



USER AGREEMENT

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Welcome to OneTwoTrip.com (hereinafter - 'Website').

This Website is intended to assist customers in searching and collecting information about travel, as well as in searching and purchasing travel related goods and services provided by the relevant suppliers, and not for any other purpose.

The terms listed below and used herein shall refer to the following:

'We', 'us', 'our', 'Company' and **'OneTwoTrip'** refer to OneTwoTrip Travel Agency LLP.

'You', 'your', 'User' and **'Customer'** refer to a person visiting our Website and/or placing an Order for Supplier's services via our Website. Customer is an individual that attained age of majority under the applicable law and is legally capable of entering into legal relationship with OneTwoTrip. Customer also refers to a person indicated in an Order as a recipient of services.

"Hotel" refers to any form of accommodation, including but not limited to hotels, cruises, motels, guest houses, bed & breakfasts, hostels, villa's, apartments, lodges, inn, guest accommodation, and any other (type of) accommodation,

'Order' refers to Customer's application for Supplier's services placed through the Website or customer support service.

"Supplier" refers to a person providing as a principal or an agent of the relevant principal the services of air carriage, accommodation in a hotel, hostel, apartment and other lodgment objects, and other additional services, that OneTwoTrip has entered into an agency agreement for sale of relevant services with.

"Booking system" refers to an information system through which the Suppliers make available information on Hotels and tickets available for reservation, tariff, rules and terms and conditions of services performance, cost of services, as well as other conditions related to Supplier's services provision.

We offer for your approval without any changes all terms and conditions set forth below (hereinafter – 'Agreement'). Please read this Agreement carefully. If you do not accept all terms and articles of this Agreement, please do not use this Website. The Agreement comes into effect upon Customer's consent expressed by visiting any page or using any service of our Website. We reserve the right to amend this Agreement at any time at our discretion without prior notice. Further use of the Website implies your consent with possible updates and amendments that may be made to the Agreement.

Website Terms of Use

By using our Website you agree to be bound by the terms of this Agreement:

- You have reached the age of 18, you are fully and legally capable, and have the legal right to enter into contractual relationship with OneTwoTrip, and that you will use the Website in accordance with the present Agreement;
- All the information that you provide is true, correct, current and complete;
- When booking and paying for the Suppliers' services for third parties, on whose behalf you are entitled to act, you must inform these parties of all terms, rules and restrictions of the selected fare, as well as of all possible changes related to the booking you have made;
- When booking and paying for the Suppliers' services for yourself and/or for other

persons you agree not to make double bookings and reservations.

We reserve the right, at our own discretion, at any time and without explanation, to deny access to the Website and the services due to breaches of this Agreement, but not limited to this reason.

Confidentiality Policy

We understand that online booking and purchasing on our Website requires a significant level of trust on your part. When using OneTwoTrip Website, you give your consent for Personal Information to be transmitted (and held) across country borders (including outside the European Economic Area). You also give your consent for cookies to be placed on your systems and give an access to the OneTwoTrip cookie policy (including details of what cookies are used, from whom and how long they last for). Please read our privacy policy: <https://support.onetwoTrip.com/hc/en-us/sections/201758669#208009765>

Prohibited Activities

All information on our Website, as well as the entire infrastructure being used to maintain the Website, is our property or the property of our Partners and Suppliers.

You agree not to copy, amend, disseminate, transfer, reproduce, publish, license, create derivative products, sell or re-sell any information, software, products or services obtained as a result of using our Website. Exceptions to this are copies of itinerary receipts and related documents required for travel and use of purchased services.

Furthermore, you agree not to track and copy any Website contents using any automated means without our written consent; not to apply iframing, mirroring or any other method to this Website without our prior written consent; not to take any actions that, in our opinion, cause or may cause overload of our Website's infrastructure; not to take any actions that could complicate or restrict access to our Website and its contents; and not to commit any speculations and fraud, including but not limited to flight booking.

Disclaimer

Information, software, products and services posted on this Website may contain some inaccuracies and errors. In particular, OneTwoTrip does not guarantee 100% accuracy and shall not be liable for incomplete or unreliable information (in particular, availability of seats at a certain fare, in the hotel, airline statistics), as well as for description of any products or services presented on our Website; provided by our Partners and Suppliers.

OneTwoTrip shall not be liable towards customers for complete or partial downtime of the Website or its components, as well as for the lack of customer access to the system or any indirect or direct expenses of customers related to these circumstances. OneTwoTrip, our Partners and our Suppliers can make changes and amendments to our Website at any time.

All the information, software, goods and services presented on the Website, are provided according to the 'as is' principle, without any guarantees whatsoever. OneTwoTrip is not liable towards customers for the quality and security of customers' communication channels being used for working with the Website, as well as for any damages to customers due to the use of poor quality or unsecured computer systems and communication channels.

OneTwoTrip shall not be liable to the Suppliers for breaches by customers or to customers for breaches by Suppliers. When customers book and/or pay for the

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Suppliers' services on the Website, they enter into contractual relationships with the relevant Suppliers.

OneTwoTrip is not liable for and shall not refund or compensate any indirect or direct expenses incurred due to breaches of service regulations by a direct service Supplier, as well as in the event of any delay or cancellation of flight, overbooking, strike, force majeure or any other reasons outside of direct control of OneTwoTrip.

If, despite the restrictions above, OneTwoTrip accepts responsibility for any damage or loss related in some way to any of the instances described above, OneTwoTrip's liability shall not, in any event, exceed the total value of the agent fee of OneTwoTrip for provision of the services of the relevant Suppliers, or one hundred Pounds Sterling (£100) or equivalent in local currency.

Travel Abroad

Customers shall bear full responsibility for preparing all necessary travel documents, guarantee correctness and completeness of all documents needed for departure and arrival, as well as for transit flights throughout their route, and possession of necessary visas, valid passports, powers of attorney and other necessary documents. OneTwoTrip shall not be liable for passengers' ignorance or non-observance of all necessary requirements of departure and arrival countries. Prior to booking their flights and beginning of travel, customers shall verify possession of all documents and visas needed for their trip. For more detailed information, please visit this website: <http://www.iatatravelcentre.com/> and read the information available on the website of the Ministry of Foreign Affairs of your country.

OneTwoTrip does not guarantee security of international travel. OneTwoTrip shall not be liable for any damage and loss caused by such trip.

Flight Booking, Change, Refund and Cancellation

Prior to booking you should read the terms of the IATA Agreement <http://www.iatatravelcentre.com/tickets>, as well as Fare Rules, flight refund and change terms of the selected service/fare of the Supplier (airline), available on the Website. Fare Rules are displayed on the flight purchase page as provided by global distribution systems and Suppliers. You agree to comply with the rules, terms and restrictions imposed by Supplier of a product or service that you purchase. Any failure to comply with the rules may entail a cancellation of your booking and denial of goods or services without reimbursement of the paid amount. By making a purchase you agree with all corresponding terms, rules and restrictions of Supplier.

During booking, you undertake to provide only reliable and complete data. Please note that due to specific operation aspects of global distribution systems and Supplier's reservation systems, very often passenger data changes are not permitted once a booking has been made. Any change may lead to booking/ticket cancellation and a refund will only be possible in accordance with the selected fare rules. Thus, you assume all possible risks and expenses related to possible booking mistakes and inaccuracies. Please note that certain airlines may demand that at the time of check-in you present the credit card used to pay for your booking.

Suppliers may cancel your booking unilaterally and without warning if a 'double booking' (more than one reservation for a particular passenger on the same flight for one or more dates) has been detected. To avoid this, we recommend that prior to the purchase you cancel all existing duplicate bookings and do not make new duplicates after your booking has been made.

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Flights for unaccompanied minor children, passengers unable to move independently, blind or deaf passengers and women in late pregnancy must be booked only in airline offices or agencies.

When selling flights, as well as in case of change or refund of flight ticket, OneTwoTrip receives an agent fee for provision of services of the relevant Suppliers. A corresponding fee sum is included in the cost of the relevant service and is explicitly displayed prior to your purchase on the Website, and in your personal account in case of change or refund of a ticket. This agency fee is not subject to refund in case your flight has been fully or partially refunded, including without limitation the cases of an involuntary refund (flight cancellation or passenger illness or death).

Flights can be changed or refunded voluntarily (upon customer's request) in accordance with airline rules of the selected fare according to which your booking has been made and tickets have been issued. Please note that according to Fare Rules airlines may charge a penalty for change or refund. Involuntary refunds will be made only if approved by the Supplier (airline).

Ticket cancellation is possible only if approved by the Supplier (airline) and if such service is available on the Website. Usually a ticket cancellation is possible within 30 minutes after booking, but not later than 48 hours prior to departure. Tickets with a departure date less than 48 hours of the purchase date are not subject to cancellation.

All sums of fees for the Suppliers' services provision are explicitly displayed after the start of calculation and until completion of a corresponding procedure at <https://secure.onetwotrip.com/ticket/>.

Please note that if a price freeze or payment by installments is involved, **until a full payment for your flight is made:**

- Notwithstanding airline conditions, your ticket is not subject to refund or change;
- Downpayment gives a right to purchase flights at a fixed price;
- Downpayment is non-refundable;
- Flight is considered unpaid.

Hotel Booking

For the purposes of this Agreement execution the term 'Hotel' refers to a room in the hotel, hostel, apartment, villa and other object of lodgment for client's accommodation. Given hereunder the terms 'Hotel' and "Supplier" shall not be identical terms.

Before booking of a Hotel on the Website please read and review the terms of the agreement, as well the tariffs and rules, terms of change and/or cancellation of booking, refund of Hotel's booking cost, displayed at the moment of booking and/or payment of the Hotel, and posted on the Website in the section "Support". Information on Hotels available on the Website, fare rules are posted as provided by the relevant Supplier.

A Client makes a booking of the Hotel on the Website taking into account of number of guests, available dates of check-in and check-out and other necessary specifications. By making a booking you confirm that you have read and reviewed terms and conditions of accommodation in the Hotels set forth by the Supplier and posted on the Website.

When making a booking and/or payment of a Hotel OneTwoTrip shall receive an agency fee for provision of the relevant services on behalf of the Suppliers. The fee sum shall be included in the cost of the relevant service and expressly displayed on the website before payment. In case of cancellation after the date of penalty imposition set by the Supplier OneTwoTrip's agency fee shall not be subject to refund.

The Client shall be liable for correct, true and timely information and documents provision for booking a Hotel.

The cost of booking of Hotel shall be posted on the Website as of the date of booking making and shall be set forth by the relevant Supplier. In case if for making a booking of the certain Hotel an advance payment is required pursuant to the rules of the Supplier, it shall be remitted at the time of making a booking, otherwise a booking shall not be made.

Any additional services not included in the cost of a booking may be performed by the Supplier to the Client for additional payment set by the Supplier. The Client shall contact on his own the Supplier regarding the additional services provision.

After completion of booking process You will receive a confirmation of an order with booking details, order number on the Website and reservation number of our Partner.

Check-in of a Client(s) in the Hotel shall be made pursuant to the rules of the Hotel. OneTwoTrip shall not be liable for non-compliance by the Client(s) with previewed rules of check-in.

OneTwoTrip shall not be liable for provision by the Hotel Suppliers of the services with good quality, by the due date and/or in a due volume.

In case if change of Hotel booking is necessary, a Client shall cancel a booking and make a new booking under the terms set forth by the relevant Supplier. All issues related to change and cancellation of a booking, and to refund of the cost, after the completion of booking process shall be settled only through the support team of OneTwoTrip or tools of postsale support of the Clients, including the personal account on the Website.

All cases of booking cancellation shall be regulated by the rules set forth by the Suppliers of the Hotels. In case of cancellation of a booking the Client shall in a due course pay in full all fines and charges previewed by the Suppliers of the Hotels for refundable as well as for non-refundable tariffs. In case if a Client settles on his own with a Hotel any issue related to the booking cancellation and the Hotel takes a decision to refund the cost of booking, the decision of the relevant Supplier shall prevail. The decision of the Hotel shall not cause review by OneTwoTrip of the rules of booking cancellation, including review of the sum of refund, set forth by the Supplier in case of cancellation of the relevant booking. OneTwoTrip shall not be liable for the decisions taken by the Hotels on refund of the booking cost and shall take into account only the rules set forth by the Supplier in case of cancellation of booking.

In case of no-show of a Client(s) in the Hotel within 24 hours from the supposed date of check-in, Hotel booking shall be cancelled, subject to imposition of penalties, set forth by the Supplier.

VASes

You may book and/or pay any value added services (the "VAS") provided by the Suppliers. Provision of VASes shall be regulated by the rules of the relevant Supplier. Please read and review the said rules before order of VASes. The Suppliers reserve the right to change unilaterally the terms of provision of VASes. Use of the Website and order of VASes confirms your acceptance with the said terms.

Client shall be liable for:

- use of VASes;
- provision of true information for VASes order;
- all claims and disputes filed by the Supplier and/or third parties as a result of use of VASes.

Company shall not be liable for:

- any losses incurred by the Client as a result of booking and/or payment as well as of use of VASes;
- provision of VASes by the Supplier in good quality, in a due volume and/or in a due course.

OneTwoTrip shall receive an agency fee for provision of the relevant VASes on behalf on the Suppliers.

Currency Converter

Exchange rates available on our Website are obtained from public sources and are provided for information purpose only. Exchange rates vary every day. Prior to using this information for any financial transactions, we recommend that you consult a qualified specialist to verify accuracy of rates displayed. We prohibit using this information for any purpose other than personal use.

Airfares, fees for services and booking currency are explicitly displayed prior to your flight purchase, change, refund or ticket cancellation.

Payments

The flight purchase page displays prices of products/services in currency of Supplier or Supplier representative. The indicated amount will be blocked on a customer's credit card in the currency of the selected good or service. Within several days after the ticket issuance, Supplier or Supplier's payment agent shall charge the blocked amount from your credit card. In the event that the Supplier's currency and your credit card currency differ, your bank can make conversion at its internal rate.

This rate may not coincide with the rate displayed on our Website or with the rate of the Central Bank of the country where the card emitting bank resides. We recommend that prior to purchase you verify with your bank representative the internal rate of your bank and possible currency conversion commission. By making your payment you confirm that you have obtained the corresponding information and agree to pay the final price. If you make your payment with a credit card that does not belong to you, you must obtain a written consent to make a purchase from the direct owner (holder) of the card.

After completion of flight refund or ticket cancellation, notwithstanding the card's status and expiry date, and in accordance with regulations of your bank and Visa and MasterCard, the refunded amount will be credited to your card/account:

- Payment via OneTwoTrip: within 3 to 30 business days;
- Payment to the Supplier: within 3 to 60 business days.

We do not store your credit card details. To speed up future purchases, customers may store their credit card details in encrypted form on servers of our partner certified with PIC DSS Level 1. The booking process is fully automated and requires no human input. Information transfer protection is confirmed by the Thawte SSL 256 bit certification. Our Website fully conforms to security standards of Visa and MasterCard (PCI Compliance).

Copyright and Trademarks

OneTwoTrip Travel Agency LLP acts in the name and on behalf of OneTwoTrip Ltd. All contents of this Website and programme code are the subject of OneTwoTrip Ltd copyright. The 'Suitcase' logo and the name 'OneTwoTrip' are registered trademarks of OneTwoTrip Ltd. All rights reserved. Any trademarks, names of legal entities, logos and other copyright attributes appearing in any form on our Website are duly reserved as the property of their owners. Should you become aware of violation of our rights, please notify us via this email: copyright@onetwotrip.com.

If you believe that materials posted on our Website violate your copyright, then you or your authorised representative can send us a written notification, which must include the following information: a definition of the copyright which you believe is violated; your

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contact details, including your email address and telephone number; your confirmation that the information in the notification is correct, that you are aware that you may be held liable for perjury and that the complaining party has the right to act on behalf of the owner of the allegedly violated exclusive rights. The notification must be signed by a person authorised to act on behalf of the owner of the allegedly violated exclusive rights. The notification shall be sent to: copyright@onetwoTrip.com. Prior to submitting such notification, we recommend that you consult a lawyer. We will consider all notifications that comply with the abovementioned requirements.

Please take into account that if you file a false copyright violation claim you may also be held liable for any damage we may incur.

Software

All software on this Website is the subject of OneTwoTrip Ltd and/or our Suppliers' copyright. The use of the software is governed by terms of the License Agreement with end customers. The License Agreement accompanies the software or is a part of it (License Agreement).

If you did not accept terms of the License Agreement, you cannot install or use any software which is accompanied by the License Agreement or includes it. For any software available for download on our Website, not accompanied by License Agreement and not included in it, we hereby grant you, the Customer, the restricted, personal and non-transferable license to use this software for browsing and other use of the Website, in accordance with this Agreement, and not for any other purpose.

Please note that all software, including all HTML code, JavaScript and CSS contained on this Website, is the property of OneTwoTrip, our Partners and Suppliers and is protected by copyright laws and international agreements. Any reproduction or dissemination of the software is absolutely forbidden and may lead to civil and criminal liability.

External Links

If some part of our Website contains links to other websites, it shall be understood that such links are placed for information only. We do not control such websites and are not responsible for their contents. Prior to using other websites we recommend that necessary precautions should be taken.

Final Provisions

Should you breach this Agreement, any law and/or third party rights, you agree to protect and guard OneTwoTrip and its employees against any claims, lawsuits, demands filed by third parties, as well as losses, damages, penalties and other expenses of any nature (including, but not limited to, accounting and legal expenses).

Use of the Website is illegal in any jurisdiction that does not accept all terms of this Agreement. By having accepted this Agreement and using our Website, you agree that you do not have any joint ventures, partnership or labour relations with OneTwoTrip.

You also agree that, within the framework of applicable legislation, you on your own accord are liable for any lawsuit or claim related to your access to the Website or your exploitation of the Website for the period of 3 (three) years of the date of receipt of a lawsuit or claim.

If any part of this Agreement is declared void, illegitimate or invalid, then the voidance,

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legitimacy and applicability of other provisions remain in force. Our renunciation or delayed fulfilment of any of the provisions of this Agreement at any time does not annul our right to apply the same or any other provision of this Agreement in the future.

This Agreement (as well as any other provisions and terms mentioned in this document) is a full agreement between you and OneTwoTrip Travel Agency LLP with regard to this Website. It replaces all previous or concurrent messages and offers made in oral or in written form, between you and OneTwoTrip with regard to the Website. A printed version of this Agreement and of any electronic notification may be used in legal or administrative proceedings, according to or concerning this Agreement, to the same extent and on the same terms as other business documents and records originally created and stored in hard copy.

All rights, not explicitly set out in this Agreement, reserved.

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