

DISCLAIMERS AND POLICIES

A. GENERAL INFORMATION

1. Customized Trip Product Descriptions:

1.1 TrueTrips Customized Trips: TrueTrips will arrange customized trips tailored to the needs and preferences of our guests. In addition to offering a greater level of privacy, a customized trip provides the opportunity to choose from a broad range of destinations, hotels, villas, apartments, and activities. These trips are generally offered without an escort but can also include a TrueTrips concierge upon request.

1.2 TrueTrips Customized Trip Prices:

- **1.2.1 Included:** TrueTrips customized trip prices include only those items listed on your trip itinerary description and may vary significantly based on request. Prices generally include accommodations as noted in the itinerary, meals as specified, guided sightseeing and other activities as noted in the itinerary, land, sea, and air transportation within the destination country as noted in the itinerary, a TrueTrips Recommendations Guide for selected featured destinations, value added tax and direct hotel taxes, as applicable.
- **1.2.2 Not Included:** The following items are not included in your TrueTrips customized trip (unless otherwise specified): airfare to the trip departure point and from the trip completion point, unless otherwise noted; baggage handling; nominal/variable local tourist tax (collected by the hotel), if applicable; meals other than as specified in your tour itinerary; alcoholic and other beverages; personal expenses such as phone calls, laundry, passport and visa fees, vaccinations, travel insurance (which we recommend that guests purchase separately); and any other optional and incidental expenses.

2. Cruise Trip Product Descriptions:

2.1 TrueTrips Cruise Trips: TrueTrips arranges cruise trips using select cruise suppliers. In addition to the TrueTrips Terms & Conditions, guests traveling on a cruise trip are subject to the policies outlined in the Terms

& Conditions of the individual cruise company that has been booked for them. The TrueTrips service fee does not apply to 'cruise only' arrangements.

2.2 TrueTrips Cruise Trip Prices:

- **2.2.1 Included:** TrueTrips cruise trip prices are typically 'cruise only' rates, unless otherwise specified in your itinerary. The price of the cruise trip includes only those items listed in your cruise trip itinerary description and the cruise itinerary that you have chosen, as provided by the relevant cruise company. If you have also included a TrueTrips add-on customized trip, the items included will be listed in your customized trip itinerary description.
- **2.2.2 Not Included:** The following items are not included in your TrueTrips cruise trip (unless otherwise specified): airfare to the trip departure point and from the trip completion point; baggage handling; meals other than as specified in your itinerary; alcoholic and other beverages other than as specified in your itinerary; personal expenses such as phone calls, laundry, passport and visa fees, vaccinations, travel insurance (which we recommend that guests purchase separately); and any other optional and incidental expenses.
- **2.2.3** As per the individual cruise company's terms and conditions, as applicable, if oil prices move as per the cruise company's applicable definition, TrueTrips reserves the right to charge our guest's credit card an amount equal to the amount indicated in the cruise company's terms and conditions, if any.

3. Other Information:

3.1 Payment: TrueTrips itinerary quotes are provided in Euro and include a 3% direct deposit discount. If payment is provided by credit card, such a discount will not be applicable. U.S. dollar payments or any non-Euro denominated currency payments will be converted to Euros upon receipt. If value added tax, municipal tax for TrueTrips, or direct hotel taxes, or supplier tax increases between the time of this agreement and the time the guests travel to the agreed destination, TrueTrips reserves the right to increase the total price of the travel package proportionately in order to reflect such increase, and therefore guests will wholly assume the cost of such an increase, if applicable. In the event a refund is provided, currency conversion costs and expenses associated with exchange rate

fluctuations will be subtracted from such refund.

3.2 Passports and Visas for countries in the Schengen area: U.S. and Canadian citizens may enter the Schengen area for up to 90 days for tourist or business purposes without a visa. U.S citizen's passport should be valid for at least six months beyond the period of stay and Canadian citizen's passport should be valid for at least three months beyond the period of stay. Non-US or Canadian citizens should contact the appropriate consulate for information on necessary documents required. The above requirements are subject to change at any time. It is the traveler's responsibility to check with the equivalent embassy and its consulates for up-to-date information.

3.3 Passports and Visas for Turkey: U.S. and Canadian citizens need a passport and visa to travel to Turkey. If you are traveling as a tourist, you can purchase a 90-day sticker visa at the point of entry for a cash sum. Non-US or Canadian citizens should contact the appropriate Turkish consulate for information on necessary documents required. You may also obtain your visa in advance online at: <https://www.evisa.gov.tr/en/>. The above requirements are subject to change at any time. It is the traveler's responsibility to check with the equivalent embassy and its consulates for up-to-date information.

3.4 Passports and Visas for other countries or cruise trips that include destinations outside the Schengen area and Turkey: Guests are advised to consult the appropriate governmental agencies and embassies to determine applicable requirements. TrueTrips will assist in providing information to guests but assumes no responsibility for advising guests of entry requirements and shall have no liability whatsoever for a refund. Cruise companies may refuse to embark or disembark a guest in the event that required documentation is not presented and shall have no liability whatsoever for a refund.

3.5 Hotel and Villa Accommodations Bed Arrangements: King or queen bedded rooms are provided in most situations. Accommodation and bed arrangements for TrueTrips customized trips will vary subject to availability.

3.6 Active Tour Elements: TrueTrips tour packages include some active elements, and most tours include considerable walking, sometimes on uneven terrain. Many sites have limited access and involve stairs and inclines.

3.7 Travelers Needing Special Assistance: We regret that we cannot provide individual assistance to guests for walking, dining, or personal needs. Persons needing such assistance must be accompanied by an able companion.

B. TERMS & CONDITIONS

1. Customized Trip Deposit and Full Payment Policy

1.1 Commitment deposit: TrueTrips customizes all itineraries, which is a time-consuming process that requires great attention to detail. Upon receipt of your travel survey, we will provide an initial itinerary, developed based on the information provided. Following your questions and feedback we will present a revised itinerary. After having provided two itinerary versions, depending on the characteristics of a request, we may as a next step ask for a non-refundable commitment deposit of 150 Euros in order to continue the planning of your trip. This commitment deposit counts towards the cost of the trip once you decide to book.

1.2 Payment and Cancellation Policy: TrueTrips suppliers' payment and cancellation policies vary significantly, therefore each guest's final TrueTrips agreement includes one of the following payment and cancellation policies:

1.2.1.

Payment Schedule A:

- A 2500 Euros deposit per person is required at the time of booking.
- A non-refundable service fee of 495 Euros per person, with the exception of travelers under the age of 2 years old, is required at the time of booking. This service fee is additional to the cost of the trip.
- Final payment is due 45 days prior to departure.
- Full payment is required if your reservation is made within 45 days of departure.

Cancellation Policy A:

- 45 days or more before departure will be subject to a 2500 Euros cancellation fee in total. Any remaining deposit amount will continue to be held by TrueTrips and will be credited towards a future visit within one

year from the original travel date. If the future visit does not occur by that time, the full deposit amount will be withheld as a cancellation fee.

- 44-30 days before departure will be subject to a cancellation fee equal to the greater of 2500 Euros per person or 50% of the trip price.
- 29-0 days before departure will be subject to a cancellation fee equal to 100% of the trip price.
- The service fee is non-refundable.

1.2.2

Payment Schedule B:

- A 50% deposit of the total package price is required at the time of booking, in addition to any applicable commitment deposit, all of which counts towards the cost of your trip.
- A non-refundable service fee of 495 Euros per person, with the exception of travelers under the age of 2 years old, is required at the time of booking. This service fee is additional to the cost of the trip and is in no way associated with any applicable commitment deposit.
- Final payment is due 60 days prior to departure.
- Full payment is required if your reservation is made within 60 days of departure.

Cancellation Policy B:

- 60 days or more before departure will be subject to a 2500 Euros per person cancellation fee.
- 59-46 days before departure will be subject to a cancellation fee equal to the greater of 2500 Euros per person or 50% of the trip price.
- 45-0 days before departure will be subject to a cancellation fee equal to 100% of the trip price.
- Any applicable commitment deposit is non-refundable.
- The service fee is non-refundable.

1.2.3

Payment Schedule C:

- A 25 % deposit of the total package price is required at the time of booking, in addition to any applicable commitment deposit, all of which counts towards the cost of your trip.
- A non-refundable service fee of 495 Euros per person, with the exception of travelers under the age of 2 years old, is required at the time of booking. This service fee is additional to the cost of the trip and is in no way associated with any applicable commitment deposit.
- Final payment is due 120 days prior to departure.
- Full payment is required if your reservation is made within 120 days of departure.

Cancellation Policy C:

- 120 days or more before departure will be subject to a 2500 Euros per person cancellation fee.
- 119-46 days before departure will be subject to a cancellation fee equal to the greater of 2500 Euros per person or 50% of the trip price.
- 45-0 days before departure will be subject to a cancellation fee equal to 100% of the trip price.
- Any applicable commitment deposit is non-refundable.
- The service fee is non-refundable.

Failure to provide full payment according to above outlined schedules will result in cancellation of your TrueTrips customized trip, and no refund of payments made to date will be provided by TrueTrips.

TrueTrips reserves the right to cancel a confirmed booking and refund only the appropriate portion of the deposit if full payment is not provided in accordance with our deposit and full payment policy. Cruise line suppliers reserve the right to cancel a cruise per the suppliers' terms and conditions.

1.3 Cruise Trip Supplemental Terms and Conditions:

Guests traveling on a cruise booked through TrueTrips are subject to the cancellation and refund policies outlined in the Terms & Conditions of the individual cruise company that has been booked for them. By accepting the TrueTrips terms and conditions, you attest that in addition to the

TrueTrips terms and conditions, you have reviewed and are bound by the cancellation and refund policies and the other terms and conditions of the individual company that acts as a supplier for your TrueTrips cruise trip, with the exception of the supplier's payment schedule.

2. Supplemental Information:

2.1 Cancellation Insurance: It is the traveler's responsibility to protect his or her purchases. Travel Insurance is strongly recommended and in particular, cancel for any reason insurance. TrueTrips may provide information on optional trip cancellation insurance, please contact TrueTrips for information on cancellation insurance.

2.2 Limits on Third Party Responsibility for Publishers: There is no recourse to third party publishers including but not limited to Travel & Leisure, Meredith Corporation, Conde Nast Traveler, Wright's Media with respect to any claims arising out of or in connection with the client's relationship with or trip arrangements and execution by TrueTrips and/or its agents. Any such claims are governed by the laws of the Hellenic Republic.

2.3 Limits on TrueTrips Responsibility: Afthentiki Filoxenia Ltd ("TrueTrips") and /or its agents act only as an agent for the hotels, villas, apartments, restaurants, airlines, train and bus companies, ship lines, owners or contractors providing accommodations, transportation providers, or other service providers ("suppliers"). By acceptance of any TrueTrips trip membership, receipts, or tickets, the TrueTrips client agrees that TrueTrips assumes no liability for any loss, injury or damage to a person or property, or otherwise any connection with any accommodations, transportation, or other service, resulting directly or indirectly from any acts of co-travelers, suppliers, nature, or dangers, delays, cancellations, and incidents related to the sea or weather conditions, health related problems before, after, or during the tour, earthquake, fire, breakdown in machinery or equipment, acts of government or other authorities, de jure or de facto, wars, whether declared or not, hostilities, civil disturbances, terrorist attacks, strikes, bank holidays, capital controls, riots, thefts, pilferage, epidemics, pandemics, quarantines, medical or custom regulations, defaults, delays or cancellations or changes in itinerary or schedules, or from any causes beyond the control of TrueTrips or for loss or damage resulting from insufficient, or improperly issued passports, visas or other documents, and that TrueTrips assumes no liability sustained or incurred by a TrueTrips client as a result of any foreign causes and is not liable for

defaults or breach of contract of those persons, suppliers, or companies not directly under the control of TrueTrips. TrueTrips shall not be responsible for suppliers' failure to comply with any laws, or any intentional or negligent actions or omissions on the part of such suppliers. TrueTrips reserves the right to substitute hotels or villas or apartments or cruise lines with the best available alternatives and make any changes in the itinerary that were deemed necessary or caused by airline, train or ferry schedules, or other reasons. Land transportation is provided in accordance with the itinerary by private buses, commercial trains, minibus, or licensed cars, depending on the itinerary and the size of the group. By embarking on his/her travel, the traveler voluntarily assumes all risks involved in such travel, whether expected or unexpected.

C. GOVERNING LAW - DISPUTE RESOLUTION

1. The agreement between TrueTrips and the client shall be construed and interpreted in accordance with and governed by the laws of the Hellenic Republic.

2. TrueTrips and the client undertake to resolve in good faith any dispute that may arise from purchasing a TrueTrips customized trip or a TrueTrips cruise trip. If the amicable resolution of the dispute is not possible, the Courts of Athens shall have exclusive jurisdiction.
