

## General Information

Your trip management is supported by **TEOVIAN TRAVEL GROUP**.

- **Registered office:** 74 Boulevard d'Italie - 98000 Monaco, Principality of Monaco
  - **RCI:** 25S09997
  - **NIS:** 7911Z26568
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The Client confirms having received all the information and accepts that the travel offers are subject to these general conditions of sale of the Agency **TEOVIAN TRAVEL GROUP**.

## Scope of the Conditions of Sale

The conditions described here include:

- The Specific Conditions of Sale of **TEOVIAN TRAVEL GROUP**.
- The General Conditions of Sale according to the Monaco Tourism Code.

For certain services that **TEOVIAN TRAVEL GROUP** offered in collaboration with other providers, these will be detailed in each specific service. In these cases, the applicable sales conditions will be those of the corresponding supplier.

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## Acceptance of the General Conditions of Sale

The General Conditions of Sale set forth in this document apply to any travel reservation request made by a Client who does not act on behalf of a travel agency or tourism professional entity (hereinafter, "the Client") to **TEOVIAN TRAVEL GROUP** (hereinafter, "the Agency").

**Definition of Reserve:** Any travel request made by the Client whose availability is confirmed by **TEOVIAN TRAVEL GROUP**. Each reservation will be subject to the General Conditions of Sale in force on the date of said request.

Certain specific conditions may apply depending on the services or products offered.

The Client declares to have the legal capacity to formalize contracts in accordance with the conditions described here, which implies being of legal age and not being under guardianship or conservatorship.

These conditions are an integral part of the purchase and sale contract. The Client may obtain a copy of the full text of the conditions by requesting it at the Agency's registered office.

The Client confirms having read and understood all of the General Conditions of Sale, as well as the specific conditions applicable to certain services, and fully accepts said

conditions at the time of booking. Upon confirmation, the Client accepts in full the General Conditions of Sale of **TEOVIAN TRAVEL GROUP**.

**Reservation confirmation:** The reservation request will be confirmed by **TEOVIAN TRAVEL GROUP** upon receipt of the reservation form (Quote) duly signed by the Client and the corresponding payment. These conditions are cumulative.

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The images published on this page are provided by the train companies and suppliers with whom we collaborate. These do not have a contractual nature and do not in any case compromise the responsibility of **TEOVIAN TRAVEL GROUP**.

## Offer Conditions, Prices and Payment

### Offer Duration

The train travel offers presented on the website of **TEOVIAN TRAVEL GROUP**, subject to these general conditions of sale, are valid for each train as long as it appears in the online catalog and until the available seats are exhausted.

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### Acceptance of Offer

The acceptance of the offer by the Client is carried out through the digital validation of the proposal, which involves providing the following information, some of which fields are mandatory for the Client:

- Name
  - Last name
  - Postal address
  - Email
  - Telephone (optional)
  - Price, which will be confirmed to the Client by **TEOVIAN TRAVEL GROUP** before payment
  - Payment method
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### Prices

The prices published on the website are expressed in EUR, USD and GBP. These must be verified before the Client confirms the reservation. Both budgets and contracts can be indicated in another currency in accordance with what is agreed with the Client.

- **VAT included:** In accordance with the VAT regulations applicable to the sale of travel, the invoices do not detail the VAT applied to the services.
- **Conditions per person:** The prices shown correspond to one adult in a double cabin, and the services included are always indicated in each offer. Unless otherwise indicated, accommodation in the selected category is included throughout the trip.
- **Limitation of benefits:** The price exclusively covers the benefits specified in the descriptions of each trip.

Unless otherwise mentioned in the trip description, the following items are not included in the price:

- Reserve expenses
- Sending travel documents (costs vary depending on shipping method)
- Services prior to boarding check-in or after customs clearance on return
- Personal expenses (tips, telephone, deposits and others)

- Vaccination and visa costs
- Insurance
- Optional excursions and benefits not included in the description
- Excess baggage
- Meals outside the contracted stay modality and consumed on stopovers
- Beverages not included during meals (including mineral water if the supplier does not offer drinking water)
- Extra beds in rooms
- Amount corresponding to babies, to be paid directly at the place of accommodation
- Compulsory gratuities and/or tips on board, paid in cash on site

Prices are calculated based on the nights of stay, and not for full days.

**Price guaranteed:** The price guaranteed to the Client will be the one specified in the contract that **TEOVIAN TRAVEL GROUP** send for validation before booking.

**Modifications to prices, schedules and itineraries:** The prices, schedules and itineraries indicated on the website may be modified for reasons beyond the control of the Agency or due to force majeure. Train companies reserve the right to change a stopover or modify schedules at any time.

**Recommendation:** The Client is advised to carefully read the specific sales conditions of the railway company with which they travel.

**Trip price variation:** The final price may fluctuate depending on the booking date, the travel season, the number of passengers or the contracted airline. Since our prices are subject to contractual rates, no claims regarding the price of services will be entertained once the Client has made their reservation request.

**Special rates:** Certain rates subject to special conditions, such as supplements for single rooms or discounts for children, are informative. In the event that these rates vary, the Client will be notified before confirming the reservation request.

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## Pay

The Client must pay the total amount of the reservation at the time of accepting the sales proposal made by **TEOVIAN TRAVEL GROUP**.

Payments are accepted by Visa, MasterCard and American Express credit cards. By validating their reservation, the Client guarantees that they are the owner or authorized of the payment card used.

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## Terms of payment

For any reservation made 90 days or less prior to departure date, full travel payment is required. If the reservation is made more than 90 days in advance, a minimum deposit of 30% of the total must be paid. The remaining balance must be paid no later than 90 days before departure.

Deposits and final payments must be received within 24 hours, on business days, after the payment deadline.

In the event that the specified amounts are not received within the stipulated period, **TEOVIAN TRAVEL GROUP** will consider the reservation as canceled by the Client and will apply the cancellation conditions described in the "Cancellation at the Client's initiative" section of these Conditions of Sale.

For certain train companies, full payment may be required even more than 90 days prior to departure date.

## Delivery and Presentation of Travel Documents

As a general rule, travel documents will be sent to the Client by email.

If the Client prefers to receive the documentation through another method, they must notify **TEOVIAN TRAVEL GROUP**.

In the event that shipping by other means generates additional costs, these will be informed to the Customer during the reservation process and will be borne by them.

**Exclusion of liability:** **TEOVIAN TRAVEL GROUP** will not be responsible for non-delivery of documentation due to force majeure.

The Customer will be informed of the different shipping options when confirming their reservation request.

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Travel documents sent by **TEOVIAN TRAVEL GROUP** (such as calls, travel stubs, plane tickets, etc.) must be kept by the Client.

During their stay, the Client must present these documents at the boarding points (airport, station, port) and at the places of accommodation (hotels, residences), as well as for other contracted services (excursions, car rental, sports activities and recreational).

**Limitation of liability:** **TEOVIAN TRAVEL GROUP** will not be responsible for any inconvenience arising from the Client's failure to present travel documents to our service providers.

*Note: The examples mentioned are not limiting.*



## Cancellation by the Client

Any cancellation request must be sent in writing to the Agency by registered letter, fax or email to the address **help.trains@teovian.com**.

For cancellation purposes, the valid date will be taken as the date on which the certified letter, fax or email is received. Cancellation involves, at least, the expenses detailed below (subject to the particular observations indicated in the description of the contracted trip).

In case of cancellation, insurance is not refundable under any circumstances.

**Interrupted trips and unused services:** The interruption of the trip by the Client, as well as any service not consumed during it, will not give the right to a refund. If the Client has taken out insurance that covers the interruption, the cancellation conditions established in the general conditions and policy of the insurer will apply.

**Important:** If the Client does not pay the outstanding installments, **TEOVIAN TRAVEL GROUP** will consider this failure as a voluntary cancellation. In such case, the Agency will send a registered letter or email urging the Client to make the payment. If no response is received within 2 days, the cancellation will be considered effective.

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## Cancellation Fees

*(Indicated in business days before the train departure date and as a percentage of the total reservation. Subject to specific conditions included in the contract.)*

All cancellations incur an administrative fee of EUR 300 per file.

### Specific Cancellation Terms

Andean Explorer  
Britannic Explorer  
British Pullman  
Eastern & Oriental Express  
Venice Simplon-Orient-Express

Days before departure	% cancellation fee of total cost payable
60 days or more	30%
59 - 21 days	60%
20 days or less	100%

The Royal Scotsman

Days before departure	% cancellation fee of total cost payable
120 days or more	50%
119 - 90 days	80%
89 days or less	100%

Al Andalus  
Transcantábrico Gran Lujo  
Costa Verde Express  
Expreso de La Robla

Days before departure	% cancellation fee of total cost payable
30 days or more	30%
29 - 15 days	50%
14 days or less	100%

La Dolce Vita

Days before departure	% cancellation fee of total cost payable
121 days or more	50%
120 - 80 days	80%
79 days or less	100%

On certain trains, some special fares are subject to cancellation conditions that involve up to 100% charges from the booking confirmation. **We strongly recommend purchasing trip cancellation insurance.** in these cases.

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## Specific Cancellation Expenses for Pre and Post-Train Services

For additional services to the train trip (such as air transportation, ground accommodation, hotels, transfers, etc.), any cancellation by the Client will generate a charge of 100% of the total amount of said services, not including insurance.

*Note: The examples mentioned are illustrative and not limiting.*

## Modifications by the Client

Any changes requested by the Client to the reservation before departure will incur a service charge of EUR 100. This amount will be added to any additional charges that may be imposed by the service provider. The Client will be informed of the total costs before making the modification.

It is the Client's responsibility to provide their first and last names correctly at the time of booking, as they appear on the identification document they will use during the trip.

**Security requirements:** For safety reasons, train and airline companies do not allow changes to the spelling of names without additional charges. Even a minor correction to a first or last name is considered an amendment, or even a change of passenger.

For air reservations, any change, no matter how small, implies the cancellation of the original file and the creation of a new reservation, subject to availability and the rates in force at the time of the change. This may result in a price difference and re-issuing fees, which vary depending on the airline and the proximity of the departure date.

**Important:** The Agency is not responsible for the acceptance or rejection of charges imposed by airline or railway companies. If the change is not accepted, the corresponding cancellation conditions will apply.

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## Modifications after Departure

We highly recommend **do not modify land and air services already booked** (such as hotels, transfers, excursions, etc.) after the start of the trip. If necessary, the Customer must contact the service provider directly and ensure that they obtain a cancellation reference or the name of the person contacted, as this reference will be essential for any refund request.

Under any circumstances, a train started or abandoned by the Client during the planned journey will not give rise to a refund.

*Note: Examples are illustrative and not limiting.*

## Cancellation or Modification by the Agency

In case **TEOVIAN TRAVEL GROUP** is forced to cancel the trip, it will inform the Client of this circumstance. In such a situation, any amount paid by the Customer will be refunded.

If the cancellation is caused by force majeure circumstances or for reasons of safety for travelers, the Client will not be entitled to any additional compensation.

Some service descriptions may indicate a minimum number of passengers required to offer the service. In these cases, if said minimum is not reached, **TEOVIAN TRAVEL GROUP** will notify the Client at least 15 days in advance, refunding any amount paid without compensation for damages. In certain cases, the provider could offer the service with fewer passengers, provided that the Client accepts a supplement if required.

If a payment provided for in the sales contract is not made, **TEOVIAN TRAVEL GROUP** will proceed to cancel the trip, executing within a maximum period of 8 days from the due payment date.

Cancellations or modifications (in itineraries, stopovers, schedules, substitution of a train for another with similar characteristics, change of hotel for one of the same category, air transportation on the contracted dates and times, etc.) caused by circumstances of force majeure, security reasons or intervention of an administrative authority, are not considered significant modifications and do not give the right to a refund. In these cases, the general conditions of sale of the Agency and those of the service provider apply.

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## Cabin Number Modification

For technical or operational reasons, train companies have the power to assign the passenger a different cabin than the one originally reserved, as long as it belongs to the same category.

This adjustment is not considered a valid reason for cancellation by the Client or a significant modification of the contract, and therefore does not give rise to any compensation.

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## Guaranteed Cabin

Depending on the availability of cabins on the train at the time of booking and sometimes promotional offers, the option of a "guaranteed cabin" may be offered. This implies that the reservation is confirmed in a specific category, although without an assigned cabin number. The railway company can modify this assignment up to the time of boarding. Once assigned, cabin change requests are not accepted.

**Advantage:** This system allows the Client to receive, eventually, a cabin of a higher category than the one initially contracted.

## Contract Assignment

The Client may assign its contract (except insurance contracts) to a third party, provided that it notifies **TEOVIAN TRAVEL GROUP** in writing at least 15 days before the start of the stay (20 days in the case of train reservations). This notification must include the surnames and full address of the transferee and the traveler, and confirm that they meet the same requirements necessary to make the trip (especially in the case of minors, who must be of similar ages).

Before proceeding with the transfer, the transferor or the transferee must pay any transfer costs that may be required by the service providers. **TEOVIAN TRAVEL GROUP** will inform the Client about these expenses before formalizing the transfer.

In all cases, **TEOVIAN TRAVEL GROUP** must receive the total amount previously invoiced to the Client, upon presentation of supporting documents. Both the transferor and the transferee will assume joint and several liability for the payment of the price and any additional expenses generated by the transfer. Supplementary insurance will not be refundable or transferable under any circumstances.

## Responsibility of Service Providers

Each service contracted with the Agency is subject exclusively to the conditions stipulated by the corresponding provider.

All train companies presented on the website **TEOVIAN TRAVEL GROUP** They have civil liability insurance in accordance with current legislation and comply with the regulations established by the authorities.

**Arrival delays:** Any delay in arrival to the train must be communicated directly to the railway company. The company reserves the right to cancel the service in case of delay, and the Client will assume full responsibility for such cancellation.

**Cancellation due to lack of participants:** Train companies reserve the right to cancel a journey if the minimum number of participants required is not reached. In this case, the Client can opt for an alternative train or for a refund of the amounts paid, without the right to claim additional compensation.

To know the specific conditions of each train in terms of schedules, itineraries, modifications, registration and cancellation, the Client must contact **TEOVIAN TRAVEL GROUP** for detailed information.

**Special conditions during festive periods:** On special dates such as Christmas and New Year, organizers may apply particular conditions regarding cancellations, deposits for reservations, duration of the journey, among others. These details will be specified in the travel contract.

## Carriers Responsibility

The train company reserves the right to assign the Client a different cabin than the one originally designated, as long as it belongs to the same category or a higher one.

If the Customer has booked a guaranteed cabin, the train company will assign a cabin in the reserved category or a higher category. This assignment can even be made at the time of boarding. In such cases, the train company could assign a cabin with separate beds, a bunk bed, adapted for people with reduced mobility, with an obstructed view, or even change cabins during the journey. **TEOVIAN TRAVEL GROUP** is not responsible for any of these adjustments.

**Modifications to itineraries and schedules:** **TEOVIAN TRAVEL GROUP** Nor will it be responsible for modifications in itineraries, schedules, carriers, type of aircraft, number of stopovers or airport changes.

In the event of a change of airport, additional costs, such as bus or taxi costs, will be the responsibility of the Client.

The schedules and details indicated in the electronic catalog of **TEOVIAN TRAVEL GROUP** They are indicative in nature.

**Limitation of liability:** **TEOVIAN TRAVEL GROUP** will not assume the responsibility of the carriers in relation to the transfers of passengers and luggage.

The Client is warned about possible circumstances that may limit the liability of **TEOVIAN TRAVEL GROUP** in the execution of the routes offered in its electronic catalogue. These include situations specific to air transport, such as airspace saturation, air navigation regulations, processing times at airports and priority in passenger safety. Such factors may lead transport companies to modify the planned schedules, both on regular flights and on special flights.

None of these situations compromises the responsibility of **TEOVIAN TRAVEL GROUP**.

## Air Transport

Air transport is subject to operating and safety regulations that can cause significant delays, beyond the control of **TEOVIAN TRAVEL GROUP**.

**Recommendation:** The Client is advised to allow enough time for possible transfers or stopovers and avoid commitments on the same day and the day after their round trips.

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## Modifications to Schedule and Carrier Responsibility

**TEOVIAN TRAVEL GROUP** uses the services of different carriers, each of which establishes its own commitments to passengers.

The carrier's liability is governed by the terms and conditions specified in the contract of carriage included in the Customer's ticket.

The responsibility of **TEOVIAN TRAVEL GROUP** In the event of damage or accidents that affect passengers, their pets or their luggage during the flight, or in the boarding, disembarkation or custody procedures of checked luggage, it will not exceed that of the airline. It is essential that the Client has a valid identification document to fly. In the case of transfers not included in the travel package, **TEOVIAN TRAVEL GROUP** declines all responsibility.

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**Return flight confirmation:** The Client is recommended to confirm their return flight directly with the airline at least 72 hours before departure.

**Lost or stolen tickets:** In case of loss or theft of the ticket, the Client must file a police report and inform the airline, and purchase a new return ticket, the cost of which will be assumed by the Client.

The consequences resulting from the loss or theft of the ticket will fall on the Client. While you can request a refund, this is at the discretion of the airline, who may require original documents (such as ticket receipts and boarding passes).

**Reissuance of tickets:** **TEOVIAN TRAVEL GROUP** will do everything possible to facilitate the issuance of the ticket depending on the destination and the airline, but the costs will be assumed by the Client.

**Charter flights:** Charter flight conditions stipulate that any abandoned seats will not be refunded, even if the date is postponed. Changing from a charter flight to a regular one also implies payment of the full price of the ticket.

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## Pregnant Women and Minors



**pregnant women:** Airlines can deny boarding to pregnant women. **TEOVIAN TRAVEL GROUP** is not responsible for these decisions. Some airlines require a medical certificate, issued within 15 days prior to the trip, that guarantees the passenger's state of health and that there are no contraindications to flying. This document must specify the week of pregnancy and confirm that the passenger is free of diseases.

**Minors:** Children under 2 years old do not have their own seat. As a general rule, minors under 18 years of age cannot travel unaccompanied.

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## **Baggage, Restrictions and Prohibitions**

**hand luggage:** Each airline establishes its own policy. Normally one piece of hand luggage is allowed per passenger with a maximum perimeter of 115 cm and a weight of up to 5 kg. Dimensions and weight may vary depending on the type of aircraft. The Client will be responsible for their hand luggage at all times.

**Checked baggage:** Baggage policies vary by airline, although they typically allow up to 15kg on charter flights and 20kg on scheduled flights. Any excess, if permitted, will incur additional costs at the airport, borne by the Client, according to the airline's rates. It is the Client's responsibility to inform themselves about prohibited objects in luggage. We remind you that dangerous items according to IATA regulations are prohibited.

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### **Limitation of liability of TEOVIAN TRAVEL GROUP:**

**TEOVIAN TRAVEL GROUP** is not responsible for:

- The denial of boarding or the confiscation of any object that the airlines or airport authorities consider dangerous.
- The airline's refusal to check in or board luggage.

The Agency will not assume additional expenses derived from these situations. The Client must declare the loss or damage of checked luggage directly to the airline or insurance company, if coverage is available.

## Formalities

It is the responsibility of the Client:

- Have the identity documents required to make the trip.
- Be properly vaccinated, if necessary.

The Client must inform themselves before confirming their reservation about the administrative and health procedures required by the competent authorities of the destination country or countries.

For proper preparation of the trip, regardless of the nationality of the Client, it is strongly recommended to inform yourself about the entry formalities and health requirements of the destination country, as well as the transit countries in case of stopovers or connections. It is the sole responsibility of the Client to comply with these requirements and cover any expenses arising from them.

Carrying out these procedures falls solely on the Client, who must verify that they are completed before departure and assume the corresponding costs.

**Refund restrictions:** The ticket will not be refunded if the Client does not present any of the mandatory travel documents (passport, visa, etc.) or if they are unable to depart on the date indicated in their reservation. In such case, the cancellation costs will be borne by the Client.

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## Health Formalities

The Client is responsible for knowing and complying with the formalities and health requirements necessary for the correct completion of the trip. Likewise, you are advised to stay informed about possible changes in health recommendations by consulting official sources, such as:

- World Health Organization
- Ministry of Health and Social Policy of the destination country

If the Client's health could affect the development of the trip, they must present a medical certificate at the time of booking and inform the Agency in writing. The Agency, in turn, will communicate the situation to the railway company.

**pregnant women:** The trains do not have medical assistance for childbirth, so women 24 weeks pregnant or more are not allowed to board. In the event that the pregnancy occurs after the reservation, the passenger must notify **TEOVIAN TRAVEL GROUP** as soon as possible so that appropriate measures can be taken. If not informed, **TEOVIAN TRAVEL GROUP** will not assume any responsibility or obligation.

## Hotel Accommodations and Stays

In the international hospitality industry, it is common for the room to be made available to the Client from 3:00 p.m. on the day of arrival and must be vacated before 12:00 p.m. on the day of departure.

**Restriction: TEOVIAN TRAVEL GROUP** You cannot modify this rule or any other hotel policy. Taking the room before 15:00 or vacating it after 12:00 may be considered as an additional night, and the price is calculated based on the number of nights, not full days. Therefore, the first and last day of the trip are reserved for transfers.

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## Hotel Rating

The star rating indicated in the hotel description reflects the rating declared by the hotel company in accordance with the regulations of the destination country.

**TEOVIAN TRAVEL GROUP** undertakes to accurately inform the Client about the conditions of their stay.

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## Modification of Hotels and Excursions

In cases of force majeure, for security reasons or due to circumstances beyond our control **TEOVIAN TRAVEL GROUP** or its suppliers, the hotels specified in the reservation may be modified. These changes are not considered a substantial modification to the trip. To the extent possible, the Client will be informed in advance, and the service providers **TEOVIAN TRAVEL GROUP** They will try to offer a service of a category equal to or higher than that initially reserved.

In certain countries, the organization of circuits and tours may undergo specific modifications; However, the planned visits and stages will be respected. Holidays, strikes, demonstrations and other circumstances in the destination countries may cause changes in the excursions, without **TEOVIAN TRAVEL GROUP** take responsibility for it.

## Essential Features of Train Travel

### Powers of the Train Master

The Train Master has extensive powers, including detouring from the official route, stopping at any station (both on and off the schedule), and transferring passengers and luggage to another train to continue the journey.

The Customer will be subject to the disciplinary authority of the Train Master with respect to the safety of the train and the journey.

In the event that the Train Master considers that a passenger cannot continue the trip for reasons of safety or behavior, he or she has the power to:

- Deny boarding.
- Order disembarkation at an intermediate station.
- Restrict access to certain areas or activities on the train.

Any action carried out by the Train Master under orders from governments or authorities will not constitute a breach of contract, and the carrier will be exempt from liability regarding the continuation of the trip or repatriation of passengers.

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### Medical Contraindications

The Client must ensure that they are able to make the train trip without risk to their health or that of other passengers. Any medical condition requiring supervision must be reported at the time of booking or prior to boarding. Reservations will not be accepted from people whose condition may pose a risk or who require care that cannot be provided on board.

Women more than 24 weeks pregnant and passengers over 75 years of age may require a certificate of fitness to travel.

### Denial of Early Boarding and Disembarkation

If the Train Master considers that a passenger is not fit to travel or represents a risk, he or she may be disembarked at any station, and **TEOVIAN TRAVEL GROUP** will not assume any responsibility. Train days not taken or expenses generated by disembarkation will be reimbursed.

### Stopover Schedules

It is the passengers' responsibility to comply with the maximum return time and departure time established in the logbook. Failure to appear at the indicated time will not give rise to a refund or compensation.

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### Personal Objects and Luggage

Dangerous objects such as controlled substances, firearms, explosives or flammable products are prohibited on board. Train companies reserve the right to deny boarding to Customers carrying these objects.

**Customer Responsibility:** **TEOVIAN TRAVEL GROUP** is not responsible for loss, theft or damage to the Client's personal belongings or luggage. It is recommended to take out luggage insurance and file a complaint with the insurer in case of damage or loss.

**Valuables:** It is the Client's responsibility to check their cabin when disembarking, since **TEOVIAN TRAVEL GROUP** will not assume responsibility for forgotten money, documents or valuables.

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## **Modification of Itineraries and Schedules**

Train companies can modify stopovers and schedules at any time, before or during the journey. In cases of strike, adverse weather conditions or other circumstances, the train company may advance or delay a stopover, change trains or routes without prior notice, without assuming responsibility for these modifications.

The Train Master may interrupt a journey or modify the itinerary for reasons of force majeure or safety. These actions are not considered "trip modifications."

In destinations with specific weather conditions, some stops may be reversed, shortened or cancelled. Purchased and unused excursions will be refunded, but no compensation will be provided.

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## **Customer Responsibility**

Each Customer (or, in the case of minors, their parents or guardians) is responsible for compensating the train company for any damage caused to the train, its furniture or equipment, as well as for covering any fine or penalty imposed for their conduct.

### **Children and Minors**

For safety reasons, some train companies do not accept small children. The Client must verify these policies when booking and before boarding. Minors under 21 years of age must travel accompanied by an adult over 25 years of age, who will be responsible for them.

### **Tips and Service Fees**

Tips for on-board staff are traditional and are paid in cash per person (adult or child) depending on the duration of the journey.

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## Smokers and Non-Smokers

On most trains, common areas are non-smoking. Some trains offer specific smoking areas.

## Diet

It is important to notify any special dietary requirements at the time of booking. Most train companies offer vegetarian, low-calorie, salt-free or cholesterol-free options. Gluten-free or lactose-free diets must be specially requested.

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## Train Journey Duration

The day of departure, from boarding, and the day of return until final arrival, are included in the duration of the trip. If the departure or arrival time shortens the first or last night, no refund will be applied.

## Food

The number of meals included in the service depends on the number of nights reserved and is specified in the itinerary. In some destinations, the lack of drinking water forces bottled water to be purchased at the Client's expense.

**Recommendation:** Parents of small children should bring adequate food. An additional fee may be charged for heating food.

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## Cabin Types

- **Individuals:** They include a bed for one person, generally with a supplement.
- **Double:** Two beds or a double bed.
- **Triple or Quadruple:** These are usually double cabins with additional beds (bunk bed or sofa bed).

Cabins are typically smaller than standard hotel rooms.

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## Registration and Checkup

**TEOVIAN TRAVEL GROUP** is not responsible if the Client does not check in at the point of departure, whether due to force majeure or for other reasons.

In case of cancellation or change in the transfer (plane, train, bus) booked with **TEOVIAN TRAVEL GROUP**, the Customer Service team will contact you as soon as possible. If the transfer was booked by other means, the Client must contact us immediately at [help.trains@teovian.com](mailto:help.trains@teovian.com).

## Claims and Mediation

### During the trip

If any of the services provided does not correspond to what is indicated in the catalogues, contracts, transportation tickets or insurance policies, or if any service does not comply with the provisions of the contract, the Client must contact the service organizer directly. (such as the train company, carrier or hotel) as soon as possible. Additionally, it is recommended that you send a copy of the claim to **TEOVIAN TRAVEL GROUP** for your record.

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### After the trip

The Client may file a claim about the conditions in which the services were provided during their trip. This complaint must be sent in writing to the address **help.trains@teovian.com** within one month after the end of the trip and be accompanied by supporting documents.

The analysis of claims will be limited to the elements of the reservation contract, without including subjective assessments.

**Exclusion of liability:** **TEOVIAN TRAVEL GROUP** is not responsible for items left on board or for their management or repatriation.

## **Force Majeure**

In force majeure situations, **TEOVIAN TRAVEL GROUP** will not be responsible for any impact on its obligations.

Force majeure is considered any external, unforeseeable and inevitable event that prevents travelers, the agency or service providers from fully or partially complying with the obligations established in the contract.

**Limitation of liability:** **TEOVIAN TRAVEL GROUP** will not assume any responsibility when, due to force majeure events, the promised services cannot be carried out under the agreed conditions. This includes circumstances which, although all reasonable precautions are taken, are completely beyond our control.

Events that constitute force majeure include: wars or threats of war, acts or threats of terrorism, riots, strikes, natural or nuclear disasters, fires, extreme weather conditions, risks of epidemics, mechanical problems (not foreseeable despite technical controls exhaustive) and other events of a similar nature outside our ability to act.



## **Litigation Settlement**

In the event of a dispute, the Client must first contact his agent to try to reach an amicable solution.

## Protection of Personal Data

The regulations of Monaco (Law no. 1,165 of December 23, 1993, amended on December 4, 2008) establish provisions regarding the protection of personal data.

Additionally, the European General Data Protection Regulation (EU Regulation 2016/679, GDPR) is applicable from May 25, 2018 for companies that offer services to consumers in Europe, protecting the rights of individuals in relation to processing. and the free circulation of your personal data.

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### Collection of Personal Data

**TEOVIAN TRAVEL GROUP** may collect the following personal data through its website, by email or telephone:

- **Connection to website, email and fax:** name, surname, address, date of birth, gender, copy of passport, food preferences, site connection data, use and location.
  - **Calls to Customer Service:** identity, voice of the Customer and the agent, address and contact details, telephone number, date, time and duration of the call, content of the conversation.
  - **File management:** travel references, without retaining payment data.
  - **Social networks:** information shared by the Client (comments, photos, videos, etc.).
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### Use of Personal Data

The personal data collected is used to:

- Facilitate access and use of the platform.
  - Manage and optimize the operation of the website.
  - Maintain the business relationship.
  - Organize conditions of use of payment services.
  - Verify, identify and authenticate data.
  - Maintain and update Client files.
  - Personalize and display offers based on the Customer's browsing history and preferences.
  - Perform analysis, statistics and management tools.
  - Prevent and detect fraud and manage security incidents.
  - Manage disputes with Clients.
  - Send commercial and advertising information according to the Client's preferences.
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### Exchange of Personal Data with Third Parties

**TEOVIAN TRAVEL GROUP** may share personal data with third parties in the following circumstances:

- With partners from **TEOVIAN TRAVEL GROUP** to execute the Client's order for services (e.g. railways, airlines, hoteliers, insurance companies).
  - With banking and financial companies contracted by **TEOVIAN TRAVEL GROUP** for the provision of payment services.
  - When the Client publishes information in public areas of the website or social networks.
  - When the Client authorizes a third party to access their data.
  - With suppliers that provide Customer service, advertising, product delivery and payment services, with limited access and contractual obligation to use the data in accordance with regulations.
  - When required by law to respond to claims and comply with legal procedures.
  - In the event of a merger, acquisition, transfer of assets or reorganization, personal data may be transferred, with prior notice to the Client.
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### Transfer of Personal Data

**TEOVIAN TRAVEL GROUP** undertakes not to transfer personal data outside the European Union without the Client's prior authorization and to ensure a secure environment in accordance with applicable legislation. This transfer will only be made to countries with an adequate level of protection or to entities that have signed the European contractual clauses.

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### Security and Confidentiality

**TEOVIAN TRAVEL GROUP** implements organizational, technical and physical security measures to protect personal data against alteration, destruction and unauthorized access. However, since the Internet is not a completely secure environment, **TEOVIAN TRAVEL GROUP** does not guarantee the complete security of the transmission or storage of information online.

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### Client Rights

In accordance with applicable regulations, Clients have the following rights:

- **Updating or deleting data:** The Client can modify or delete their personal data by accessing their account.
- **Account deletion:** sending a request to **privacy@teovian.com**. Please note that some shared data may remain visible on the site.
- **Right of access:** the Client can request access to their personal data through **privacy@teovian.com**, providing proof of identity.
- **Inaccurate data update:** the Client can request the correction of his inaccurate data to **privacy@teovian.com**.
- **Right to erasure:** Clients can request the deletion of their data in accordance with the regulations, by contacting **privacy@teovian.com**.

## Applicable Law

These conditions of sale are subject to the laws and the Monaco Tourism Code.

### Reproduction of Articles 95 to 103 of the Tourism Code

**Article 95:** Except for the exclusions provided for in the second paragraph, letters a) and b) of Article 14 of the law of July 13, 1992, all offers and sales of travel or stay services imply the issuance of appropriate documents, in accordance with the rules herein established. In the case of sale of transport tickets without additional services, the seller must provide one or more tickets issued by the carrier or under its responsibility. In transport on demand, the name and address of the carrier must be indicated.

**Article 96:** Before formalizing the contract, the seller must provide written information on the prices, dates and characteristics of the trip, including:

- Destination, means, characteristics and categories of transport.
- Type of accommodation, location, amenities and tourist classification.
- Meals included.
- Description of the itinerary for circuits.
- Administrative and health formalities, duration to comply with them.
- Visits and excursions included or available with a supplement.
- Minimum and maximum group size, and notification deadline in case of cancellation due to not reaching the minimum number of participants (minimum 21 days before departure).
- Percentage of the price required as a deposit when signing the contract and payment schedule.
- Price modification conditions in accordance with Article 100 of this decree.
- Cancellation conditions and provisions of Articles 101, 102 and 103.
- Information on civil liability insurance and the option of complementary insurance in cases of cancellation and assistance (including repatriation in the event of an accident or illness).

**Article 97:** The information provided to the Client commits the seller, unless the seller has specified the right to modify certain elements. Any changes will be notified to the Client in writing before signing the contract.

**Article 98:** The Client may assign his contract to a third party who meets the same conditions, as long as he notifies the seller by registered letter at least fifteen days before the start of the trip.

**Article 99:** When the contract allows price revision, it must clearly specify the calculation conditions, including transportation costs, taxes, currencies that affect the price and their proportion in the total price.

**Article 100:** Before departure, if the seller must modify any essential element of the contract or significantly increase the price, the Client can cancel the contract and receive a full refund without penalty or accept the change by signing a modification clause in the contract .

**Article 101:** If the seller cancels the trip before departure, he must inform the Client by registered letter. The Client can receive a full refund without penalty and compensation equal to the penalty he would have assumed if he had canceled himself. You can also accept a proposed replacement trip.

**Article 102:** If after departure the seller cannot provide a significant part of the services, he must offer alternative services (adjusting the price if they are of lower quality) or, if he cannot offer alternatives, provide transportation tickets for the return under equivalent conditions.

**Article 103:** The provisions of Articles 95 to 103 must appear in catalogs and contracts of tourist services in accordance with the Law of July 13, 1992.