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## LEGAL ENTITY INFORMATION

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Travel Ukraine LLC  
Register id: 43537635  
Individual tax id: 435376326582  
Address: 04071 Yaroslavska 58, Astarta BC, Kyiv, Ukraine  
e-mail: reception@travelukraine.today  
phone: +380637117111  
IBAN: UA553348510000000026002112075  
Bank: JSC First Ukrainian International Bank

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## TERMS AND CONDITIONS

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### 1. GENERAL TERMS AND CONDITIONS.

1.1 Pre-booked tour is draft of the Contract between travel operator Travel Ukraine LLC (Supplier) and individual customer (Client). Both Supplier and Client are called Parties in this Terms and Agreements.

1.2 As soon as Supplier and Client arranged all the issues of pre-booked tour and Supplier received written confirmation over e-mail from the Client of all the details of the pre-booked tour, Supplier issues Commercial Invoice that is the Contract between Supplier and Client.

1.3 Client accepts and signs the Contract by paying the amount that is due to pay according to Commercial Invoice. Details in section 4 "Payment" of this Terms and Conditions attached to Commercial Invoice.

1.4 Upon Client accepting the Contract by paying the amount that is due to pay according to Commercial Invoice, all the preliminary arrangements including this pre-booked tour terminate.

1.5 Supplier is Legal Entity under the Law of Ukraine so all the Contract issues must be viewed from the point of view based on Ukrainian Law.

1.6 Supplier as a Travel Operator under Ukrainian Law acts on basis of the "Law about Tourism" of Ukraine.

### 2. RESPONSIBILITIES OF SUPPLIER.

2.1 Supplier must fulfill all the obligations and supply all the travel services as it is written in Commercial Invoice.

2.2 In case Supplier cannot fulfill the obligations by supplying the travel service as it is written in the Commercial Invoice because of the reason Supplier cannot affect, Supplier should provide interchangeable service to the Client or change the date of the original service if it is not creating additional costs to Supplier.

2.3 In case Supplier cannot fulfill the obligations by supplying the travel service as it is written in the Commercial Invoice because of the reason Supplier cannot affect, and is not able to supply

interchangeable service to the Client or change the date of the original service, Supplier should issue the Certificate to the Client for the same amount as the unfulfilled travel service was according to Commercial Invoice.

2.4 In case Supplier cannot fulfill the obligation by supplying the travel service as it is written in the Commercial Invoice because of fault of Supplier, Supplier must provide interchangeable service to the Client or change the date of the original service.

2.5 In case Supplier cannot fulfill the obligation by supplying the travel service as it is written in the Commercial Invoice because of fault of Supplier, and is not able to supply interchangeable service to the Client or change the date of the original service, Supplier must refund the price of the service that Supplier is unable to fulfill.

2.5 During the Client trip to Ukraine Supplier must provide 24/7 support and information assistance to the Client.

2.6 With the Commercial Invoice Supplier must provide detailed itinerary and instruction for all the travel services that are included into the Commercial Invoice.

2.7 Supplier must follow all the articles of Terms and Conditions attached to the Commercial Invoice.

### 3. RESPONSIBILITIES OF CLIENT.

3.1 Client must follow all the articles of Terms and Conditions attached to the Commercial Invoice.

3.2 As soon as Supplier and Client arranged all the details of the pre-booked tour and Supplier issued Commercial Invoice, Client must sign the Contract by paying the amount that is due to pay according to Commercial Invoice.

3.3 In terms of changes to signed Commercial Invoice, cancellations and refunds Client must act on a basis of section 5 "Changes, Cancellations and Refunds" of the Terms and Conditions attached to the Commercial Invoice.

3.4 To have travel insurance during trip to Ukraine.

3.5 If Client refuses to order travel insurance from Supplier during customizing the tour, Client must buy it himself.

### 4. PAYMENT.

4.1 Payment of the amount that is due to pay according to Commercial Invoice by the Client is his way of accepting and signing the Contract with attached Terms and Conditions.

4.2 Client must pre-pay 100% of the amount of the Commercial Invoice during 3 next working days after receiving Commercial Invoice via e-mail, if other is not mentioned in Commercial Invoice.

4.3 Client must pay by VISA/Mastercard card or via SWIFT-payment using the details provided in Commercial Invoice, if other is not mentioned in Commercial Invoice.

4.4 Currency of the Commercial Invoice and payment is United States Dollar (USD), if other is not mentioned in Commercial Invoice.

### 5. CHANGES, CANCELLATIONS AND REFUNDS.

5.1 All travel services in Commercial Invoice are subject to section 5 "Changes, Cancellations and Refunds" of the Terms and Conditions attached to the Commercial Invoice unless other Terms and Conditions are not specified within the specific travel service in Commercial Invoice.

5.2 Cancellation and full refund must be made upon the written via e-mail request of Client in the period not less than 30 days from the day of start of the tour, if other is not mentioned in Commercial Invoice.

5.3 Changes within the Commercial Invoice must be made in the period not less than 30 days from the day of start of the tour, if other is not mentioned in Commercial Invoice.

5.3.1 Upon making the changes to Commercial Invoice in the period not less than 30 days from the day

of start of the tour, if the amount of updated Commercial Invoice is more than the amount of the original Commercial Invoice, Client must pay the difference during the next 3 working days after updated invoice is issued.

5.3.2 Upon making the changes to Commercial Invoice in the period not less than 30 days from the day of start of the tour, if the amount of updated Commercial Invoice is less than the amount of the original Commercial Invoice, Supplier must refund the difference during the next 3 working days after updated invoice is issued.

5.3 In the period of less than 30 days all the changes of Commercial Invoice or travel services are subject of availability, unless other is not mentioned in Commercial Invoice.

5.4 In the period of less than 30 days all the refunds are subject to specific travel services, unless other is not mentioned in Commercial Invoice.

## 6. FORCE-MAJEURE.

6.1 In the event of any force-majeure such as strike, war, warlike operation, rebellion, riot, civil commotion, lockout, combination of workmen, interference of trade unions, suspension of labour, fire, accident, or (without regard to the foregoing enumeration) of any circumstances arising or action taken beyond or outside the reasonable control of the Parties hereto preventing them or any of them from the performance of any obligation hereunder (any such event hereinafter called "Force Majeure") then the Party affected by such Force Majeure shall be relieved of its obligations hereunder during the period that such Force Majeure continues (excluding payment obligations hereunder or loss or damage which the other Party may suffer due to or resulting from the Force Majeure), provided always that a written notice shall be promptly given of any such inability by the affected Party. Any Party invoking Force Majeure shall upon termination of such Force Majeure give prompt written notice thereof to the other Parties. Should Force Majeure continue for a period of more than 90 (ninety) days, then either Party shall be entitled forthwith to cancel this terms and conditions.

## 7. PRIVACY POLICY AND USAGE OF PERSONAL DATA.

7.1 Privacy Policy and information of personal data usage are published on our web-site [www.travelukraine.today](https://travelukraine.today) here: <https://travelukraine.today/privacy-policy>.

7.2 By using web-site [www.travelukraine.today](https://travelukraine.today) for customizing the tour Client accepted the Privacy Policy and accepted the usage of personal data by checking corresponding box on the web-page of customizing the tour here: <https://travelukraine.today/customize>

7.3 By accepting the Contract by paying the amount that is due to pay according to Commercial Invoice, Client accept with Privacy Policy and usage of personal data by Client.

## 8. OTHER CONDITIONS.

8.1 Group Leader must be at least 18 years old.

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