

TURKEY HELISKI SA

GENERAL TERMS AND CONDITIONS E-BIKE

We thank you for your interest in a e-bike travel proposed by **TURKEY HELISKI**, hereafter named **TH**.

1.0 What the present contract and travel general terms and conditions regulate

1.1 The contract and travel general terms and conditions regulate the legal relationship between yourself and TH concerning the travel arrangements prepared by TH or other services offered by TH.

1.2 The contract and travel general terms and conditions do not apply to tours and services concerning "Flight only services" (including the APEX/PEX plane tickets) procured by TH; the general contract and travel terms and conditions for airlines apply in such a case.

If your reservation office obtains travel arrangements or certain services from other organizers or service providers, their specific contract and travel terms conditions then apply. In all cases, TH is not part of the contract and you may not in this case benefit from the present contract and travel general terms and conditions.

2.0 How does the contract between yourself and TH take effect?

2.1 The contract between yourself and TH takes effect when your written registration, by telephone or personal presentation at the reservation office is accepted without reservation.

From that moment, the rights and duties originating from the contract (including the present contract and travel general terms and conditions) take effect for yourself and TH.

2.2 Specific requirements are an integral part of the contract only if they are accepted and confirmed without conditions by your reservation office.

3.0 Price and terms of payment

3.1 Price

The prices for travel arrangements are indicated in the TH prospectus. Except for other provisions in the prospectus or rates, the prices for the arrangements signify per person, in Euro or in the indicated currency, double room accommodations. For price modifications, see number 5.

3.2 Down payments

Deposits must be made on the following dates:

- 35% of the package price at the time of booking to confirm your registration.
- 35% of the package price 120 days before your stay.
- the balance of the package price no later than 60 days before departure.

If TH does not receive the deposits within the prescribed time, TH may refuse the travel package and charge cancellation fees in accordance with point 4.3.

Unless otherwise agreed, documents will be delivered or sent to you upon receipt of your payment of the full invoiced amount.

3.3 Short term reservations

If you book your package less than 90 days before the departure date, the full invoice amount must be paid at the time of booking.

3.4 Booking fees and charges for short-term bookings

If you book your package less than 15 days before the departure date, you may have to ask for confirmation from hotels, etc., in order to confirm your booking. Any telephone or fax charges will be invoiced.

3.5 Booking and payments for private groups

The price of a private package depends on the number of participants. Down-payments and payments of the balance are made in a single instalment for the whole group. In the event of a participant's cancellation, you can replace that person or change the number of participants. In this case, the final invoice will be modified according to the number of participants.

3.6 Participation to your booking office for consulting and reservation charges

Please note that your booking office may collect, over and above the prices mentioned in the brochures, participation to the charges for consulting and reservations, in conformity with the directions of the Fédération suisse des agences de voyages.

4. Modifying your registration, your travel plans or when you are unable to travel (cancellation)

4.1 General Points

If you cancel the tour or would like to modify the reservation, you must so declare in writing at your booking office or at the office of Turkey Heliski. In such a case, the travel documents already received must be returned at the same time at the booking office.

4.2 Files charges

In case of cancellation, modification or assignment of your travel reservations, a sum of € 150.- per person, at maximum € 200.- per order is collected, for file costs (please also read number 4.3).

The file charges are not covered by an eventual insurance for cancellation charges.

4.3 Cancellation charges

Cancellation charges for all packages

If you cancel your seat, your deposit will not be refunded. However it will be available for a booking in the following year or can be reimbursed only if we can resell your seat.

A late arrival or an early departure confer no right to a refund.

Reception of your declaration by Turkey Heliski is used to determine the date of cancellation or change. For Saturdays, Sundays and Holidays, the next business day is used.

4.4 Cancellation charge insurance

The conclusion of a cancellation charge insurance is obligatory.

4.5 Replacement traveler

When you are compelled to renounce your tour, you may cede your reservation to a third person.

The replacement traveler must accept the contract under the stipulated conditions. He must also satisfy the particular requirements (health status, visa, etc.) and no legal prescription or official disposition may be opposed to his participation. In some cases, it is impossible, because of special transport conditions, to modify the reservation or, should the case arise, only until a predetermined date (which may be different from the terms named hereafter).

A replacement traveler is generally accepted until two days before departure (departure date not included), as long as he does not need a Visa.

The file costs (number 4.2) and other additional costs are at

your charge and the replacement traveler's. If the replacement traveler subscribes to the contract, you and he are solidarily responsible for the payment of the travel price.

TH will let you know in due time if the replacement traveler indicated is allowed to participate in the travel.

If you name the replacement traveler too late or if he cannot take part in the travel as a result of the travel criteria, official or legal dispositions, etc., your absence will be considered as a cancellation (numbers 4.2 and 4.3).

5.0 Modifications made to the prospectus, prices, transports

5.1 Modifications prior to conclusion of the contract

TH expressly reserves the right to modify, at all times, the prospectus indications, the description of the services, the prices indicated in the prospectus.

5.2 Price modifications subsequent to conclusion of the contract

It is possible, in certain exceptional cases, that the price agreed upon must be increased. Price increases may take place among others after:

- a) an increase in the cost of transport (including fuel cost);
- b) introduction or increase of taxes or official charges (for ex. airport, landing, disembarkation or embarkation taxes, etc.);
- c) modification of the exchange rates;
- d) price increases following official measures (for. ex. tax on added value).

When the cost of the services included in the travel increases, it may be transmitted to the traveller and the price of travel will increase as a consequence.

TH will apply the price increase no later than 20 days before departure. If the price increase is more than 10%, you may use the rights stipulated under number 5.4.

5.3 Program modification or change of transport plans occurring between your reservation and the date of departure

TH reserves the right to modify, in your favour also, the travel program and/ or certain agreed upon services (among others: lodging, mode of transport, air companies, flight times, etc.) when unexpected circumstances require it. TH will do its best to propose services of equal quality in replacement.

TH will inform you as soon as possible of such changes and of their consequences on the price.

TH has the full authority to decide the guides and other staff members.

5.4 What are your rights if, after the conclusion of the contract, the price of travel increases, the program is modified or if changes occur concerning transport

When program modifications or for certain services notably modify an essential element of the contract or if the increase in price is over 10%, you have the following rights:

- a) you may accept the contract modification;
- b) you may cancel, in writing, the contract within five days following reception of our communication and the price already paid will immediately be refunded;

In the absence of news from you on the basis of paragraph b) above mentioned, we will

consider that you accept the price increase, the program modification or the change in certain services agreed upon (the 5 day limit/deadline will be respected if the receipt of your declaration takes place on the 5th day).

6.0 Travel cancellation by TH

6.1 Minimum number of participants

Certain tours proposed by TH need a minimum number of participants, indicated each time in the travel publication. If the number of persons registered is inferior to the minimum number of participants required, TH may cancel the travel, no later than 20 day before the fixed departure date. In such a case, your rights are those mentioned under number 5.4; any other claim is excluded.

6.2 Act of God, strikes

Acts of God (natural catastrophes, epidemics, disorders, etc.), dispositions taken by the authorities or strikes may force TH to cancel the tour. Should the case arise, TH will inform you as soon as possible.

If the tour is cancelled, TH will try to propose an equivalent quality replacement travel. If you participate in the replacement travel, the price already paid will be allocated to the replacement travel price and any difference in price will be refunded. If you do not participate in the replacement travel, the travel price already paid will be refunded. Any other claim is excluded. (For the procedure, please read number 5.4).

6.3 Travel cancellation by TH for other motives

TH has the right to cancel the tour for other motives.

Should the case arise, you will be informed as soon as possible and you may use your rights in conformity with number 5.4.

6.4 Indemnity for contingencies

In the event that the tour is cancelled, we will not pay you an indemnity for contingencies such as airplane tickets.

7.0 Program changes, failure to offer services during the tour

7.1 When a change to the program occurs during the tour, clearly disturbing part of the tour agreed upon, TH will credit the eventual difference between the price agreed upon and the services provided.

7.2 Any other claim for damages will be settled in accordance with number 10.

8.0 You start the trip, but are unable to complete it

If you are forced to interrupt the trip prematurely for any reason whatsoever, the price of the package cannot be reimbursed.

Any unused services will be reimbursed, provided they are not charged to TH.

In urgent cases (e.g. illness or accident of the person concerned, serious illness or death of a close relative), TH staff will help you organize your premature return. Please note that you must have or take out cancellation and repatriation insurance, which is not included in the price of the trip.

Your agency or TH will be happy to provide you with further details.

9.0 When the tour gives rise to a claim on your part

9.1 Claim and request for assistance

When the tour does not

accomplish what has been agreed upon by contract or if you suffer damages, you have the right and duty to immediately address a claim to the staff of TH concerning the fault or the damages sustained and to ask for remedy free of charge.

9.2 The staff of TH will do its best to do what is necessary within the appropriate time frame. When no help is forthcoming in the appropriate time frame tour, or if it is impossible to provide or insufficient, you must ask for the default or the damages suffered to be confirmed in writing, as well as the failure to help, by the staff of TH. The staff of TH must produce a written report on the facts and to record your claim. However, TH is not entitled to acknowledge any claim for damages.

9.3 Personal intervention

When you receive no help in the appropriate time frame and when it is not a minor default, you have the right to resolve the failure yourself. The cost incurred to you will be refunded within the services agreed upon originally (hotel category, means of transport, etc.) and with supporting documents. This, subject to the fact that you have lodged a claim against the failure and required written confirmation (numbers 9.1 and 9.2). (For the amounts in damages and interest, please refer to number 10).

9.4 How to assert your claims against TH

When you wish to make a claim against a default, or ask for refunds or damages from TH, you must address a claim in writing within 30 days following your return. Your claim must be accompanied by confirmation of the staff of TH or the beneficiary, as well as the eventual supporting documents.

10.0 Responsibility of TH

10.1 Limitation and exclusion of responsibility

10.1.1 *International conventions*

When international conventions include limitations to the repair of damages resulting from the default or imperfect execution of the contract, TH has the right to avail itself and its responsibility will be limited to the provisions contained in the related conventions.

There are international conventions dealing with restrictions of responsibility in matters of transport (air traffic, navigation in high seas, train traffic).

10.1.2 *Exclusion of responsibility*

TH assumes no responsibility following from its activities in particular following from:

- a) failures on your part before or during the tour;
- b) unforeseeable or insurmountable failures attributable to a third person from outside in providing of the services agreed upon in the contract;
- c) as a result of an act of God or an event where TH or beneficiary, in spite of all required diligence, could not foresee or against which they could do nothing.

10.1.3 *All damage and interest obligations are excluded.*

The participant participates in a heli-skiing trip at his own risk. The liability of the organizer is limited to cases of intent and gross negligence. TH excludes the liability of its assistants and third parties. TH has a professional liability insurance. Liability of this insurance is limited to CHF 5'000'000.- per claim. For non-physical damages, liability for compensation is limited to twice the cost of the trip.

10.2 **Events during the tour**

Outside the tour program agreed upon, it is eventually possible to register during the tour for events or local excursions. It is not excluded that such events or excursions include certain

risks and require good physical condition. You alone assume the responsibility of deciding to participate in such events or excursions. The present general contract and travel conditions apply to events and excursions organised by TH. When such events and excursions are organised by third parties and the staff of TH simply acts as intermediary, you cannot avail yourself of this.

11.0 **Assurances**

An assurance for cancellation and repatriation is mandatory for all arrangements proposed by TH. It applies when the tour must be cancelled or delayed because an insured person or one of his relatives becomes sick, is victim of an accident or dies, in case of damages to the property of the insured person, in case of an act of God, a strike or troubles of any kind in the sense of art. 6. The other travel insurances (flight, baggage, etc.) are not mandatory but recommended.

12.0 **Prescriptions for entry, visa and health**

12.1 Please find the indications concerning the passport and entry prescriptions in the tour publication. They are valid for Swiss and European citizens. The citizens of other countries must ask their booking office or the competent consulate to learn the applicable provisions.

12.2 You are personally responsible for the establishment or prolongation of the travel documents, as well as the request for the required visa. When a travel document cannot be obtained or if it is delivered too late and as a result you are forced to renounce the tour, the cancellation clauses become applicable.

12.3 Travelers are personally responsible for observation

of the entry, health and currency prescriptions. Please make sure before departure that you are bringing with you all the required documents.

12.4 Please note that in case of refusal of entry in the country, the cost of the return tour will be at your charge. TH also expressly asks you to learn about the legal dispositions authorizing importation of merchandises and other prohibited importations.

13.0 **Reconfirmation of the plane tickets**

You are personally responsible for the eventual reconfirmation of your flights. The travel documents give you useful indications. The failure to reconfirm may result in the loss of the right to transport, including the eventual additional costs, which would be at your charge.

14.0 **Additional activities**

Among the additional activities which we propose, several depend on third parties or the hotel. They are responsible for organizing various activities, in cooperation with the staff of TH or upon its request. However, we cannot guarantee that the activities mentioned in our brochures will take place at all times and without reserve.

When you are interested in a particular activity, please make sure before departure that you will have the possibility to practice in during your stay. Otherwise, we cannot assume responsibility.

15.0 **When you travel alone – Individual room**

TH can offer no guaranty concerning individual rooms during the stays.

When no individual rooms are available, despite of confirmation from the hotel, you have the right to ask for a refund of the rate increase already paid. When you are travelling alone, when TH does not find a

partner for the room, we will give you an individual room, with the resulting increase in price.

THIS IS A TRANSLATION OF THE ORIGINAL GENERAL CONDITIONS IN FRENCH. IN CASE OF DISPUTE, THE ORIGINAL CONDITIONS IN FRENCH WILL BE APPLIED.

16.0 Photo Copyrights

Turkey Heliski

17.0 Prescription

17.1 For whatever motives, claims in damages against TH are prescribed after one year. The prescription delay starts on the day following the end of the reserved travel.

18.0 Judgement

18.1 The relationship between yourself and TH are exclusively regulated by Swiss Law. TH can only be sued at its head office, at 1936 Verbier.

19.0 Safeguard clause

If a provision of this Agreement or the content of a supplement to this Agreement incorporated is or becomes void, the validity of the rest of the contract is not be affected. The contracting parties shall replace the invalid provision by a valid provision which is as close as possible to the economical objective of the invalid disposition and contractual balance originally agreed upon. The same applies to any deficiencies of the contract.

20.0 Guarantee Fund

Our company is affiliated with the Guarantee Fund of the Swiss Travel Industry and guarantees the consumer the security of the sums paid in connection with the booking of a package tour as well as its repatriation. Detailed information can be obtained from your booking agency or at www.garantiefonds.ch/fr