

**Appendix No. 1 to the Public Offer.
Rules and conditions for using the site
EL TOUR Lda to select services.**

EL TOUR Lda - Travel company

Tax number TIN: 511273100,

License number RNAVT Registration n°: 4103

Located at: Rua das Mercês N°41 9000-224 , Funchal – Ilha da Madeira – Portugal

Excursion tours - package tours selected by the User on the Site, including hotel accommodation, excursions, transfers, additional services.

Transfers - Selected by the User on the site of transport services. The service of providing transport with a driver for moving from the passage through the reserved points of departure to the specified point.

Excursions - Excursions selected by the user on the site. Service for the provision of excursion services according to the description of the excursion route.

Hotel - a place chosen by the User for accommodation (hotel complex, hostel, apartments, villas, cottages and other facilities providing Hotel services).

Hotel services - services for the accommodation of Users in Hotels with services for searching at the border of the User rooms (villas, apartments, etc.), others, restaurants of the Hotel.

Air tickets - An electronic ticket that comes to your e-mail when buying tickets is an attentive attention to the route: flight number, date and time of departure / arrival, baggage allowance, etc. In addition, an electronic ticket allows you to change the status of an order on the website Electronic the printed ticket is different from the A4 format value, which contains full information about the flight.

Remember that when checking in at the airport, you must present exactly the same identity card that was used to issue the ticket.

Please note that if you do not have your own ticket in printed form, during check-in for a flight at the airport, you just need to present your passport or other identification card, on which the ticket was issued.

In addition, you can independently check in for a flight - on the website of the airport or airline. When completing the electronic check-in, you will receive a boarding pass to your e-mail, by printing which you can immediately go to boarding (after checking in your luggage).

We recommend that you select baggage items when choosing your flight tickets. Baggage and carry-on allowances vary depending on baggage carriage - in most cases baggage up to a certain weight is free, however there are low cost airlines that do not carry baggage for free.

Site - information resource "EL Tour Lda", located on the Internet at: www.eltour.travel , which offer touristic products (tours, transfers, excursions, hotels) and for whom an order is made for tours, transfers, excursions, hotels. Site Terms of Use

In accordance with the terms of use of our Site, you confirm that:

If you are at least 18 years old, you are capable, legally capable, have the legal right to enter into a contractual relationship with EL Tour Lda, and will use the Site in accordance with this Agreement;
all information contained in the products is true, current, current and complete; You must inform the persons of all conditions, rules and restrictions of the selected fares, as well as of all possible changes to be agreed with the custom booking/purchase;
when booking and purchasing services for yourself and/or other persons

We reserve the right, in our sole discretion, at any time and without cause, to refuse access to the Site and to the services that we suggest, including, but not limited to the violation of this meeting.

Selection system - an information system that contains information about the availability of booked services, tariffs and rules for their application, including the conditions for the provision of the services offered. The information in this search system can be changed or supplemented at any time, in connection with the information is relevant only at the time of its issuance (or provision, or output to screen) in response to a suitable User request to the System. The system can be selected at any time, changed or supplemented, in connection with this, the User is required to use it online "as is".

Order — a User's request for services booked on the Website.

REGULAR EXCURSIONS

Tours are expected: clients who prefer group trips along well-thought-out and well-tried routes that allow you to see the most interesting ones while saving money and time. The start of the tour is possible: At least 2 people happened on the clearly indicated day.

Standard category of travel accommodation: hotels or boarding houses 2*-3*, 4*, depending on the season, with breakfast (buffet or continental), with all amenities in the room (toilet, bath or shower, TV and telephone, air conditioning in the hot time

year and heating in winter). As a rule, hotels are located in the city center. In difficult conditions, tourists can be accommodated in other areas of the city or in the suburbs. There may be changes in the system of visiting cities and the replacement of an overnight stay in one city with another, the replacement of a hotel within the category provided for by the open system.

Tours are GUARANTEED all year round. During national holidays and congresses, as well as during the period of Christmas, New Year and Easter - price increase, surcharge reported at the time of booking!

Tour cancellation policy.

If the tour is canceled 7 days before the fall, a penalty of 100% of the cost of the tour Payment rules for excursion tours.

100% payment 8 days before autumn.

Sightseeing tours: Monsanto + All of Portugal, Santiago de Compostela + All of Portugal, guaranteed with a minimum of 10 people in a group.

The implementation period (on-line booking) of tours is 14 days before the start date of the tour.

When making a tour less than 14 days before the start of a personal tour, booking through an online office or upon request by e-mail reservas@eltour-travel.com

If groups are not accepted, 7 days before the start of the tour, an alternative excursion tour with the maximum possible nature tour is pursued.

Sightseeing tours: Monsanto + All Portugal, Santiago de Compostela + All Portugal, guaranteed with a group of at least 10 people.

The implementation period (on-line booking) of the tours is 14 days before the start date of the tour.

When making a tour less than 14 days before the start of an individual tour, booking through an online account or upon request by e-mail reservas@eltour-travel.com

If groups are not accepted, an alternative sightseeing tour is held 7 days before the start of the tour with the maximum possible nature of the tour.

Transfers within excursion tours:

- provided in the group, both with and without a guide, depending on the flight. Clients of different flights will be combined on a transfer, both on arrival and departure.

You may have to wait at the airport. Without waiting at the Airport, it is necessary to reserve a private transfer.

-If you missed the plane and are flying on another flight, or your luggage is lost, we ask you to urgently contact the staff by phone, which are indicated in the program and voucher. Only in this case we can offer a transfer. If we have not been contacted, and an hour and a half has passed since arrival, the transfer is canceled, and the tourist must independently get to the hotel.

-Transfers from/to the Lisbon Riviera are expected for aircraft departing Lisbon at 10 am or later and arriving no later than 20:00. When leaving the hotel or leaving for the hotel in the cities of Cascais, Estoril, Carcavelos, the tourist pays for an individual transfer in full or can travel by train, taxi. Check-in and check-out from hotels: after 2 pm, and check-out until 12 am. If you arrive early in the morning or leave late in the evening, you can deliver (book) overnight at the hotel or leave your luggage at the reception, subject to availability.

- Transfers from 08:00 to 20:00 are included in the tour price. For transfers from 20:00 to 08:00 surcharge 10 euros per person one way.

Excursions as part of excursion tours: all excursions are in a group with a clear time, that guides will inform you. If the client wishes to linger at any stop of the detainee, he will get to the hotel on his own. If the client does not go on the tour on time, the bus leaves without him, and the money for the tour is not returned. The meeting point for excursions can be either from the hotel or at a convenient meeting point in the city center.

Ending excursions can be both in the hotel and in the city center. The order of the excursions and the time of their start are subject to change.

Excursions are provided in full according to the tour program.

Tour schedule: from 08:30 to 18:30 El Tour does not accept for flight data for transfers that do not correspond to the tour schedule of the purchased tour.

The cost of excursion tours includes:

Meals according to the program Transfers, excursions and accompaniment in museums with a Russian-speaking guide Accommodation in hotels: Lisbon and the Port of the selected category The cost of excursion tours does not include:

Tickets to museums and cruises on the Douro River List of monuments and museums to visit.

Rise by elevator to the statue of Christ the King - 5 euros

Palace of Pena - 14 euros

Quinta Regaleira - 6 euros

Convent of Christ - 6 euros

Monastery of Batalha - 6 euros

Joanina Library in Coimbra 10 euros

Boat trip on the Douro River 15 euros

Port wine tasting in the Grahams cellars (3 glasses) - 12 euros Muscatel and dry wine tasting in the Juse Maria da Fonseca company - 4 euros

Bones Chapel in Évora - 4 euros

Sanctuary of Bom Jesus do Monte- 1.20 euros

Grutas Mira de Aire - 6 euros

Audio guides are paid extra - 10 euros per person per tour or 2.00 per person per day.

Audio guides are required for guided tours.

1. Sintra – Cape Roca - Riviera

2. Sintra (2 Castels) – Cape Roca - Riviera

3. Tomar - Coimbra

Tasting at wine companies along the route - approximately 16 euros

Seats on the bus: Rows on the bus can be reserved for an additional fee.

1st row €50, second and third row €45, fourth and fifth row €40.

The rest of the places are allocated on the spot by the tour guide depending on the time of submission of documents for the tour and the age of the persons. In case of assignment to excursion programs of a shuttle taxi, the money for purchased seats on the bus is not refundable.

TRANSFERS

Changes to the order can be made 72 hours before the service is provided, after 72 hours all changes are on request and not guaranteed.

72 hours before the date of the service (transfer), a fine of 100% of the cost of the service. During the

airport-destination transfer: flight delays are monitored by the carrier, if the transfer is to the airport, flight delays must be reported by phone number +351 910221695.

When meeting the client at the airport - the maximum waiting time for the client from the moment of arrival of the plane is 60 minutes. When meeting the client at the address - the maximum waiting time is 15 minutes. Unfortunately, the driver will not be able to wait for the client more than the given time, so in case of opposition, the client will have to use alternative modes of transport (there will be no return of the shuttle).

The client's number, which you indicate when booking a transfer, must work during the transfer (so that the driver can contact the client and clarify the details, or inform the tourist about the meeting place).

Baggage allowance per person hand-on 1 piece and 1 suitcase (maximum total size 158 cm (length + width + height), if there is additional luggage or the dimensions of the main luggage do not correspond to the above, you must contact the manager at phone number +351 91022169 and clarify details.

If the client cannot find the car within 5 minutes from the specified time of handing over the car, it is necessary to immediately contact the manager by phone number +351 91022169.

If the transfer did not take place due to the fault of the carrier, then the cost of the transfer or taxi (if a check is provided) will be charged before the return. There will be a large price of two before the return.

The period of implementation (online booking) of transfers is 3 days before the date of service

When ordering a service (transfer) less than 3 days before the date of service, reservation by email reservas@eltour-travel.com

EXCURSIONS

Change and cancellation

All changes and additions to the application must be made in writing and sent to us by fax +351 291-244-284 or by e-mail reservas@eltour-travel.com. In case of misunderstanding, confirmation must be obtained from EL Tour Lda. Cancellation without penalty is possible 3 days before the date of provision of the reserved services. Cancellation 3 days before the start of the tour, 100% penalty. In case of absence of the customer on the day of provision of services, EL Tour Lda is not responsible and money is not returned. When returning money to the customer, EL Tour Lda does not have to pay for bank transfers.

Audio guides are paid additionally - 2 euros per person per day. Audio guides are mandatory for tours.

1. Sintra – Cape Roca - Riviera
2. Sintra (2 castles) – Cape Roca - Riviera
3. Tomar of Coimbra

HOTELS

All terms of the Order, including making any changes to the issued Orders, refusal of services, as well as other terms of service provision, are regulated by the rules of application of tariffs for this service, established in accordance with the Hotel.

Changing the persons in the Order, the number of residents, the terms of accommodation, the date of arrival and departure of guests, the type of accommodation and other essential conditions of the Order is available only by placing a new Order and canceling the previously issued one.

In the event that the User for any reason wants to cancel the Order, he must cancel the order in his personal account before the penalty is imposed.

The order is considered canceled after "EL Tour Lda" assigns it the status "Cancelled" and sends the corresponding service letter to the User.

The terms of cancellation of the Order, as well as the amount of fines for non-compliance with these terms and in case of inferior use of the booked services, are provided by the User at the time of booking and are displayed in the Order in the User's Personal Cabinet.

In case of cancellation of the Hotel Order by the User, the management will require the User to pay a fine in the amount specified when placing the Order.

AIRLINE TICKETS

Reservation, purchase, exchange and return of air tickets for scheduled flights

Before purchasing an airline ticket, you should familiarize yourself with the terms of the IATA contract <http://www.iatatravelcentre.com/tickets> , the requirements of the current legislation, as well as the rules of application of tariffs, conditions of return, exchange of services/tariffs of the airline you have chosen, available on the official website airlines. Fare rules are set by airlines are displayed on the checkout page as provided by the global distribution system and the airline. In the event that the tariff rules are published, including in English, you are required to comply with the rules, conditions and restrictions imposed by the Supplier, the product or service you are purchasing. You understand that any violation of the Supplier's rules may result in the cancellation of the reservation and the refusal to provide the product or service without refund of the price previously paid. By completing your purchases, you agree to all individual terms, conditions and restrictions of the Supplier.

When placing an order, you must provide only true and complete data. Please note that due to the specific principles of global distribution systems and Providers' location systems, it is often prohibited to change the data of any of the passengers in the completed order. Any change may result in the cancellation of the order/tickets and refunds will only be possible in accordance with the rules of application of the selected fare provided by the Supplier.

Please note that some Suppliers may use the bank card with which the purchase was made at the time of check-in for the flight.

You assume all possible risks and costs associated with your actions, in which errors and inaccuracies may be made when placing an order, changing it, canceling it, refunding costs.

The supplier may unilaterally and without warning cancel the booking or the completed order in case of detection of "double application" (more than one booking for a specific customer on the same flight for one or more dates). If duplicate bookings are prohibited, we recommend that you cancel any existing duplicate bookings prior to purchase and do not create new bookings after checkout.

In case of violation of the order of use of flight segments in the ticket issued on one form, the Provider will cancel the reservation on the following sections of the route or the return flight.

A flight segment is a part of a flight route that includes one direct flight between two points. A violation of the procedure for using flight segments is the purchase of an air ticket on a route that includes several flights, and the use of only a part of the indicated route at the Customer's choice. Non-arrival of the Client for flight registration ("no-show") is considered a violation by most carriers and the carrier reserves the right to withdraw seats on all subsequent flights.

In the event that the ticket application is independent of the direction and/or regardless of the presence or absence of a route set, air tickets may be issued on different forms. In this case, we draw your attention to the fact that different rules and conditions for the application of tariffs may be established by the Supplier for each direction, including, but not limited to, different baggage allowances, conditions for changing/removing the order. In case of exchange/return of the order, the Customer submits a request for change/return of the Order is issued for each ticket. Fare rules apply to each air ticket separately. In case of cancellation/postponement of the flight by and on the initiative of the Supplier, the Client may be offered an alternative option for booking or returning a flight according to the Supplier's model and exclusively for flights issued as part of a single air ticket. Airline tickets for an unaccompanied minor, a passenger who cannot move on his own, a passenger who is visually and/or hearing impaired, a late pregnant woman must be booked and issued only at offices and airline offices, and hotel/hotel reservations for listed customers may be limited.

Voluntary (at the user's initiative) exchange or return is carried out in accordance with the rules of the

chosen tariff of the Supplier, according to which the order was previously issued and the air tickets issued. Please note that as per fare rules, the Supplier is entitled to withhold a penalty, pay an additional tax/fare fee if there are no seats available in the selected exchange class at the original fare.

In the case of a full or partial refund of the ticket, the agent's remuneration is not subject to refund, including in the case of a completed refund of the airline ticket (cancellation of the airline flight, illness or death of the passenger). The completed refund is carried out only after confirmation from the Supplier (airline), on whose electronic form the airline ticket was issued.

In the event that your ticket has not been used, EL Tour Lda reserves the right to return the ticket in accordance with the fare rules established by the airlines. The money for the unused ticket will be returned to you after returning to EL Tour Lda and using the same payment method with which you paid for the order minus the service fee.

EL Tour Lda does not guarantee the quality and performance of the services provided by the responsible Suppliers, does not make changes for the actions/inactions of the Suppliers related to itself, including but not limited to the replacement of the aircraft, in the description, the transfer of the passenger for transportation to another carrier, the change or cancellation of transportation. tariffs, cancellation of reservation or change of its validity period, cancellation of flights, delay of flights, non-providing connections at transfer airports, interiority of luggage or personal belongings of passengers, potency of work.

Reservation, purchase, exchange and return of air travel on charter flights

Flights performed on charter flights and group block seats on scheduled flights offered by EL Tour Lda are marked during the search and application process with a special mark.

"charter flight" and also have other fare rules set by the supplier - tour operator/ charter holder/ flight customer or aviation broker. When purchasing charter flights, EL Tour Lda makes a timely reservation of seats in the desired direction, and also makes a transfer of funds to the supplier as payment for the flight. The client is provided with a receipt route for a charter flight, which confirms the right to fly on the selected destination on the specified date. The supplier reserves the right to change the flight schedule, including: departure time, airport within the same city, airlines and type of aircraft.

Issuance of air tickets and assignment of technical numbers of electronic tickets is made by the supplier on the eve (at least 10 hours) of departure. The right to a charter flight, a route guaranteed by a charter flight receipt is non-refundable, exchangeable for other dates and does not allow other changes, including in case of illness, death, visa refusal and other cases due to the presence of actual expenses incurred by the supplier and the obligation to payment of transportation regardless of the presence of a passenger on board the aircraft.

Some of the charter flights do not have the technical possibility of online check-in through the airline's website, so the passenger needs to check-in for the flight directly at the departure airport.

The passenger must check the flight schedule on his own before departure. Information about changes to the flight program is sent to the client by e-mail.

Be careful! EL Tour Lda is not responsible in case of shortage or late notification.

Rules for purchasing combined flights that are part of segment flights

By choosing a combination of connecting flights consisting of different airlines, the customer agrees to book flights on separate independent flights. After paying for the order, the customer receives separate electronic tickets for the flights participating in the route. The rules for the carriage of baggage, exchange and return of individual tickets may differ and are established by the carrier airline. In order to receive

boarding passes, the customer must register for the flight for each ticket.

When forming combinations of flights, EL Tour Lda takes into account the time for a transfer (at least 3 hours within one airport, and at least 5 hours in different airports of the same city), however, it is not responsible in case of interruption of the connection due to the fault of the passenger, in connection with the late arrival of the flight and in cases of delay/cancellation of flights from the flight chain.

The passenger is required to independently clarify the visa requirements of the countries and airports of transfer. In most cases, information on visa requirements is available on airport websites and may depend on baggage availability and departure/arrival terminals.

You can find more detailed information about visa requirements at the link:
<https://www.passportindex.org/comparebyPassport.php?p1=ru>

When forming a combination of flights, EL Tour Lda takes into account the time for the transfer (at least 3 hours within the same airport and at least 5 hours in different airports of the same city), but is not responsible in case of interruption. docking due to the fault of the passenger, in connection with the delay of the flight and in cases of delay/cancellation of flights from the chain of flights.

The passenger is obliged to independently clarify the visa requirements of the countries and airports of transfer. In most cases, information on visa requirements is available on airport websites and may depend on baggage availability and departure/arrival terminals.

More detailed information about visa requirements can be found at the link:
<https://www.passportindex.org/comparebyPassport.php?p1=ru>

The cost of services for changing/taking out tickets for regular flights

The prices published on the Website do not include any service fees or other additional hidden payments when booking and purchasing services. In the event that after the purchase, the customer needs additional services for the return, exchange or adjustment of the ticket, their cost consists of airline fees according to the fare rules, as well as service fees of EL Tour Lda. The size and terms of the supplier's fee are set by the supplier and are available by definition at the payment stage of the order. EL Tour Lda does not have the ability to reduce or change the supplier's fee.

When contacting the service companies that provide support to EL Tour Lda customers, the amount of fees is calculated at the time of the request and may differ in the future (change of time before departure, departure has taken place, change of currency rates, no check-in at the hotel, start of flight check-in and other cases).). In addition to the supplier/airline/hotel fees, there is a fixed service charge which is the payment for EL Tour Lda's services at the following rates:

- Flight ticket refund fee of 30 EUR per travel document.
- Flight ticket exchange fee of EUR 35 per travel document.
- A fee to accompany the desired return of EUR 50 per travel document.
- A fee for entering comments into the air ticket system in the amount of 10 EUR for each travel document.
- Fee for technical cancellation of the air ticket (cancellation) in the amount of 10 EUR for each travel document. The minimum order fee is 15 EUR.
- Ticket reissuance fee 35 EUR for each travel document. At the same time, airlines reserve the right to charge additional fees in accordance with their own rules.

In case of service in another currency, the rate of the Central Bank on the day of payment is applied. When making comments, additional information is added to the air ticket offer system, which is available to airline and airport employees when checking in for a flight. At the same time, the air ticket is not reissued. Technical cancellation (void) is possible only on the day of purchase of the air ticket if there is a technical possibility and there is no direct closure of the airline. In case of lack of technical possibility and/or termination of the airline, the return of the air ticket is possible only according to the rules of the tariff.

Forced return/exchange of tickets for regular flights

In accordance with international aviation regulations, in a number of cases the customer does contact the airline and/or the agent regarding the desired return/exchange of flights for scheduled flights. If there are good reasons, the price of the tickets can be returned not according to the rules of the tariff, but in the amount of the full price.

The listed reasons, which give the right to issue a refund or, in possible cases, issue an exchange of tickets, are established by the airline. The most common reasons are:

- Flight cancellation
- Significant flight delay
- Lack of free seats (overbooking)
- Hospitalization during the flight and serious illnesses incompatible with the flight
- Death of a passenger
- Answer in the visa to the country of stay or transit (if the transit flight requires a visa)

The decision on the possibility of carrying out the desired return of the airliner by the agent requires the mandatory agreement of the airline. The terms, which oblige the airline to make a decision on the consent of the desired return or its refusal, are not regulated by agency and other agreements with airlines.

In case of flight cancellation/delay, as well as lack of seats on the flight (overbooking), a conditional approval procedure is provided, however, when contacting EL Tour Lda, the client must provide documentary confirmation of the fact of delay/cancellation/lack of seat. Confirmation can be a note of the airport of departure or an airline representative on the electronic ticket.

In cases where the client claims to issue a refund of the air ticket for other reasons (hospitalization, death, visa refusal), he must inform the specialists of EL Tour Lda by writing to us at reservas@eltour-travel.com or by calling the service information support.

The specialist of the EL Tour Lda submitted appeals department informs about the system of actions and requirements of the airlines for the submitted documents.

EL Tour Lda's responsibility does not disable or refund the service fee in case of rejection of the airline's decision.

Travel abroad

The client agrees to take full responsibility for the preparation of all necessary documents for the trip, guarantees the correctness and completeness of the documents required for departure and arrival, as well as for the transit flight of the passport for movement along the entire route, the presence of the necessary visas, valid documents, confirmations or and other documents. . EL Tour Lda does not carry for ignorance of responsibility or non-compliance by the passenger with all necessary requirements of the country of departure and the country of arrival. Before buying and traveling, make sure you have all the necessary documents and visas. For more detailed information, use the website <http://www.iatatravelcentre.com/> and read the information on the website of the Ministry of Foreign Affairs of the countries of which you are a citizen.

When you purchase tickets for international destinations, EL Tour Lda does not guarantee that travel to certain destinations is safe. EL Tour Lda is not responsible for any loss or damage that may occur as a result of such travel.

PROCESSING THE ORDER.

The User makes an Order for tourist services independently on the Website, by choosing the conditions offered in the reservation system.

Orders placed by the User using the EL Tour Lda site are final. All input data of the User are placed directly in the System and are transferred to the direction of service providers when placing an Order.

EL Tour Lda provides the User with the opportunity to use the Systems, but does not store or process the User's data.

Upon receipt from the System of confirmation of the offer, the User is sent an informational message to the email address specified during registration on the Site, and is placed in the User's personal account on the Site.

PAYMENT OF THE ORDER.

All settlements for the User's Order for receiving tourist services in accordance with the contract concluded between the User and EL Tour Lda are carried out directly between the User and EL Tour Lda.

The price of the Order is set unilaterally by EL Tour Lda, it is indicated on the Website when the User orders in euro currency.

Payment is made by the User directly in the Personal Cabinet by bank transfer or credit card through the Pay Pal, Visa, MasterCard payment system.

EL Tour Lda offers for itself the right to withdraw funds to the account for payment of services at non-refundable rates, possible fines for cancellation of the order. If there are no funds on the card required for full payment of the order, EL Tour Lda reserves the right to cancel the order at any time.

WARRANTIES AND LIABILITY OF THE PARTIES.

Guarantees and liability of EL Tour Lda.

The information and software published on this website may contain some inaccuracies and errors. In particular, eltour.travel does not guarantee or bear 100% accuracy for the inferiority or inaccuracy of information (in particular, the availability of seats on tariffs, hotel rooms, airline statistics) and the description of any services on our website, which are provided by our Partners and Suppliers.

EL Tour Lda shall not be liable to the User in the event of a partial failure of the system to process the Order and its components for any period of time, as well as in the absence of the User's access to the system or the recovery of any indirect or direct costs due to these circumstances.

EL Tour Lda is not responsible for the negative consequences and events that occurred as a result and circumstances that are within the scope of its competence, as well as for the action (inaction) of third parties (service providers), and also does not bear and does not return money and shall not reimburse any indirect or direct costs for failure to comply with the rules of service directly by the Service Provider, including, but not limited to, in the event of any delay, flight postponement or cancellation, oversubscription, strike, force majeure circumstances, non-receipt of funds as a result of actions (inactions) by payment systems, credit and/or banking organizations, as well as other reasons that are within the immediate control of EL Tour Lda.

EL Tour Lda manages to engage subsidiary organizations, including those in the government's customer appeals, to provide customers with consulting and information services on search, offer, purchase, payment of territory, exchange, return, refusal of services and other issues. At the same time, the cooperation of EL Tour Lda with such a page of the organization does not mean that EL Tour Lda carries out activities in the country and/or region where the organization's parties are located, nor does it mean that the organization's side has the status of EL Tour Lda's representative office.

EL Tour Lda is not responsible for damages suffered by the Client as a result of using the Site, ordering services on the Site, as well as actions (inaction) of Suppliers and other third parties.

EL Tour Lda is responsible for the ignorance and/or non-compliance of customers, suppliers and any third parties in accordance with the regulations in force. Customers are not solely responsible for observing and complying with applicable regulations, including, but not limited to, applicable laws, international treaties, regulations, established by the Provider, including on issues of providing services and documents necessary for the provision of reserved and/or paid services by the Provider, their payment, changes in the scope of services provided, cancellation and reimbursement of expenses.

If, notwithstanding the limitations above, EL Tour Lda accepts liability for loss or damage arising out of and related in any way to any of the cases described above, EL Tour Lda's liability shall in no event exceed the aggregate amount of the agent's acknowledgment for providing the service on behalf of the relevant Supplier either in Euro (100 EUR) or the equivalent in local currency at the exchange rate of the Central Bank of the country.

The User confirms and guarantees that he is marked with all the conditions of the booked services offered by EL Tour Lda, agrees and assumes all responsibility for the conclusion and performance of the Agreement with EL Tour Lda.

EXTERNAL LINKS

If any part of the EL Tour Lda site contains links to other sites, please understand that such links are provided for reference only. We do not control such sites and are not responsible for their content. We recommend that you take all possible precautions before using other sites.

INTELLECTUAL PROPERTY.

All textual information and graphic images found on the Site belong to EL Tour Lda and/or its partners. Reprinting, creation in any form, communication, including translation, of any material from the Site is possible only with the written permission of EL Tour Lda.

PRIVACY AND PROTECTION OF PERSONAL DATA.

Provision of information to Users:

When registering on the Site, the User provides the following information: Surname, Name, e-mail address by which EL Tour Lda can contact the User, password for access to the personal account of the Site.

By providing his personal data when registering on the Site, the User declares that they will be processed by EL Tour Lda, including for the purposes of providing services to EL Tour Lda, as well as the transfer of such personal data and their processing by a third party (service provider) for the purpose of fulfilling the concluded A contract for the provision of tourist services to users with EL Tour Lda.

If the User does not want his personal data to be processed, he must apply in writing to the following email address: reservas@eltour-travel.com. In such a case, all information received from the User (including login and password) will be deleted from the EL Tour Lda user base and the User will not be able to place orders on the Site.

Use of information provided by the User and received by EL Tour Lda.

EL Tour Lda uses the information:

- to register the User on the Site;
- to fulfill its obligations to the User to transfer information about the Order.

EL Tour Lda has the right to send the User messages of an advertising and informational nature.

Disclosure of Information Received by EL Tour Lda:

EL Tour Lda undertakes not to disclose the information received from the User. It is not considered a violation to provide EL Tour Lda information to a third party (service provider), its official representative acting on the basis of an agreement with EL Tour Lda to fulfill obligations to the User.

It is not considered a breach of duty to disclose information in accordance with reasonable and appropriate requirements of the law.

EL Tour Lda receives information about the IP address of the Site visitor. This information is not used to identify the visitor.

EL Tour Lda is not responsible for the data provided by the User on the website in a publicly available form.

OTHER TERMS.

If the User has any questions, he should contact EL Tour Lda by phone number located on the website or by e-mail at info@eltour.travel. In the event that the User has a claim directly to the quality of EL Tour Lda's work, the User shall submit a written claim within 20 (twenty) calendar days from the time the cause of the dispute arose. Within 10 (Ten) working days, EL Tour Lda reviews the claim and sends the User a reasoned answer. The Parties will try to resolve all disputes through negotiations, in case of failure to reach an agreement, the dispute may be referred to the judicial authority at the location of EL Tour Lda.

The invalidity of any provision of this Agreement by a court shall not entail the invalidity of the remaining provisions.

By placing an Order for receiving tourist services, and clicking the "Submit request" button, the User confirms his assessment and agreement with the current Rules and Conditions for receiving tourist services from EL Tour Lda.

EL TOUR Lda

INN: 511273100 (tax number)

RNAVT Registration nº. 4103 (license number)

Legal address in Madeira:

Rua das Mercês Nº41 9000-224 , Funchal – Ilha da Madeira – Portugal

Telephone: (+351) 291 093 070

Fax: (+351) 291 244 284

Mobile: (+351) 910 221 695 Email: info@eltour.travel Homepage: www.eltour.travel

Legal address in Lisbon:

Centro Empresarial Torres de Lisboa, Rua Tomas da Fonseca, Torre G-1º, 1600-209, Lisboa, Portugal

Phone: (+351) 217230782

Fax: (+351) 291 244 284

Email: info@eltour.travel Homepage: www.eltour.travel

BANK DETAILS:

MILLENNIUMBCP (Bank Name)

9000-064, Funchal, Centro Comercial “La Vie” (address) EL TOUR LDA

CONTACT: 45325893251

NIB: 003300004532589325105

IBAN: PT50 003300004532589325105 SWIFT: BCOMPTPL

General manager: Uladzimir Shkaruba

