS

Identification and Preliminary Provisions

Younique Tailor Tours, Lda is a company headquartered at Rua das Azenhas 26 A, 2730-270 Barcarena, Lisbon, Portugal, registered with the Lisbon Commercial Registry under n° 510876056 and registered with Turismo de Portugal, IP, in the National Register of Travel and Tourism Agencies (RNAVT) under n° 4279. It is, therefore, legally qualified to create, promote, and provide organized national and international travel services.

For the purposes of these general terms, the company will be referred to simply as **Younique**.

Younique acts as a consultant and intermediary between its clients (Tour Operators and/or Travel Agencies), hereinafter referred to as the **Client**, and service providers, mediating services requested by its clients for the use and benefit of third parties, hereinafter referred to as the **Passenger**.

The act of booking and contracting the services offered by Younique automatically implies the client's acceptance and agreement to these terms, which are governed in accordance with the law and are applicable to services related to organized travel operations.

Responsibilities

Younique acts as a consultant and intermediary between its clients and service providers, being responsible for the intermediation services directly performed by its expressly authorized collaborators, with official communication always being carried out through an email address with the domain

@youniquetailortours.com.

Any other type of communication through any other channel and/or domain will not be recognized as valid by Younique.

Younique will book the necessary services for which it is contracted, taking into account the travel program as agreed upon and chosen by the client in conjunction with the passenger.

Younique is not responsible for any issues, losses, or damages arising from unforeseen circumstances or force majeure events, such as strikes, lockouts, disturbances, quarantines, wars, or other social or political causes, as well as events resulting from natural phenomena, such as earthquakes, hurricanes, floods, avalanches, terrorist acts, epidemics, pandemics, or other causes beyond our operational control.

This exclusion of responsibility also applies to delays and/or cancellations of air, maritime, river, road, rail, or pedestrian routes due to technical, mechanical, meteorological reasons, or other events over which Younique has no control or predictive power.

In all such cases, Younique will make efforts to reschedule the affected services, as well as any connected or subsequent services, in accordance with the conditions of each service provider.



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Any costs associated with rescheduling will be passed on to the client, who will then decide, in coordination with the passenger, whether to proceed.

The effective impossibility and/or the decision not to reschedule services does not constitute liability on Younique's part. In such cases, the services will be considered as "No Show" and will not be eligible for a refund.

Younique will perform consultancy and intermediation services carefully and meticulously for the hiring of third-party service providers for the travel program. However, the responsibility for the correct execution of these services lies with the respective providers, including transportation (air, land, sea, river, or rail), accommodation, meals, or other services included in the package.

In cases where the client or passenger requests changes during the trip, there is no guarantee that such changes will be confirmed, as they are always subject to availability and any associated costs, which will be the responsibility of the client or passenger.

The process of boarding, baggage handling, and delivery to the destination, as well as the operation of the aircraft, train, ship, bus, etc., and the assignment of seats, are entirely the responsibility of the carriers, whether they are air, road, rail, sea, or river operators.

The client and passenger acknowledge and agree that Younique bears no responsibility for delays and/or cancellations of any means of transportation, as this responsibility lies solely with the respective transportation companies.

Similarly, Younique disclaims responsibility in cases of overbooking, baggage loss, or damage, as well as for events or incidents not directly related to Younique's consulting and intermediation services. This includes occurrences resulting from the responsibility of the client, the passenger, or third parties, over which Younique has no control.

In cases where delays in flights or other means of transportation result in the loss of services or overnight stays, Younique will, whenever possible, attempt to adjust the program to offer the missed services on subsequent days, provided the supplier or provider has availability and agrees to the changes. Additional costs will be communicated on a case-by-case basis.

For transfer services from arrival destinations, the contracted service includes a waiting period of up to 1 hour after the expected arrival time of the transportation. After this time limit, the service will be considered rendered, and no refund will be provided to the client.

For reservations that include tickets for monuments, trains, buses, shows, events, or other admission types, tickets will only be purchased after full payment of the reservation and are subject to availability at the time of issuance. Younique declines all responsibility regarding ticket or admission availability.



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If tickets are unavailable on the quoted dates, alternative dates will be suggested. If date changes are not possible, the ticket value will be credited to the client.

Services Not Included

The following items are not included in the program or service price and are therefore the passenger's responsibility:

- Airport, port, and border fees.
- Tourism taxes, visa expenses, vaccination costs, and documentation fees, including those for unaccompanied minors.
- Meals not listed in the program, tips, and gratuities.
- Porter fees, baggage franchises, and excess baggage costs for private transfers and tours.
- Additional services such as room service, minibar, excursions or events outside the itinerary, and personal expenses, including laundry, phone calls, purchases, or transportation of goods or merchandise.
- Entrance fees of any kind.

For vehicle rentals, the passenger must adhere to the rental company's conditions as outlined in the respective contracts, taking full responsibility for:


- Required documentation.
- Deposit franchises and availability of the respective amount on an international credit card.
- International driver's licenses.
- Mandatory and complementary insurance.
- Fuel, tolls, and any fines imposed by authorities during the rental period.

Responsibilities of the Client and the Passenger

The Passenger agrees to comply with these general terms and conditions, respect the laws, rules, customs, and practices of each destination, and preserve the areas, facilities, goods, services, and equipment provided during the trip. They are responsible for any costs resulting from damages caused by their actions or omissions.

The passenger must treat all people involved in the trip with dignity, regardless of their origin, race, religion, role, or social status.

The client is obligated to pay the agreed price for the trip as per the chosen program.



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The passenger must adhere to the schedule and procedures outlined in the program, including any modifications, and failure to comply with schedules may result in a "No Show" penalty according to the rules of each service provider.

The client must inform Younique of any restrictions or conditions affecting their passenger, such as illness, physical or mental disability, unaccompanied minors, or any other situation that might hinder the normal execution of the trip or require special care.

The passenger is responsible for any expenses not specified in the contracted package, including medical expenses, transportation, phone calls, lost baggage, personal accidents, theft, or loss of belongings or documents, expenses with early return, and any other reason that necessitates the interruption of the trip or changes to the dates or schedules of contracted services.

In this regard, Younique strongly recommends that the passenger take out comprehensive travel insurance, covering all potential expenses from trip cancellations due to unforeseen circumstances before departure, as well as coverage for events during the trip such as health issues, death, repatriation, theft, loss of luggage, delays, and transportation losses, among others.

In Case of Any Event Interrupting, Delaying, or Disrupting the Passenger's Experience

If any event disrupts, delays, or harms the passenger's experience during the trip, the client must immediately, or as soon as possible, notify Younique via the central phone line during business hours, or the emergency phone line outside of business hours. This number is provided to the client at the time of booking. Younique will then take all necessary steps, leveraging its good relationships with suppliers, to find a solution that allows the client to enjoy similar conditions of the contracted services.

Failure to notify Younique's emergency team in a timely manner will relieve Younique from responsibility for any additional costs or liabilities incurred due to the event.

The passenger must also respect hotel check-in and check-out times, as well as other schedules and meeting points for tours, experiences, and other services.

Failure to adhere to meeting times or locations will result in a "No Show," with no entitlement to a refund for the missed service.

If an early check-in or late check-out is required, the client will be responsible for any additional charges.

Additional overnight stays due to airport closures or airline operational issues will be at the expense of the client or the airline responsible, in accordance with IATA regulations and applicable rules.

Changes, Cancellations, and Refunds

If the client or passenger requests changes after the booking is confirmed, during transit, or at the destination, Younique will make every effort to accommodate those requests, but cannot guarantee them.

For such changes, an administrative fee will be charged, in addition to any penalties imposed by suppliers (when applicable). The fee will be charged as follows:

1. During business hours: €100 (One Hundred Euros) per change, for up to 3 suppliers; or €200 (Two Hundred Euros) for more than 3 suppliers.
2. Outside business hours: €150 (One Hundred Fifty Euros) per change, for up to 3 suppliers; or €250 (Two Hundred Fifty Euros) for more than 3 suppliers.

Business hours are defined as:

- Monday to Friday, from 09:00 to 13:00 and from 14:00 to 18:00 (Lisbon time)
(Excluding public holidays in Portugal and Spain)

Outside business hours are defined as:

- Monday to Friday, from 13:00 to 14:00 (Lisbon time)
- Monday to Friday, from 18:00 to 00:00 (Lisbon time)
- Monday to Friday, from 00:00 to 09:00 (Lisbon time)
- Saturdays, Sundays, and public holidays

If the client or passenger cancels the trip, with or without cause, the cancellation request must be submitted to Younique in writing as soon as possible.

Cancellation charges for reserved and paid trips will be as follows:

- Up to 60 days before the trip start date: 25% of the total trip cost
- From 60 to 31 days before the trip start date: 50% of the total trip cost
- From 30 to 15 days before the trip start date: 75% of the total trip cost
- 15 days or less before the trip start date: 100% of the total trip cost

The above charges may vary according to the individual policies of each supplier, and could reach up to 100% of the total package cost, especially for reservations involving event tickets, theater shows, sports events, exhibitions, restaurant reservations, transport tickets, and monument admissions. In no case will these amounts be refundable, as per the cancellation policies of the suppliers themselves.

Tours, events, and services included in the itinerary that are not used by the client will not be refunded under any circumstances, as they are subject to the rules of the service providers.

No Show

If the passenger does not appear at any of the locations on the date and time specified in the reservation, this may result in the cancellation of transportation, accommodation, and other services, which will be non-refundable, and may incur penalties according to the hotel and/or service provider's rules and potential operational expenses.

In such cases, no refund will be issued for lost services.

Complementary Provisions

It is prohibited for the client or passenger to transfer or assign the rights resulting from the acquisition and operation of the trip to any other person or entity.

For the resolution of any disputes, issues, or questions arising from the contract, the jurisdiction of the District Court of Lisbon is designated, with the waiver of any other jurisdiction.

By contracting travel services through Younique, the client declares that they are aware of and agree to the General Conditions, have informed the passenger, and obtained their consent to these conditions.

Both the client and the passenger commit to adhering to and ensuring that the terms set out in this document are followed by anyone accompanying them.