RESPONSIBILITY CLAUSE

FOR THE QUOTATION OR SALE OF TOURIST PRODUCTS OF

KONTOUR TRAVEL

The operating agency **KONTOUR TRAVEL**, with National Tourism Registry number.43590 issued by the Ministry of Commerce Industry and Tourism, protected and regulated by the liability regime established by Law 300/96 its D.R. 1075/97, Decree 2438 of 2010, Law 1480 of 2011 and other regulations that modify or replace them, we declare that we act only as intermediaries between travellers and entities or persons called to provide the services indicated in (quotes, itineraries, brochures or any printed media), corresponding to transport companies, hotels, restaurants, etc. Therefore, we have no interference in their decisions or policies. Any additional information regarding taxes, conditions, validities, fees, charges and other mandatory payments should be consulted with your tourism and sales advisor of **KONTOUR TRAVEL**. Our responsibility as an organizer of the touristic plan or package is limited to the terms and conditions defined in each program in relation to the contracting, provision and quality of the services described in the itineraries chosen by the traveller. **KONTOUR TRAVEL** assumes no responsibility towards the user or traveller for the air transport service, except in the case of chartered flights and in accordance with what is specified in the transport contract. The provision of such service is governed by the legal regulations applicable to the air transport service. Events such as delays or unforeseen changes in flight schedules arranged by the airlines, user rights and procedures to make effective the returns of money to which these events give rise, will be governed by the relevant legal provisions and in particular for those contained in the Colombian Aeronautical Regulations (RAC). When due to the rate or for any other reason there are restrictions to make modifications to the air reservation, endorsements or refunds; such limitations must be informed to the user.

The suppliers selected by **KONTOUR TRAVEL**, are obliged to fully comply with the products and services that were hired and to ensure the passenger's well-being, including advice and resolution of any doubts that may arise regarding possible tours and Sites of interest, as well as the solution of the inconveniences that may arise during the development of the product and / or service purchased. The terms and conditions under which the refund of unused tourist services will be made and that may be subject to return, when the trip or the user's participation in it is cancelled prior to its start or when the trip has started should be interrupted, for reasons such as, fortuitous event or force majeure, traveller's illness, denial of visas or entry permits, decision of the destination country to prevent the entry of the traveller, withdrawal of the traveller for behaviours that attempt to carry out the trip , legal problems and other causes not attributable to the operating agency. For this purpose, the previously established deductions or penalties that providers make, when the services are not used, will be taken into account. The right to return airfare will be subject to the regulations of the purchased airfare. Unless expressly stated otherwise in the conditions of the tourism plan, the organizer, its operators and agents do not assume responsibility for events such as accidents, strikes, raids, earthquakes, climatic or natural phenomena, security conditions, political factors, denial of permits for income, health matters and any other case of force majeure that may occur during the trip and will only undertake to provide the services and make the returns legally established, as appropriate.

Circumstances in which the travel agency reserves the right to make changes to the itinerary, travel dates, hotels of similar or superior category, transportation and other necessary to guarantee the success of the trip. In the event of the total cancellation of the tour and / or contracted services, whatever the cause invoked, even for reasons of illness and / or death, the retentions will be made in accordance with the advance with which the cancellation is made and the policies of The selected suppliers. The travel agency has the autonomy to modify the itinerary or the confirmed hotels and other services, by others of equal or superior category when these changes result in the benefit of the quality of the trip and the satisfaction of the passenger; also due to oversold of the hotels when using the service. All customers or end users must keep the corresponding documentation in order, according to the laws of the countries that will be visited, it will be the client's obligation to obtain said documentation on their own; in case the agency is responsible for providing the advice for the processing of the visa, it is relieved of it, if the authorities of the country or countries visited deny the passenger the documents required to enter the destination, event in which The user will be entitled to the refund of the value of the tourist services not enjoyed depending on the policies of the suppliers selected for the acquired plan. The Agency or selected provider has the authority to remove from the tour who, due to a serious moral or disciplinary cause duly proven, attempts against the success of the tour, in which case the user will not be entitled to the refund of the value of tourist services not enjoyed. The agency will not assume any responsibility related to inconveniences due to legal or other matters in which the user may be involved, including the events of withdrawal from the excursion for such reasons and against the personal expenses incurred by the passenger for the indicated reasons. The luggage and any object that the client carries with him is his responsibility, unless the user acquires a policy that covers aspects such as loss, theft, deterioration or damage of his personal effects. To guarantee reservations a deposit is required that will define the provider selected for the service; The deposit will be paid to the contracted services. Once the deposit has been delivered by the passenger, it is understood that the conditions stipulated herein are accepted. Started a tour, the non-use of any service or the abandonment of it, will not have any refund. For each service you should investigate with the advisor if the plan is refundable, revisable or endorsable. If the services listed here and requested by the client are of a low category, tourist or economic, he accepts that he is aware of the limitations in his services and their structure, so we will not accept subsequent claims. However, **KONTOUR TRAVEL,** will inform the client of the conditions of the service and selected suppliers and that are for people who are looking for an economy on their trip or have other reasons to search for this category of services **KONTOUR TRAVEL**, Is not responsible for immigration decisions of the countries that the traveller has chosen in his itinerary. In case of denial of entry of the traveller to a country by the competent authorities, there will be no reimbursement of the sums paid for the services acquired by the traveller. For all intents and purposes, **KONTOUR TRAVEL,** recommends that passengers acquire medical insurance for their trip and cancellation insurance for tourist services contracted, by chance or force majeure, insurance that will be subject to the terms and conditions of the company issuing the policy both in its content and in Your claims process. The client who does not express his intention to acquire this insurance, will assume the consequences of what happens with his health, or the penalties of the product purchased for the non-acquisition of insurance, including no refund of any component of your trip. In all cases the services must be paid in the accounts of **KONTOUR TRAVEL**, which are informed to the client. The client is responsible for the reading and understanding of the program and travel documents delivered and will express any doubt in writing so that the information of his trip is extended before the

departure date. The exemption of responsibilities to **KONTOUR TRAVEL**. The purpose of this document is extended to its partners and shareholders. Right of withdrawal. The customer has the right to withdraw from the purchase of the service provided through the intermediation of **KONTOUR TRAVEL**, in the terms and cases provided for in the special rules that regulate the activity of interest and failing that, in the manner established in the Articles 45 and following of Law 1480 of 2011, provision that regulates the sales of services governed by non-traditional or distance contracts. In the particular information of each service, the one relating to the right of withdrawal will be included. The application of the right of withdrawal established in Law 1480 of 2011, does not operate in the contracts for the provision of services whose provision has begun with the agreement of the client and For its exercise, the client has five (5) business days from the conclusion of the contract. **KONTOUR TRAVEL.** will advance the reimbursement process before the contracted airline or provider. Administrative fees are not refundable by **KONTOUR TRAVEL** or direct providers of tourism services.

TICKETS

1. Counter: Attention module of the airline at the airport. Record: Number of your air reservation.

2. Departure time: Time the flight takes off, show up 2 hours before for domestic flights and 3 hours for international flights.

3. Penalty: The charge to be paid for changing the conditions of the contracted flight.

4. Difference in rate: The charge payable generated by a difference between the ticket purchased and the new date or time requested.

5. Identity document: In the case of national flights, the identity card, between 7 years and 17 years of age, refers to the folio of the civil registry of birth, between 18 years or more, for international flights in addition to The above must be attached the passport of mechanical reading.

6. Web Check In: It is the process of checking / registering on the flight through a process on the airline's website or mobile application 4 hours before the flight departure and that requires the printing of the document thrown per page Web.

7. Tickets for charter flight: They are tickets of a special / private flight that only serve for the flight contracted both in its date as destination and in the name of who are hired.

8. Administrative fee: Charge for management of the non-refundable travel agency.

ACCOMMODATION:

1. Single room: for one person only.
2. Double room: for two people. It can be with a bed or two beds.
3. Triple room: allows three people to stay in existing beds. One bed or two beds.
4. Quadruple room: Room that can accommodate four people in existing beds. Two beds.
5. European Plan: Accommodation only.
6. Half board: Accommodation, breakfast and a meal.

7. Full board: Accommodation, lunch and dinner. It includes a non-alcoholic drink.
8. All Inclusive: Accommodation, national limited drinks and food.
9. Hotel insurance: Voluntary insurance payment at the time of entry to the hotel for the total stay.

GENERAL RECOMMENDATIONS

BEFORE THE TRIP:

1. Remember to bring the required documentation for the trip: ID and / or passport, visa if necessary, descriptive of services, travel insurance etc.

2. Keep at home / office a copy of the biographical data of your passport since in case of loss it will facilitate its replacement.

3. Before traveling, we recommend getting acquainted with customs of the countries of destination.

4. Be sure to travel with a medical assistance policy for your peace of mind and that of your companions.

5. Check the weight and size of the luggage allowed in all the airlines that integrate your trip.

THE DAY OF THE FLIGHT:

1. To avoid congestion at checkpoints, after obtaining the passport, go immediately to the assigned departure lounge.

2. Remember that as hand luggage you cannot carry sharp items, including scissors, nail files or razors, or any object that could confiscate you from the security checkpoint.

3. Carry in your hand luggage the medicines you usually take, some medicines may require the medical formula.

4. If the luggage arrives open, or with visible deterioration, the traveller must immediately check the contents to know if something is missing or damaged and notify any problem to the airline before leaving the airport.

5. If you are traveling with minors, remember to bring a copy of the folio and permission of the parents (or the father) in case you travel without them or without one of them. The permit must be notarized. On the day of the flight it is recommended that parents be present at the airport.

DURING THE TRIP:

1. Keep a copy of the travel documents delivered by the agency.

2. Allow the guides, inhabitants and tourism professionals to indicate the best places to visit.

3. When you go to rural tourism, always be accompanied by tour guides and qualified personnel to do these tours

4. If you need a change remember that if you bought tickets or promotion plans, most are not refundable.

GENERAL ASPECTS TO PROMOTE SUSTAINABLE TOURISM

- When visiting religious monuments, try to be dressed soberly, and make sure that you are allowed to take pictures.
- Be tolerant and respect diversity; observe the traditions and social and cultural practices of the place.
- Help conserve the natural environment. Protect the flora and fauna and their habitat, do not buy products made from plants or animals.
- Tourist / cultural activities should be practiced with respect for artistic, archaeological and cultural heritage.
- Your trip can contribute to economic and social development. Buy local handcrafts and products to support the economy of the place.
- The handcrafts are the reflection of the local culture and identity and its benefits go directly to the populations of the visited towns.
- Gather all possible information about your destination, and take time to understand their customs, norms and traditions.
- Keep in mind closing the taps, turning off the air conditioning and lights when leaving the hotel or place of lodging

PLEASE NOTE: that it is illegal to exploit, pornography, and sex tourism with children and adolescents." Sexual abuse crimes: Law 1336 of 2009, Law 679 of 2001, Law 1236 of 2008. DO NOT market or traffic with wildlife species." Law 17 of 1981, Ministerial Resolution No. 1367 of 2000, Decree 1608 of 1978. "Denounce and prevent illegal trafficking of exotic species of fauna and flora." Law 599 of 2000 Colombian Criminal Code. Law 165 of 1994 United Nations Convention on Biological Diversity. - DO NOT trade or traffic illegally with cultural property." Prevention and protection of the national heritage: Law 397 of 1997, Decree 833 of 2002, Law 1185 of 2008, Law 63 of 1986, law 1675 of July 2013. -Ley 1482 of 2011 "Crimes for racism, discrimination or sexual orientation can generate penalties between 12 and 36 months in prison." Judgment T-282/11, Convention No. 169 on Indigenous and Tribal Peoples, 1989. Auto004 / 009 "Protection of the fundamental rights of persons and indigenous people displaced by the armed conflict, Declared In Judgment T-025/04.

<u>VERY IMPORTANT OBSERVATION</u>: We thank you for informing us if any concept is not clearly defined before the start of your trip.