

GENERAL CONDITIONS

The following rules bind the parties, as without opposing the revised text of the General Law for the Protection of Consumers and Users, they transcribe, develop or complement it. Matters not covered in these conditions shall be governed by the laws in force.

ORGANISATION

The technical organisation of the "flat-rate" trips was carried out by the Wholesale/Retail Travel agencies holding the titles: BAL No 001-BAL No 005 and CI.BAL-478.

ACCESS TO THE TRIPS

The trips offered by the Organising Agency may be enjoyed by those persons who meet the requirements as established in the SEGITTUR Technical Specifications and who are self-sufficient.

In order to reserve seats, the amount corresponding to "Agency Deposit" that is specified in the text of the "Travel Document" shall be paid, thus guaranteeing the booking. The remaining amount to the total trip price must be paid at least 15 days before the departure date. (Except for bookings made within this time period, in which case payment will be within 48 hours of booking). Otherwise, the seat will be considered cancelled, and in this case that established in the section on cancellation in these general conditions will apply.

THE TRIP INCLUDES

- Round trip and the en route services that are required.
- Necessary meals during travel.
- The first and last service in the hotel will be offered as described in your "Travel Document."
- Accommodation in double room to be shared or single room, previously confirmed and paid the appropriate supplement, half board with water and wine with meals.
- Accommodation in hotels authorised by SEGITTUR.
- Travel insurance policy that covers, among other contingencies, death, serious illness or accident, etc.

MODIFICATIONS

The Organising Agency is obliged to provide its clients the entirety of the services contracted, with the established conditions and characteristics. Only force majeure or sufficient cause will exempt them from this obligation. However, in the event that the wholesale or organising agency exceptionally makes a change in the planned destination or mode of transport (except the hotel designated for the trip, which may be changed for another authorised by the Program), the user may cancel the trip and the agency may not withhold any amount whatsoever.

In the event of a strike, either before or during the trip, by one or more of the providers listed in it, the organiser undertakes to perform all steps within its power to the benefit of the passengers affected by this type of situations. If the trip is cancelled due to no not reaching the required number of people, the agency shall inform the passenger at least ten days before the scheduled departure date.

CANCELLATIONS

In the event that the client desists from going on the trip that he/she had already contracted, they must pay the following amounts as a penalty:

- a) If the withdrawal occurs more than 10 days prior to the beginning of the journey, and less than 15 days, 65% of the total amount.
 - b) Between 10 and 3 days, 75% of the global amount.
 - c) Within 48 hours prior to the scheduled departure date, 100%.
- If you do not show at the time stated in the Travel Document you will not be entitled to any refund of the amount paid whatsoever, except in cases of demonstrable force majeure. In all cases there will be a handling fee of 6.20% of the total amount.

CONTRACT CONDITIONS

1. Book IV of the Revised Text of the General Law for the Protection of Consumers and Users, Council Directive 90/314/EEC of 13 June, Air Navigation Law of 21 June, 1960, Law on Land Transport Management 30 June 1987 and related legislation will apply for the interpretation and application of this Combined Travel Contract.
2. Passengers must arrive at the departure point of the trip at the time stated in the "Travel Document", with all their documentation in order.
3. The carrier will do its utmost to transport the passenger and baggage with reasonable diligence, but it does not guarantee the departure and arrival times displayed on any media, including timetables, which are subject to change without notice. If necessary, the carrier may be replaced by other carriers or use other

Claims will be covered as long as they are made within 30 calendar days following that on which the temporary effect of the contract is terminated and when they are related to events occurred during the term thereof.

LUGGAGE

This Contract for Combined Travel includes free transport of one suitcase per person, weighing no more than 30 kgs. in coach or boat trip, and 20 kg by air. Except as expressly provided by law, hand luggage is the responsibility of the user.

RESPONSIBILITIES

The Organising Agencies explicitly state that they technically act as intermediaries between the passengers and the companies or persons that provide the services listed in the itineraries, ie. transportation company, hotels, restaurants, etc. (Article 1). When the trips are made by coach owned or rented by the Organising Agencies, in the event of an accident on a Spanish road, you may accept the coverage, in terms of personal injury, of its insurance, pursuant to the corresponding compensation table in effect to this purpose, whereby such compensation will be paid to the interested parties, beneficiaries or their legal representatives and in the precise legal manner established therein.

ACCEPTANCE OF THE CONDITIONS

The fact of taking part in any of the trips of the Europe Senior Tourism Program entails the full acceptance by the passenger of each and every one of the clauses comprised in the Combined Travel Contract.

DATA PROTECTION

In accordance with the provisions of the Data Protection Act, users are informed that it is obligatory to provide the information requested in order to formalise the purchase process. Your data will be included in a computerised file owned by SEGITTUR, S.A. You may exercise your right to access, rectify, cancel and oppose this by writing to the Quality Department of U.T.E. EUROSENIOR. Camí dels Reis 308, torre A, bajos. Urb. C'an Granada. (07010-Palma)

YOU SHOULD ALSO KNOW

The trips are organised according to the requirements established in the Technical Specification Sheet governing the Public Contract.

The departure for the trip will be from each country and region of origin, at the time and place specified in the "Travel Document."

When you arrive at the destination hotel you will find an information panel which will contain the information regarding your stay as well as the corresponding book of complaints and suggestions. Notwithstanding the foregoing, you may at any time contact a person who will be clearly identified at each hotel, who represents the Contractor, to inform you and / or assist you with whatever you may need.

In the case of air transport, passengers must follow the safety rules that apply to both airports and airlines.

All users, without exception, must have their documentation or passport in order.

In the event of any material damage or loss of luggage, the consumer must immediately present the pertinent claim with the carrier company. The organising agency undertakes to provide timely assistance to clients who may be affected by any of these circumstances.

Passengers will at all times respect the schedules established in the travel document. In the case of air transport, they will pay particular attention to the boarding instructions provided by the airlines.

methods of equal category, and it does not accept responsibility for guaranteeing connections.

4. The Regulation (EC) No 261/2004 of the European Parliament and the Council of 11 February 2004, establishes common rules for a compensation system for denied boarding in regular air transport.

The rules that the company will follow for boarding passengers in the event of an overbooked flight are available to the public at the airline offices and check-in desks. Likewise, the airline shall provide a form to each passenger affected by denied boarding, indicating the compensation standards for denied boarding.

INSURANCE FOR THE EUROPE SENIOR TOURISM PROGRAM

What does the policyholder have to do?

1. Call the 24-hour customer service line 900 102 385 of the insurance company or from abroad: +34 915 368 403

2. Identify themselves with full name, name of the trip, the hotel where they are staying and room number.
3. Describe the problem.

SUMMARY OF THE POLICY GUARANTEES – SG1

A) Travel costs, even under medical supervision where appropriate, until their admission to a hospital or clinic in the case of serious illness or accident requiring an immediate consultation, and subsequent return to the hotel.

B) In case of serious illness or accident requiring admission of the user to the hospital:

- The cost of transporting them, even under medical supervision if necessary, until they are admitted to hospital.

- The costs of transfer from the hospital to the hospital nearest to the beneficiary's usual place of residence, when it is foreseen that a hospital stay will be required for more than 20 days or to their home if they were not able to continue enjoying their holiday.

- If the Insured traveller remains hospitalised at the end of the holidays and they were travelling in the company of another person, the Insurance Company will pay up to 75.00 Euro per day for subsistence allowance for the companion, up to a maximum of 525.00 Euro.

- Transportation costs for the companion to travel from their hotel to the hospital and back, up to a maximum of 7.00 Euro per day, prior presentation of proof.

- Transportation costs for a family member from their home, for hospital stays exceeding 48 hours, to the hospital and back. Likewise, up to a daily rate of 75.00 Euro, and up to a maximum of EUR 525.00 will also be provided for board and lodging expenses. If no family member comes, the above coverage will apply to the spouse or companion of the insured person.

- When the Insured party is not covered by Social Security or similar entity of European countries that have Agreements with Spanish public health care, and their health condition requires immediate attention due to a serious event, the Insurance Company will bear the costs of hospitalisation up to a maximum of 30 days.

- Accommodation and food costs resulting from extending the stay in the hotel, prescribed by a physician, up to a limit of 75.00 Euro a day and a maximum of 48 hours.

C) In the event of death of the user:

- The expenses of transporting the deceased from the place of death to that of his/her burial.

- Actual expenses for the postmortem treatment and conditioning for transportation, to a maximum of EUR 2,400.00.

- Transportation costs for a family member from their home to the place of the death and back. Likewise, up to a daily rate of 75.00 Euro, and up to a maximum of EUR 300.00 will also be provided for board and lodging expenses.

- If the deceased user was travelling with a spouse or other companion, the return expenses of that person are also included along with the deceased.

D) In the event of accident, serious illness with hospitalisation or death of your spouse, ascendants or descendants of the first degree of consanguinity or affinity or of a brother or sister, or serious disaster at home which necessarily requires the presence of the insured, at home, and therefore you have to interrupt your vacation, the Insurer will pay for a ticket for the early return of the insured party and his/her companion, if any, to their home in their country of origin.

E) Reimbursement of holidays not enjoyed:

- In the event that you were not able to enjoy the full holiday, provided that the user has used the repatriation or early return guarantees covered in the policy, reimbursement of the proportional part of the price for the days not enjoyed.

F) Insurance on luggage and personal effects up to EUR 400.00.

G) Insurance on death as a result of a transportation accident to a maximum of 6,010.12 Euros.

This document is informational only, the General Conditions of the Policy are available by visiting the website

<http://www.europ-assistance.es/Corporativa/asistencia-medica.html>