

# General terms and conditions

*The supplier agrees to these terms and conditions when signing the separately sent Collaboration Agreement.*

## 1. Purpose of the Collaboration Agreement

The purpose of the collaboration agreement is to define the terms under which the Supplier provides travel services to clients of Voja Travel. Services may include but are not limited to:

- Accommodation
- Transfers
- Activities
- Excursions
- Guiding services
- Other tourism related services

The Supplier acts as an independent contractor and not as an employee, agent or representative of Voja Travel. The Parties agree to collaborate in good faith to provide high-quality and memorable travel experiences.

## 2. Term of the Agreement

The agreement enters into force on the date of signature. The agreement is valid for an indefinite period, unless terminated by either party with three (3) months written notice. Termination does not affect existing confirmed bookings, which must be honored according to the agreed conditions.

## 3. Contracted Rates

The Supplier agrees to provide **competitive net rates** to Voja Travel. Rates must be provided annually and include:

- Room categories or service types
- Seasonal rates if applicable
- Inclusions (breakfast, taxes, etc.)

Unless otherwise stated, rates are:

- Net rates per unit or service
- Inclusive of VAT and applicable taxes
- Exclusive of local tourist tax (paid by guest if applicable)

Rates are considered confirmed only after written confirmation by Voja Travel. New rates shall apply only to future bookings fourteen (14) days after written agreement.

## **4. Rate agreement**

The Supplier shall promptly notify Voja Travel of any proposed changes to contracted services or rates and request written confirmation. Any such changes shall apply only to new bookings and shall take effect no earlier than fourteen (14) days after written agreement by both Parties.

## **5. Booking Procedures**

Bookings will be sent by Voja Travel via email or via an agreed booking platform. The Supplier agrees to: confirm or decline booking requests within 24 hours on weekdays and 48 hours on weekends specifically. Supplier will not refuse bookings and change prices outside of what is agreed in the rates. If no response is received within the above timeframes, the booking request may be considered declined. The supplier will inform Voja Travel immediately of any closures or capacity limitations, for example due to renovation

## **6. Changes to Bookings**

Any changes requested by Voja Travel must be confirmed in writing by the Supplier. The Supplier will make reasonable efforts to accommodate: Date changes, Room category changes, Additional services. Changes may be subject to availability and updated pricing.

## **7. Service Failure**

Parties agree overbooking is something to be avoided. If the Supplier in an exceptional case cannot honor a confirmed reservation, the Supplier must: Provide alternative accommodation or service of equal or higher standard, Cover any price difference and Arrange and pay for transportation to the alternative service if required. The Supplier will inform Voja Travel immediately if such a situation occurs.

## **8. Service Standards**

The Supplier commits to maintaining high service standards consistent with the quality standards presented in its marketing materials and public representation. The Supplier shall ensure: Safe and hygienic conditions, Properly maintained facilities, Qualified and professional staff and Compliance with local laws and tourism regulations. The Supplier will promptly inform Voja Travel of any circumstances that may negatively impact guest experience.

## **9. Late Arrivals, Guest Experience, Complaints and Guest Protection**

Reservations remain valid for late arrivals unless otherwise agreed in writing between the parties. In the event of a guest complaint during the stay, the Supplier agrees to: Address the



issue promptly on site and Inform Voja Travel if the matter cannot be resolved locally. Both parties will cooperate to ensure fair resolution of any complaints.

Under no circumstances may a guest be asked to make payment on site for services already confirmed through Voja Travel. Bookings may not be cancelled due to payment issues without first giving both parties a reasonable opportunity to resolve the matter.

## **10. Refunds**

If a booking is cancelled according to the applicable cancellation policy, the Supplier must issue any applicable refund within 14 days after cancellation confirmation. Refunds may also be deducted from future invoices.

## **11. Liability**

The Supplier is fully responsible for the safety, legality and quality of the services provided. The Supplier shall indemnify and hold harmless Voja Travel from any claims, damages or losses arising from: Negligence, Unsafe conditions, Failure to provide agreed services and Any third-party claims related to the Supplier's services.

## **12. Insurance**

The Supplier confirms it maintains adequate insurance coverage, including where applicable: Public, professional and employer liability insurance.

## **13. Data Protection**

The Supplier agrees to process guest information only for the purpose of fulfilling reservations. Personal data must be handled in accordance with applicable data protection laws including the General Data Protection Regulation (GDPR) where applicable. Guest data must not be shared with third parties without authorization.

## **14. Marketing and Content**

The Supplier grants Voja Travel the right to use online available: Property descriptions, Photos, Videos, Branding elements for the purpose of marketing and promoting travel services. Voja Travel may use these materials in its online and offline marketing channels. The Supplier confirms that it has the rights to grant this usage.

## **15. Confidentiality**

Both parties agree to treat all non-public business information as confidential. This includes: Commercial terms, Rates, Client information, and business information. This obligation continues after termination of the agreement.



## **16. Sustainability and Responsible Tourism**

The Supplier commits to operating in a responsible and sustainable manner. This includes: Respect for local communities, Environmental responsibility, Ethical treatment of staff and Compliance with local labour laws. Voja Travel may request information regarding sustainability practices.

## **17. Governing Law**

This Agreement shall be governed by and construed in accordance with the local law of The country it is based in.

## **18. Confidentiality**

Both parties agree to keep all non-public information related to the collaboration confidential and not share it with third parties without written consent.