

GENERAL CONDITIONS OF SALE

The present travel program is the information document in which these general conditions are inserted, forming an integral part of it and constituting, in the absence of an autonomous document the travel contract. These general conditions comply with the provisions of current legislation.

The General Conditions, the object of which is an Organized Journey or Related Travel Service contained in this program, the corresponding standard information sheets and the particular conditions contained in the travel documentation provided to the Traveler at the moment of booking the trip constitute the travel contract that binds the parties.

1. ORGANIZATION

1.1 The travel organization is Worldvip - Transportes Viagens e Turismo, Lda. Corporate entity 506130444, with headquarters, at Rua 4 de Infantaria nº 3B, 1350-266 Lisboa, holder of RNAVT 2537. The contract is constituted by the general conditions provided it contemplates information. We know and we indicate that some information will only be known pending the reservation process, so they cannot be included in the general conditions, but must appear in a document that is delivered to the client - particular conditions - since the contract is only complete when contemplating all the information required by law.

2. REGISTRATIONS

At the time of registration, the traveler will make the payment requested. If enrollment takes place 21 days or less from the date of commencement of service, the total price of the same must be paid at the time of registration. Worldvip - Transportes Viagens e Turismo, Lda. Reserves the right to cancel any registration whose payment has not been made under the conditions mentioned above. Reserves are conditional on obtaining the part of the suppliers from the confirmation of all services.

3. INFORMATION PURSUANT TO LAW No. 144/2015 OF SEPTEMBER 8TH

Under the terms of Law no. 144/2015 of 8 September in its current form, we inform you that the Traveler may use the following Alternative Dispute Settlement Entities: Portugal Tourism Arbitration Commission in www.turismodeportugal.pt; Or to any of the entities duly indicated in the list provided by the Directorate General of Consumer in www.consumidor.pt

4. CLAIMS

4.1 Any disagreement in the execution of a travel service included in the package travel contract must be communicated to the travel agent in writing or other appropriate form as soon as such discontinuance occurs, ie without undue delay.

4.2 The right to file complaints for the purpose of price reduction or compensation for lack of conformity of the travel services included in the package travels within 2 years.

5. LUGGAGE

The agency is responsible for the luggage in legal terms; The Traveler has an obligation to complain to the entity providing the services at the moment of subtraction, deterioration or destruction of luggage. In the international transport, in case of damage in the luggage, the complaint must be made in writing to the carrier immediately after the verification of the damage and a maximum of 7 days from its delivery. In case of a delay in the delivery of the luggage, the claim must be made

within 21 days from the date of delivery. The presentation of such a complaint will be an essential basis for the activation of the responsibility Worldvip - Transportes Viagens e Turismo, Lda on the provider of the service.

6. LIMITS

6.1 The liability of the agency shall be limited to the maximum amount due to service providers under the Montreal Convention of 28 May 1999 on International Carriage by Air and the Berne Convention of 1961 on Rail Transport.

6.2 In the case of maritime transport, the liability of travel agents, in respect of their Travelers, the provision of transport services, or accommodation where appropriate by maritime transport undertakings, in the case of damage resulting from intent or negligence, shall be limited to the following amounts: a) € 441,436 in the event of death or personal injury; b) € 7,881, in the event of total or partial loss of luggage or damage to it; c) € 31,424, in the event of loss of a motor vehicle, including the luggage contained therein; (d) € 10,375 in the event of loss of baggage, accompanied or not, contained in a motor vehicle; e) € 1,097, for damage to luggage, as a result of damage to the motor vehicle.

6.3 Where it exists, the responsibility of travel and tourism agencies for the deterioration, destruction and subtraction of luggage or other articles in tourist accommodation establishments, while the Traveler is staying there, has the following limits: a) € 1.397, overall; b) € 449 per article; c) The value declared by the Traveler, for articles deposited in the custody of the tourist accommodation establishment.

7. RESERVATION AND AMENDMENT EXPENSES

For each reservation will be charged expenses according to information to be provided by the travel agency. For each change (names, dates, type of apartment or room, travel, etc.) will be charged expenses according to information to be provided by the travel agency. Acceptance of such changes depends on acceptance by the respective suppliers.

8. DOCUMENTATION

8.1 The traveler must have in good order his / her personal or family documentation, (citizen's card, B. I., passport, military documentation, authorization for minors, visas, certificate of vaccines and others possibly required). The Agency declines all responsibility for the refusal to grant visas or non-admission to the Traveler in a foreign country and the Travel Agent shall bear any and all costs that such a situation entails.

8.2 Travel in the European Union: Travelers (irrespective of age) traveling within the European Union must be holders of the respective civil identification document (Passport, B.I, Citizen's Card); To obtain medical assistance they must be holders of the respective European Health Insurance Card; Non-EU nationals should consult specific information on

the documentation necessary for travel to the embassies / consulates of the countries of origin;

8.3 Travel outside the European Union: Travelers (irrespective of age) traveling outside the European Union must have their passport and visa if necessary (obtain this information from the agency at the time of booking); Non-EU nationals should consult specific information on the documentation necessary for travel to the embassies / consulates of the countries of origin;

9. CHANGES REQUESTED BY THE TRAVELER

9.1 If the suppliers of the travel concerned allow, whenever a Traveler, registered for a particular trip, wishes to change his registration for another trip or to the same with departure from a different date, or any other change, he must pay the above mentioned rate, as changeover costs. However, when the change takes place 21 days or less in advance of the date of departure of the trip, for which the Traveler is registered, or if the service providers do not accept the change, he will be subject to the expenses and charges foreseen in the "Termination of the Contract by the Traveler" clause.

9.2 After starting the trip, if requested to change the services contracted for reasons not attributable to the agency (eg extension of the nights of stay, change of flight), the prices of tourist services may not correspond to those published in the brochure that motivated the hiring.

10. REGISTRATION DEPOSIT (CONTRACTUAL POSITION)

10.1 The traveler may transfer his position and be replaced by another person who fulfills all the conditions required for the package, provided that he informs the travel and tourism agency, in writing, for up to seven consecutive days before the scheduled date for the trip match.

10.2 The assignor and the transferee shall be jointly and severally liable for payment of the outstanding balance and for the additional charges, charges or costs arising from the assignment, which shall be duly informed and verified by the travel and tourism agency.

11. CHANGES TO BE ACHIEVED BY THE AGENCY

11.1 Whenever, prior to the commencement of the travel, (i) the travel and tourism agency is obliged to change significantly any of the main features of the travel services, (ii) or fails to meet the special requirements requested by the Traveler; (iii) or proposing to increase the price of package travel by more than 8%, the traveler may, within 20 (twenty) days: Accept the proposed change; Terminate the contract, without any penalty, being refunded of the amounts paid; Accept an organized trip of substitution proposed by the travel agency and tourism, being refunded in case of difference of price.

11.2 Failure by the traveler to reply within the time limit fixed by the travel agency shall imply the tacit acceptance of the proposed change / cancellation of the trip with the

application of the respective termination fees provided for in the above clause.

12. TERMINATION OF THE CONTRACT BY THE AGENCY

12.1 When the trip is dependent on a minimum number of participants the Agency reserves the right to cancel the package trip if the number of participants reached is less than the minimum. In these cases, the traveler will be informed in writing of the cancellation within 20 days before the start of the trip, in case of trips lasting more than six days; 7 days before the commencement of the travel, in the case of trips lasting from two to six days; 48 hours prior to the commencement of the package, in the case of journeys lasting less than two days.

12.2 Prior to the commencement of the travel, the travel and tourism agency may also terminate the contract if it is prevented from performing the contract due to unavoidable and exceptional circumstances.

12.3 The termination of the travel contract by the agency in the above terms only gives the traveler the right to full repayment of payments made within a maximum of 14 days after termination of the travel contract.

13. CHANGE TO PRICE

13.1 The prices shown in the program are based on the costs of the services and the exchange rates prevailing at the time of printing of this program and are therefore subject to changes (increase or reduction of prices) resulting from changes in transport or fuel costs, taxes, exchange rates and fluctuations up to 20 days before the date of travel.

13.2 If the increase in question exceeds 8% of the total price of the package, the provisions of the "AMENDMENTS TO BE PERFORMED BY THE AGENCY" clause shall apply.

13.3 In case of reduction of price the travel agency and tourism reserves the right to deduct from the reimbursement to the traveler the corresponding administrative expenses, which at the request of the traveler will be justified.

14. REFUNDS

After the commencement of the trip, no refund for services not used by the Traveler for reasons of force majeure or for reasons attributable to the Traveler is due, unless refunded by the respective suppliers. Failure to provide services foreseen in the travel program for reasons attributable to the organizing agency, and if it is not possible to replace them with other equivalent ones, gives the Traveler the right to be reimbursed for the difference between the price of the services provided and those actually provided.

15. TERMINATION OF THE CONTRACT BY THE TRAVELER

15.1 The traveler is free to give up the trip at all times before the start of the trip.

15.2 Such termination implies that it is liable for the payment of all charges for which the commencement of performance of the contract and its withdrawal are made, less redeployment of services and cost savings.

15.3 Where applicable, the Traveler shall be reimbursed for the difference between the amount paid and the amounts referred to above. In the present situation, the reimbursement will be made, less the termination fee, within a maximum period of 14 days after the termination of the travel contract.

15.4 The traveler is also entitled to terminate the travel contract before the commencement of the journey without paying any termination fee if there are unavoidable and exceptional circumstances at the place of destination or in its immediate vicinity which considerably affect the performance of the contract or the carriage of passengers. Passengers to the destination. The termination of the travel contract in this situation only gives the traveler the right to full repayment of the payments made.

16. RESPONSIBILITY

16.1 The travel and tourism agency is responsible for the correct execution of all the travel services included in the travel contract.

16.2 In the case of package travel, travel and tourism agencies are responsible to the Travelers, although the services must be performed by third parties and without prejudice to the right of return, under the general terms applicable.

16.3 Organizing travel and tourism agencies respond in solidarity with the retail agencies in the case of package tours.

16.4 In other travel services, the travel agency is responsible for the correct issuance of accommodation and transportation certificates and also for the guilty choice of service providers, if these have not been suggested by the traveler.

16.5 The travel and tourism agency acting as intermediaries in sales or reserves of single travel services is responsible for the errors of issuing the respective titles, even in cases of technical deficiencies in the reservation systems attributable to them.

16.6 The travel and tourism agency shall be responsible for any errors due to technical deficiencies in the reservation system attributable to it and, if it has agreed to book an organized trip or travel services which are part of related travel errors made during the booking process.

16.7 The travel and tourism agency is not responsible for errors in the reservation that are attributable to the traveler or are caused by unavoidable and exceptional circumstances.

17. ASSISTANCE

17.1 In case of difficulties for the traveler, or for reasons that cannot be attributed to him, he cannot end the trip, the travel and tourism agency will provide the following assistance: Provide adequate information about the health services, local authorities and consular assistance; and Assisting the traveler in performing distance communications and finding alternative travel solutions. At any time, travelers can contact the travel agency through the following emergency number +351962704685

17.2 If the difficulty on which the request for assistance is based has been deliberately or negligently caused by the traveler, the travel and tourism agency may charge a fee in the amount of the costs incurred as a result of the provision of such assistance.

17.3 If, due to unavoidable and exceptional circumstances, the traveler is unable to return, the travel and tour operator is responsible for ensuring the necessary accommodation costs, if possible of equivalent category, for a period not exceeding three nights per traveler. The retail travel and tourism agency shall be jointly and severally liable for the obligation in question, without prejudice to the right of recourse, in the general terms applicable.

17.4 The above cost limitation does not apply to persons with reduced mobility, their accompanying persons, pregnant women and unaccompanied children, or persons requiring specific medical care, provided that the travel agency has been notified of such restrictions. Specific needs at least 48 hours before the start of the package.

18. INSOLVENCY

In case of insolvency of the travel and tourism agency, the traveler may resort to the Travel and Tourism Guarantee Fund, and must resort to Turismo de Portugal IP entity responsible for the respective operation: Turismo de Portugal, IP, Rua Ivone Silva, Lot 6 , 1050-124 Lisbon, Tel. 211 140 200 | Fax. 211 140 830 - info@turismodeportugal.pt

19. INSURANCE

19.1 The liability of the travel agency organizing this program and arising from the obligations assumed is guaranteed by civil liability insurance in AGEAS, policy number 008410076642, in the amount of 75. Accordance with the legislation in force.

19.2 The agency also offers the sale of insurance that can be purchased depending on the trip to guarantee assistance situations and cancellation expenses

20. VAT

The prices quoted in this program reflect that provided for in DL 221/85 of 3 July, I. V. A. in the margin.

21. VALIDITY

This program is valid until the last day of travel indicated in the documentation - In case of continuous programming

NOTES these general conditions may be supplemented by any other specific conditions, provided that they are duly agreed by the parties. The prices of the programs are based on the average exchange rate of the dollar - to maintain this currency because of the air transport, so any relevant derivation of this currency may imply a revision of the prices of the trip under the terms of the "price change" clause. Due to constant changes in the price of fuels on the prices charged, there may be a change in the fuel surcharge inserted in the price under the terms of the "price change" clause. The categories of hotels and cruises presented in this program follow the quality standards of the host country and may be changed by similar ones when, for reasons beyond the control of the agency, it is not possible to maintain or confirm the existing reservation, and the agency is obliged to inform the Traveler as soon as he has knowledge thereof.

GENERAL INFORMATIONS - this information can be adapted

HOURS OF ARRIVAL OR DEPARTURE

The departure and arrival times are indicated in the local time of the respective country and according to the schedules of the respective airlines at the time of printing of this program and may therefore be subject to change.

HOTELS / APARTMENTS

Apartments - In case the accommodation is hired in an apartment it is the responsibility of the Traveler to inform the number of people who will occupy the apartment. In the case of more people than booked, the apartments may refuse entry. Hotels - The price shown is per person, and is based on a double occupancy. Not all hotels have a triple room and, as a rule, there is an extra bed that may not be of the same quality. In rooms equipped with two beds or double, the triple can only consist of those beds. The list of hotels and apartments contained in the programs is indicative as well as their category which meets local criteria and classifications whose criteria are sometimes different from those used in Portugal.

MEALS

Unless otherwise noted, prices shown for half board and full board supplements do not include beverages. On arrival at the hotel after 7:00 pm the first meal service will be breakfast the next day, on the last day and unless there is a possibility of late check-out, the last service of the hotel will be breakfast.

SCHEDULE OF ENTRY AND EXIT

Entrance and exit hours on the first and last day, will be defined according to the first and last service. As a rule, non-binding rooms can be used from 2 pm on the day of arrival and must be left free until 12 noon on the day of departure. In the apartments the check-in usually takes place at 5 pm on the day of arrival and must be left free until 10 am on the day of departure.

SPECIAL CONDITIONS FOR CHILDREN

Given the diversity of conditions applied to children (destination and supplier) it is recommended to always question the special conditions that may be applied to the trip in question.

ANNEX II

Part A

Standardized information sheet for organized travel contracts if it is possible to use hyperlinks

The proposed combination of travel services is an organized journey within the meaning of the legislation in force

It will therefore benefit from all EU rights to package travel

Worldvip is fully responsible for the correct execution of the whole trip. In addition, as required by law, Worldvip has a protection to reimburse the payments made and, if the transport is included in the package, to ensure its repatriation if it is declared insolvent.

More information on the main rights under Decree-Law no. 17/2018 in force and www.saboracaboverde.com

Essential rights provided for in Decree-Law No. 17/2018 of 8 March:

1. Travelers shall receive all essential information on the package travel prior to the conclusion of the contract;
2. There is always at least one operator responsible for the correct execution of all the travel services included in the contract;
3. Travelers have an emergency telephone number or a contact point contact to communicate with the organizer or travel agent;
4. Travelers may transfer the package to another person on reasonable notice and, where appropriate, additional costs;
5. The price of package travel may only be increased if there is an increase in specific costs (eg fuel price) if this possibility is expressly provided for in the contract and in any case up to 20 days before the start of the journey organized. If the price increase is more than 8% of the price of the package, the traveler may terminate the contract. If the organizer reserves the right to increase the price, the traveler is entitled to a reduction of the price in case of reduction of the relevant costs;
6. Travelers may terminate the contract without paying a cancellation fee and obtain full reimbursement of payments made in the event of a significant change in any of the essential elements of the package, with the exception of the price. If, before the commencement of the package, the operator responsible for canceling the journey, travelers are entitled to reimbursement and, where appropriate, to compensation;
7. Travelers may terminate the contract without paying a cancellation fee before the commencement of the package, in exceptional circumstances, for example in case of serious security problems at the destination likely to affect package travel;
8. In addition, travelers may terminate the contract at any time before the

commencement of the package travel by paying an appropriate and justifiable termination fee;

9. If, after the commencement of the package tour, it is not possible to provide significant elements of it as agreed, suitable alternatives to the traveler shall be offered at no additional cost. The traveler may terminate the arranged travel contract without paying a termination fee if the services are not performed under the terms of the contract, this lack of compliance will considerably affect the performance of the package and the organizer does not mention this lack.
10. Travelers shall also be entitled to a reduction in the price and / or to compensation for damages in the event of failure to perform or poor performance of the travel services;

11. The organizer must provide assistance if a traveler is in difficulty;

11. If the organizer or retailer is declared insolvent, payments will be reimbursed. If the organizer or the retailer is declared insolvent after the commencement of the package and if the transport is included in the package, the travelers' repatriation is guaranteed.
12. Worldvip has secured protection in case of insolvency with the Travel and Tourism Guarantee Fund. Travelers may contact this body or, if applicable, the competent authority: Turismo de Portugal, I.P., Rua Ivone Silva, Lote 6, 1050-124 Lisboa, Tel. 211 140 200 | Fax: 211 140 830, email: info@turismodeportugal.pt, if service is refused due to Worldvip's insolvency.

Directive (EU) 2015/2302 as transposed into national law - <https://dre.pt/application/conteudo/114832293>