

We thank you for the confidence and the shown interest. We kindly demand of you to read carefully general contract and travel terms (hereinafter GCTT) presented down below. The GCTT are applied to the brand Rapsody Travel & Events (hereinafter Rapsody).

A) Travel packages

1. Subject of the contract

Rapsody organizes trips for you. We commit ourselves: to organize your trip from the beginning to the end according to the information and descriptions given in the Rapsody brochures and other Rapsody's announcements (e.g. online), to make the agreed accommodation available to you and to provide you with all the other services included in the chosen travel package. Special demands: your reservation service can't accept special demands unless if these do not imply any commitment. Please note that all of our services become effective from the airport in Switzerland, from the port's loading dock for the cruisers, from the place of departure for the train and bus trips. We refer you to the concerned travel programs. In all other cases, Rapsody only acts as supplier of third party services (see special conditions B).

2. Conclusion of the contract and special carriage conditions

2.1. Conclusion of the contract

The contract between you and Rapsody takes effect during written, telephone and personal acceptance via reservation service or electronic acceptance while performing an online reservation of one of Rapsody's offers or during definitive reservation with a deposit of 30 % of the amount or with a payment of full amount. It is in this moment that all the rights and obligations noted in the GCTT's and in the contractual agreements become effective for Rapsody and you. If you make reservations for other voyagers as well, it is up to you then to take care of their contractual obligations (notably the payment of the trip price) as if they are your own. Contractual obligations and the GCTT's are valid for all the participants of the trip.

2.2 Passport, visa, vaccinations

All of the general indications relative to the demands concerning passport, visa (generally for the Swiss citizens) and health required while entering the country chosen as your trip destination are given in the Rapsody's publications. These indications concern the requirements entering into force from the moment of edition of the given publication. However, it is in your personal interest that you inform yourself about the existence and content of the prescriptions concerning your trip before the conclusion of the contract and until the beginning of

the trip because these can be changed on a short notice. While concluding an online reservation you confirm, by pressing on the given button, that your participants and you are in possession of the necessary and valid documents required for entering the resort country, and, if you do not have any, that you will be provided with them in a timely manner. Entry requirements for the citizens of the countries not mentioned in our information documents or on pages accessed by clicking on the given links can be acquired in Switzerland by informing yourself in the diplomatic representation of the resort country. Rapsody takes no responsibility in the case of the refusal of entry due to the non-compliance with the requirements. You are the only one to respect them in the matter of passport validity, visa, customs, minimal sum of money required to enter a country, vaccination and health and also the obligation to have all the necessary documents by your side. All the losses resulting from the non-respecting the requirements are at your charge. Concerning the vaccinations, please inform yourself at Safetravel (www.safetravel.ch) or contact either your family doctor or a specialist in tropical medicine. On your demand, we will gladly provide you with any visa you need. The cost of obtaining your visa and the processing fee will be charged.

2.3. Persons under the age of 18 travelling alone and unaccompanied by a person having parental approval

Persons under the age of 18 are obliged to respect the entry requirements in accordance with the section 2.2. Before going on a trip it is vividly recommendable to inform yourself about the requirements in the nearest diplomatic representation of the resort country or, in the case of online reservation, to clarify it with the call centre. It is also vividly recommendable to bring a travel authorization signed by a person with parental authority. Other than authorization signed by parents, travel authorization should also include destination, travel time, phone number of the person having parental authority and not to be dated more than six months. This document should also include the name of the eventual major companion. You should also include the identity card photocopies of the holders of parental authority. Rapsody declines all responsibility in the case of the refusal of entry during the arrival. You are the only one responsible for obtaining the required documents.

2.4. Animals

Domestic animal transport is subjected to the regulations of the transport company involved and the service provider. It is in your own interest to inform yourself in your reservation service or in your call center, in case of online reservations, about the possibility to transport domestic animals and if the service provider authorizes them. Information concerning number, type, size and weight must be reliably estimated. Being the animal owner, you must provide all the necessary documents, health certificates etc. Also, you are responsible to rent or buy the transport cage.

3. Trip price and payment terms

3.1. Price

The price of travel services is included in Rapsody's publications. Other publications (e.g. hotel prospects or other additional information carriers not coming from us), internet sites of the service providers or personal requests given to the partner are not part of the contract and we cannot be held responsible for the indications given in the aforementioned sources. All prices are in Swiss francs per person unless specially indicated. For the destinations organized by Rapsody during a semester, stays of one week are generally still possible from the date of the last published departure flight. The prices referring to the stays and vary from season. Reservations extending over several price periods are prorated for the seasons concerned. Eventual additional costs concerning the apartments and studios are to be paid on spot, generally at the time of handing over the keys.

3.2. Booking fees/supplemental costs

Any eventual reservation and supplemental costs are included in the publications under destinations and concerned offers.

3.3. Application fees

In addition to the prices mentioned in the publications, your reservation service will receive flat-rate fees for bookings, file management and third-party services.

3.4. Payment terms

3.4.1. Conclusion (reservation) of the contract online or via call center.

All fees must be paid before the departure as follows: deposit: during definitive reservation a deposit of 30 % of the amount of the generally agreed fixed price, but not less than 300 CHF. For the reservations made within less than 45 days before the departure, anticipated reservation offers, special Last Minute offers, plane tickets/electronic tickets, entrance tickets, services with 100% annulations fees and reservations for which travel documents are immediately given, the total amount must be paid immediately in accordance with the

conclusion of the contract. Balance: the balance must be paid 45 days before departure. Payment periods mentioned above are several expiry days. Once these payment terms have expired, you are late even if you have not received a reminder. Rapsody is entitled to withdraw from the contract without setting a new deadline. In addition, Rapsody can refuse its travel services or to keep the travel documents. Moreover, Rapsody reserves the right to claim damages and interests. General terms and conditions of the collection companies are the authoritative ones for any payment done by credit or debit card, factoring or payment by installments.

Payment is possible by facture after the solvability control, by PostFinance cards, debit or credit cards, TWINT, PayPal. Travel documents will be sent or given to you at least 10 days before departure or, in the case of last minute reservation, in a timely manner. In addition, Rapsody can refuse its travel services or to keep the travel documents. Moreover, Rapsody reserves the right to claim damages and interests.

3.5 Price changes

There are cases in which the prices given in the Rapsody's publications can be augmented due to specific reasons, notably in the following cases: after-the-fact price increases set up by transportation companies (e.g. the rise in the price of fuel), introduction or augmentation of charges and taxes collected by public authorities (e.g. VAT) or the fees (e.g. airport fees), changes in exchange rates, exceptional price increases imposed by service providers (e.g. hotels), mistakes plausibly explainable in the publications. Rapsody will proceed to the price changes no later than 21 day before the agreed departure date. If this price change exceeds 10% of the total package price published and confirmed by us, you are entitled to terminate the contract without any charge within 5 days from the receipt of our communication. In this case, Rapsody will return the entire given sum within 30 days. You can also reserve another trip organized by Rapsody. To the extent possible Rapsody will endeavor to take into account your wishes and credit to the new package the amounts you have already paid and without any deduction of the price. If you refuse to pay the price difference within the deadline fixed by Rapsody, Rapsody has the full right to terminate the contract and, as far as possible, to refund the payment made. Any other demands on your part are expressly excluded. There are also other non-refundable reservations (e.g. flight tickets already paid) and exceptions concerning the article 15 of the law on package travel.

3.6 Price validity

The prices given in Rapsody's publications are cash prices. The prices valid at the time of booking are decisive.

4. Changing the itinerary

4.1 Application fees

Until the entry into force of the cancellation deadlines, we receive, in case of changes according to the point 4.2 of the general order (name or services chosen), a processing fee of 60 CHF per reserving person or a maximum of 120 CHF per person file. For the same changes after the cancellation periods enter to force, we charge administrative fees of 100 CHF per person but a maximum of 200 CHF per person file. The cancellation conditions listed in 4.2 prevail for all the changes of destination and date. In case of changes of flight on your holiday resort, we reserve the right, in addition to any additional costs arising from these changes, to charge a handling fee of 100 CHF per person, but a maximum of 200 CHF per person file. Depending on the chosen fare, airline companies impose strict conditions in case of change or modification before and after the issue of airline or electronic tickets. Any fees of this type will be charged in addition to the application fees.

4.2. Prices

4.2.1 Package fees

As a general rule, cancellation fees are presented directly to you before booking and printed upon confirmation of the reservation. In the event of a change on your part or on our own (in accordance with point 3.4.1) or in the event of a change of destination or date of travel on your part, we shall generally levy according to the cancellation fees printed in the addition of the confirmation of the reservation list, application fees and even lump sum taxes. If there isn't any cancellation fee on the confirmation of the reservation list we levy, in the event of a change on your part or on our own (in accordance with point 3.4.1) or in the event of a change of destination or date of travel on your part, additional application and flat-rate fees as following: - 29-15 days before departure 30%, 14-8 days before departure 50%, 7-1 day before departure 80%, the day of departure 100%. In the case of a travel package with scheduled flights, we charge you for air transportation, the fees that the airline company has charged us, which, depending on the fare class may amount to 100% immediately after booking. For the rest of the services we charge you with cancellation fees according to the above-mentioned scale going from 29 days before departure up to 100% on the day of departure and in addition to application fees and additional lump sum taxes.

4.2.2 Exceptions

First and Last minute offers, special offers, insurances, entrance tickets: 100% upon booking. Train travels, transport tickets: due to certain pricing

conditions, the cancellation of certain train trips and train transport tickets does not automatically qualify for a full booking refund. Sightseeing tours: 45-30 days before departure – 25%, 29-8 days before departure – 50%, 7-3 days before departure – 80%, less than 2 days before departure – 100%. Sightseeing tour with minimal number of participants – less than 29 days before departure – 100%. Christmas and New Year: unless more stringent conditions apply under the above-mentioned exceptions, stays between 15 December and 10 January are subject to the following conditions: 60-31 days before departure – 30%, 30-15 days before departure – 50%, less than 14 days before departure 100%. The mentioned exceptions can be seen on the publications and on the reservation confirmation.

4.3 Application fees

For the changes not mentioned in the point 4.2, we charge in all the cases a handling fee of 50 CHF per person in addition to the fees collected by the service provider.

5. Cancellation of the trip

5.1 Notification

If you cannot make the trip you must inform Rapsody in writing by indicating the reason. The date on which we receive your cancellation is decisive for the calculation of cancellation fees by Rapsody. Your travel documents, if they have already been delivered to you must be attached to the notification. Rapsody adheres to the travel advices issued by the FDFA and /or the FOPH. If these federal agencies advise against traveling to a country or region that is affected by your trip, you can change your reservation for free for a certain time period. In these cases, a handling fee in accordance with point 5.2, insurance premiums and visa can eventually also be charged. If the FDFA or the FOPH do not explicitly advise against a trip to a country or region affected by your trip, then the conditions listed in point 5.2 below apply.

5.2 Application fees

In the event of partial or total cancellation by you or us (in accordance with point 3.4.1 paragraph 4 or 3.4.2 paragraph 3) and regardless of the date, we shall receive, in addition to other costs of cancellation, a handling fee of 100 CHF per person but a maximum of 200 CHF per person file. These handling fees do not apply in case of cancellation at 100% cancellation fees. A subsequent cancellation and refund of cancellation insurance with assistance or repatriation is not allowed. In addition, your booking service may charge you with additional application fees in the event of the cancellation of the trip. Please note that application fees are not covered by insurance. They need to be paid in all the cases.

5.3 Prices

5.3.1 Package fees

As a general rule, cancellation fees are presented directly to you before booking and printed upon confirmation of the reservation. In the event of a change on your part or on our own (in accordance with point 3.4.1) or in the event of a change of destination or date of travel on your part, we shall generally levy according to the cancellation fees printed in the addition of the confirmation of the reservation list, application fees and even lump sum taxes. If there isn't any cancellation fee on the confirmation of the reservation list we levy, in the event of a change on your part or on our own (in accordance with point 3.4.1) or in the event of a change of destination or date of travel on your part, additional application and flat-rate fees as following: - 29-15 days before departure 30%, 14-8 days before departure 50%, 7-1 day before departure 80%, the day of departure 100%. In the case of a travel package with scheduled flights, we charge you for air transportation, the fees that the airline company has charged us, which, depending on the fare class may amount to 100% immediately after booking. For the rest of the services we charge you with cancellation fees according to the above-mentioned scale going from 29 days before departure up to 100% on the day of departure and in addition to application fees and additional lump sum taxes.

5.3.2 Exceptions

First and Last minute offers, special offers, insurances, entrance tickets: 100% upon booking. Train travels, transport tickets: due to certain pricing conditions, the cancellation of certain train trips and train transport tickets does not automatically qualify for a full booking refund. Sightseeing tours: 45-30 days before departure – 25%, 29-8 days before departure – 50%, 7-3 days before departure – 80%, less than 2 days before departure – 100%. Sightseeing tour with minimal number of participants – less than 29 days before departure – 100% according to the Rapsody's GCTT's. Christmas and New Year: unless more stringent conditions apply under the above-mentioned exceptions, stays between 15 December and 10 January are subject to the following conditions: 60-31 days before departure – 30%, 30-15 days before departure – 50%, less than 14 days before departure 100%. The mentioned exceptions can be seen on the publications and on the reservation confirmation.

5.4 Application fees

For the changes not mentioned in the point 4.2, we charge in all the cases a handling fee of 50 CHF per person in addition to the fees collected by the service provider.

6. Replacement person

If you are unable to make a trip that you have booked and you can nevertheless offer us a replacement person, who will be capable of taking your place and taking the package you have reserved upon it, Rapsody will only receive the application fees in accordance with point 4.1. In this case, the following conditions must be observed in their entirety: the replacement person is willing to take back your travel package on the same conditions as those we have agreed with you, the providers involved (hotels, airline and shipping companies) also accept the change - which can be problematic in high season or come up against air fares, the replacement person meets the particular requirements of the trip (passport, visa, customs, vaccinations and health requirements), the person's participation is not subject to any legal impediment or decision of authority. This person and you are jointly and severally liable towards Rapsody or the booking service, referred to as the contracting party, for the payment of the price and for any additional costs incurred by this transfer. Generally, for last-minute reservations and special offers no replacement can be offered.

7. Responsibility

7.1 General points

As an organizer, Rapsody responds to the successful completion of the trip. We will refund you for all the agreed services that have been cancelled or for all of your additional costs if we were not able to offer you a service of equal value on site and your liability is not involved. However, the amount of compensation remains limited to the price you paid for the trip and includes only the immediate loss. Any other liability, within the measure of the given law, is excluded. We assume no liability for program changes that occur as result of delays or strikes. Rapsody will notably assume no responsibility for changes to the program (cancellation, postponement) of travel attributable to greater force, measures taken by the authorities of a country and delays of third parties when is not answerable for these circumstances in accordance with the article 15 of the Law on Package Travel. If you are late, please contact our representative on the Swiss airports or our local representative.

7.2 Routing and return trip

Your punctual arrival at the place of departure is your sole responsibility. If there is less than 120 minutes between the planned landing in Switzerland and the departure of the last train or bus, it is not possible to guarantee the connection. Please consider this when arranging your return home. The tour operator is, in principle, not responsible for the costs that may result from such delay. If a passenger misses his flight, the tour operator is released from

all of his obligations. However, we will gladly help this passenger to find a replacement flight. Rapsody's tour operators do not assume any liability for loss of earnings or similar situation.

7.3 Accidents, diseases and pregnancy

As organizer, Rapsody is liable for bodily injuries if the non-performance of the travel package is due to a fault or violation on its part or by a company mandated by it (hotels, airline and shipping companies), provided that in the above cases you present to Rapsody your damage claims. In cases of civil liability related to the use of air transport or other transport companies (plain, train, ship, bus etc.), the amount of the damage claims is limited to the sums provided for in the international agreements or in the existing national legislation. You will have to vindicate these claims directly to the service provider concerned. Rapsody disclaims any other liability in these cases. Pregnant women are obliged to inform themselves about transport conditions of the given airline and shipping companies before booking the trip. We will not assume any responsibility in case a pregnant woman is denied transportation.

7.4. Material damage

Rapsody is liable for damage resulting from theft or damage to objects while they were entrusted to Rapsody or to a company empowered by Rapsody, provided that you are not compensated in any other way p. e.g. by your insurer, and you assign to Rapsody your rights to the perpetrator of the damage. The amount of the compensation for the injured person remains limited to the immediate loss and amounts to the maximum of the trip price. In cases of civil liability related to the use of air transport or other transport companies (railways, ship, plain bus, etc.), the amount of the damage claims is limited to the sums fixed by the international agreements or by the existing national legislations. Rapsody's tour operators are not liable for the loss of personal belongings, valuables, cash, jewelery, photo and video equipment etc. (this rule is applied also to thefts in rental cars), as well as loss, theft, damage or misuse of checks, credit cards and other means of payment.

7.5 Special events and on-site services

At your holiday resort you can book an event, field-trip and other services that are not included in the package. Due to local circumstances, these can present particular risks or require a certain physical fitness. You book these events on your own risk. We deny any liability for these services as long as we are not specifically named as responsible for the event or provider of the service in question.

7.6 For your own security

Federal Department of Foreign Affairs (FDFA) regularly publishes information about countries whose political or other situation may pose a threat to the safety of the traveler. They are available at www.dfae.admin.ch or in your booking service. We assume that you have read this information before your trip and that you are aware of the risks related to your trip.

7.7 Responsibilities for third-party services

Rapsody declines absolutely any responsibility for services provided by third parties. These are subject to the contractual conditions of the service provider.

8. Difficulties during the trip

8.1. Problems on the spot

If the services do not respond to those which have been reserved or to the confirmation of the order, even if they involve serious deficiencies, you have not only the right but also the duty to immediately report it to the local representative, to the Rapsody's local representative or, if Rapsody doesn't have an on-site representative, to Rapsody overnight service (telephone number included in the travel program). This is a prerequisite for a subsequent claim for compensation and very often enables the resolution of the problems on the spot. If your intervention does not provide an adequate solution, you must then request from the local contact person, from Rapsody's local representative or, in absence of an on-site representative, from Rapsody's overnight service a written statement explaining the reasons of your complaint. The on-spot representative, the local representative or Rapsody's overnight service are not entitled to recognize claims for damages and interests.

8.2 Replacement solution within 48 hours

If the on-spot representative or the Rapsody's local representative does not provide you with adequate solutions within 48 hours, you must contact Rapsody's overnight service in Switzerland, provided that the latter (in the absence of the local representative) has not been contacted yet. Their number is given in the price list. Rapsody will refund your costs upon presenting the proof and as long as the amounts remain within the framework of the legal and contractual responsibility of T Rapsody. If the problems are so serious that you can no longer continue your trip or your holiday, the on-spot representative, the Rapsody's local representative or, in absence of a contact person, Rapsody's overnight service are obliged to provide you with written confirmation clearly explaining your reasons. The on-spot representative or the Rapsody's local representative is required to write down the facts and your claims.

8.3 Written complaint

Upon your return, you must address your claims and the certificate, issued by an on-spot representative,

Rapsody's local representative or Rapsody's overnight service, in writing and within 30 days according to the GCTT Rapsody from October 2019, page 4 at your booking service – Rapsody's, Customers Services, Chemin des Plateires 10, 1009 Pully (customerservices@rapsodytravel.ch). If the written claim is not made in the aforementioned period, any claim for damages will expire. In addition, if the damage is announced late, the difficulties related to the clarification of the facts will be detrimental to your claims for compensation.

9. You began the travel but you cannot finish it

If, for any given reason, you need to stop your trip before it ends, Rapsody can not refund the price of your travel package. We advise you to conclude a repatriation insurance that covers the emergencies (e.g. illness or accident, serious illness or death of a close relative) resulting in premature interruption of the trip. In these given cases of emergency (e.g. illness or accident, serious illness or death of a close relative), the on-spot representative, the Rapsody's local representative or, in absence of the on-spot representative, Rapsody's overnight service will help you in their best way to organize your early return.

10. Rapsody cannot make the trip as agreed or must interrupt it

10.1 Program changes, interruption or cancellation of the travel

If the unpredictable events require so, Rapsody reserves the right, and also in your personal interest, to change the travel program or some of the agreed services (e.g. accommodation, means of transport, airplane type, airline companies, schedules etc.). Nevertheless, Rapsody will endeavor to provide you with equivalent services. If Rapsody is forced to cancel your travel due to a greater force (e.g. natural catastrophe, water level too low or too high for the cruises to be made, political troubles, war, strikes, delayed hotel opening etc.), Rapsody will endeavor to inform you as soon as possible and to offer you an alternative solution. If the trip has to be prematurely terminated, Rapsody is entitled to deduct the amount to be reimbursed for the costs already incurred and for the services already undoubtedly paid. Any additional claim on your part to reparation is excluded.

10.2 Minor or major costs in case of program adaptations

If Rapsody has to change the trip that you have already paid and that it results with less valuable services, you are entitled to a refund. If, on the other hand, the costs increase, in accordance with the points 10.1 or 3.5, occurs the price of your trip can be increased. If the increase exceeds the contractual price of the trip by 10%, you have the right to

terminate the contract free of charges within 5 days after receiving our notice. If you refuse to pay the price difference within the time fixed by Rapsody, Rapsody has the right to terminate the contract and, to the extent possible, to refund the payment made. Any other demands on your part are expressly excluded. Subject to refund not possible (e.g. plane tickets paid in advance) and exception within the meaning of the article 15 of the Law on Package Travel.

10.3 Overbooking problems

If a case of overbooking occurs, we reserve the right to inform you in short term. Then we will try to find an alternative solution. As stipulated in the point 10.2, we will adapt prices by raising or lowering them.

10.4 Insufficient participation

Certain sightseeing tours and package travels require a minimal number of participants. If the number of participants is insufficient or if the particular circumstances oblige Rapsody to make a significant change to the services offered in publications, Rapsody can cancel the travel no later than 28 days before departure. In this case, we will try to offer you a replacement program of the same value. If you do not agree with the replacement program proposed, we will refund all the payments already made. Costs of airline tickets already issued will not be covered. Any further claim of damages on your side is excluded.

11. Prescription

Whatever their motive, the claims for damages against Rapsody fall after one year. The limitation period begins the day after the end of the trip.

B) Special conditions for products of other tour operators

1. Principle

Proposed travel packages and individual services of tour operators or service providers other than Rapsody are subject to the general conditions of contract and travel of these tour operators. Also, airline tickets provided by Rapsody are all subject to the contractual conditions of the airlines concerned. Therefore, Rapsody is not a contracting party and in these cases you can not invoke these GCTTs.

2. Fees of modification/cancellation

Modification/cancellation fees of packages or individual services of other tour operators or service providers (flights, hotels, holiday apartments, cruises and river cruises, motor homes, rental cars, attraction parks, etc.) are determined depending on the contractual and travel conditions of the individual service provider.

3. Application fees

In the case of changes to a booking, we usually charge a fee of 60 CHF per person or a maximum 120 CHF per person file.

C) Other provisions

1. Data protection

Our personal data processing is in the context of these GCTTs is subject to our confidentiality rules. You will find them at www.rapsodytravel.ch/eng/protection-des-donnees.

2. Travel insurance

2.1 Cancellation or multi-risk insurance During a reservation, we strongly recommend that you take cancellation or multi-risk insurance, unless you already have sufficient insurance coverage. Rapsody provides you with the necessary insurance. Rapsody is only an insurance intermediary and excludes all liability.

2.2. Supplementary insurances Transport companies are only liable in the context of already existing international agreements. That is why Rapsody recommends you that you take out supplementary insurance: SOS assistance in case of travel incidents: if during your holidays you are the victim of a serious illness or injury or if you suffer significant damage to your home (e.g. fire, water damage, natural damage or

theft), the SOS assistance organizes and pays the search and rescue costs, the transportation to a hospital in your holiday location or repatriation to Switzerland. **Baggage:** we recommend that you take out baggage insurance. This will cover the costs in case of theft, damage or destruction of your baggage. Details on the insurance conditions can be found at www.rapsodytravel.ch/assurance or from your booking service.

3. Ombudsman Before any legal action against Rapsody, you should address yourself to the independent ombudsman of the travel branch. The latter will endeavor to find a fair deal in the event of dispute with Rapsody or the agency where you booked your trip. Contacts of the Swiss ombudsman of the travel branch are following: Etzelstrasse 42, Case postale, 8038 Zurich +41 (0)44 485 45 35 (open from: monday–friday 10–16 h) www.ombudsman-touristik.ch or info@ombudsman-touristik.ch

4. Applicable law and jurisdiction. The relationship between you and Rapsody is strictly governed by Swiss law. The tribunal of Lausanne is the place of jurisdiction, subject to mandatory legal provisions. In case of differences of interpretation due to the word formulation in diverse languages, the German version will be taken as authentic.