

GENERAL CONDITIONS CONTRACT FOR THE SALE OF TOURIST PACKAGES AND ADDENDUM GENERAL CONDITIONS OF CONTRACT FOR THE SALE OF SINGLE TOURIST SERVICES

Italianroom Srl, with registered office in Florence, via San Giovanni Bosco, 4 - VAT no. 05733540487, is a Tour Operator that organises and sells *tourist packages* and *individual touristic services* under the conditions described below, except as provided in the information communicated at the time of the booking request

Object and content of the tourist package sales contract

Contents of the tourist package are an integral part of the travel contract as well as the general conditions that follow, the description of the tourist package contained in the holiday brochure, or in the separate travel program, as well as the booking confirmation of the services requested by the tourist/traveller, together with documents referred to art. 36, par. 8 of Tourism Code. The tour operator sends the content of the sale contract to the travel agency/as agent acting on behalf of the tourist who will have the right to receive it from the agent. In signing the tourist package sale and purchase offer, the tourist/traveller must bear in mind that he/she gives and accepts for himself and for the fellow travellers for whom he/she is requesting the service, the travel contract as described therein, both the warnings contained therein and the present general conditions.

1. LEGISLATIVE SOURCES

The sale of tourist packages, which has as its object the provision of services in both the national and international territory, is regulated by The Tourism Code (art. 32-51) as modified in the Legislation on May 21st 2018 n.62, from EU Directive 2015/2301 as by civil code disposition regarding transport and warranty themes.

2. ADMINISTRATIVE ARRANGEMENTS

The organiser and the intermediary of the tourist package, to which the traveller applies, must be qualified to exercise their respective activities according to current legislations, including regional or municipal, according to their respective competences.

Before the conclusion of the contract, the Organiser and the intermediary make known to third parties the insurance policy for the coverage of risks deriving from professional civil liability. Additionally, they also need to inform third parties about other optional or compulsory insurance policies, to cover travellers from events which may affect the performance of the holiday. These include trip cancellation, medical expense coverage, early returns, loss or damage to luggage, as well as the details of the guarantee against risks of insolvency or bankruptcy of the organiser and intermediary. Each within its competence, for the purpose of returning the paid sum or to take the traveller back to the place of departure, in cases where transport service is included in the tourist package.

Pursuant to art. 18, paragraph VI, of the Tourism Code, the use of words for business name or trading name purposes: "travel agency", "tourism agency", "tour operator", "travel mediator" or other words and phrases, even in a foreign language, of a similar nature, is allowed only to the qualified companies referred to in the first paragraph.

3. DEFINITIONS

In the tourist package sale contract the following is understood to mean:

- professional: any natural or legal public or private person who, in the context of their commercial, industrial, craft or professional activity in organised tourism contracts, also acts, through another person acting on their behalf or on their account, as an organiser, seller, professional facilitating related tourist services or tourism service provider, in accordance with the legislation referred to in the Tourism Code;
- organiser: a professional who combines packages and sells them or offers them for sale directly or through or together with another professional, or the professional who transmits data relating to the traveller to another professional;
- seller: the professional, other than the organiser, who sells or offers for-sale packages combined by an organiser;
- traveller: anyone who intends to conclude a contract, or stipulates a contract, or is authorised to travel on the basis of a contract concluded, within the scope of the law on organised tourism contracts;
- establishment: the establishment defined by article 8, letter e), of Italian Legislative Decree 26 March 2010, no. 59;
- durable support: any tool which allows the traveller or professional to store the information which is personally addressed to them in order to access it in the future for a period of time appropriate to the purpose for which it is intended and which allows the identical reproduction of the information stored;
- unavoidable and extraordinary circumstances: situations outside the control of the party who invokes such a situation and whose consequences would not have been avoided, even by putting in place all the reasonable measures;
- lack of conformity: a non-fulfilment of the tourist services included in a package;
- point of sale: any premises, mobile or immovable, used for retail sale or website retail or similar online sales tools, even if retail websites or online sales tools are presented to travellers as a single tool, including telephone service;
- repatriation: the return of the traveller to the place of departure or to another place agreed by the contracting parties;

4. BASICS OF TOURIST PACKAGES

The tourist package is the combination of at least two different types of tourist services, such as:

- passenger transport;
- accommodation which is not an integral part of passenger transport and is not intended for residential purposes or for long-term language courses;
- car rental, other vehicles or motor vehicles requiring a category A driving licence;
- any other tourist service which does not form an integral part of one of the tourist services referred to in numbers 1), 2) or 3), and is not a financial or insurance service, for the purposes of the same trip or holiday, if at least one of the following conditions is verified:

- these services are combined by a single professional, even at the request of the traveller or in accordance with their selection, before a single contract is concluded for all services;
- these services, even if concluded with separate contracts with individual suppliers, are:

- 1) purchased at a single point of sale and selected before the traveller consents to payment;
- 2) offered, sold or billed at a flat or global price;
- 2.3) advertised or sold under the designation "package" or similar name;
- 2.4) combined after the conclusion of a contract with which the trader allows the traveller to choose from a selection of different types of travel services or purchased from separate traders through linked online booking processes where the name of the traveller, payment details and e-mail address are transmitted by the trader with whom the first contract is concluded to one or more traders and the contract with the latter trader or traders is concluded at the latest 24 hours after the confirmation of the booking of the first travel service.

5. CONTENT OF THE CONTRACT - PURCHASE PROPOSALS AND DOCUMENTS TO BE SUPPLIED

- At the time of the conclusion of the contract of sale of the tourist package or, in any case, as soon as possible, the organiser or the seller, provides the traveller with a copy or a confirmation of the contract on a durable medium. The information relating to the tourist package not contained in the contractual documents, brochures or other means of written communication, will be provided by the organiser, as proper compliance with the obligations provided for by art. 36, paragraph 8, T.C. Before the start of the trip.
- The traveller is entitled to a hard copy if the contract has been concluded in the physical presence of the parties.
- With regard to contracts negotiated away from business premises, as defined in Article 45(1)(h) of Legislative Decree No 206 of 6 September 2005, a copy or

confirmation of the tourist package sales contract shall be provided to the traveller on paper or, if the traveller consents, on another durable medium.

4. The contract constitutes entitlement to access the guarantee fund referred to in Article 20 below.

6. MANDATORY INFORMATION TO THE TRAVELER - Technical Data Sheet

1. Before the start of the journey, the organiser and the intermediary shall provide the traveller with the following information:

- timetables, intermediate stops and connections. If the exact time is not yet determined, the organiser and, where applicable, the seller shall inform the traveller of the approximate time of departure and return;
- information on the identity of the operating air carrier, if not known at the time of booking, in accordance with Article 11 of Regulation EC 2111/2005 (Article 11(2) of Regulation EC 2111/05: "If the identity of the operating air carrier(s) is not yet known at the time of booking, the air carriage contractor shall ensure that the passenger is informed of the name of the operating air carrier(s) which will operate as operating air carriers for the flight(s) concerned. In this case, the air carriage contractor shall ensure that the passenger is informed of the identity of the operating air carrier(s) as soon as their identity has been established and their possible operating ban in the European Union;
- location, main characteristics and, where applicable, the tourist category of the accommodation in accordance with the regulations of the country of destination;
- meals provided, whether or not included;
- visits, excursions or other services included in the total agreed price of the package;
- tourist services provided to the traveller as a member of a group and, if so, the approximate size of the group;
- the language in which the services are provided;
- whether the journey or holiday is suitable for persons with reduced mobility and, at the request of the traveller, precise information on the suitability of the journey or holiday which takes account of the traveller's needs. Special requests concerning the provision and execution of certain services as part of the tourist package, including the need for assistance at the airport for persons with reduced mobility, the request for special meals on board or at the place of stay, must be made at the time of booking request and be the subject of a specific agreement between the traveller and the Organizer, if necessary also through the agent travel agency;
- the total price of the package including taxes and all duties, taxes and other additional costs, including any administrative and handling fees, or, where these cannot reasonably be calculated before the conclusion of the contract, an indication of the type of additional costs that the traveller may still have to bear;
- the method of payment, including, where applicable, the amount or percentage of the price to be paid as an advance and the timetable for payment of the balance, or the financial guarantees to be paid or provided by the passenger;
- the minimum number of persons required for the package and the time limit referred to in Article 41(5)(a) before the start of the package for any termination of the contract in the event of failure to arrive at the number;
- general information on passport and visa requirements, including approximate visa requirements, and health formalities in the country of destination;
- information on the traveller's right to withdraw from the contract at any time before the start of the package upon payment of appropriate withdrawal costs, or, if applicable, the standard withdrawal costs required by the organizer pursuant to Article 41,

paragraph 1 of Legislative Decree no. 79/2011 and specified in Article 10, paragraph 3 below;

n) information on the optional or compulsory signing of a security policy that covers the costs of unilateral withdrawal from the contract by the traveller or the costs of assistance, including repatriation, in the event of accident, illness or death;

o) the details of the coverage referred to in article 47, paragraphs 1, 2 and 3 of Legislative Decree 79/2011.

2. The organiser shall provide a technical data sheet in the catalogue or in the programme outside the catalogue - also on an electronic medium or by electronic means. It contains technical information regarding the legal obligations to which the Tour Operator is subject, such as for example:

- details of the administrative or S.C.I.A. authorisation of the organiser;
- details of the guarantees for travellers ex art. 47 T.C.;
- details of the civil liability insurance policy;
- period of validity of the catalogue or of the programme not included in the catalogue;
- parameters and criteria for adjusting the price of the trip (Art. 39 T.C.).

7. PAYMENT

1. Upon signing the tourist package proposal, the following shall be paid:

- the registration fee or administration fee (see art. 8);
- advance payment on the price of the tourist package published in the catalogue or in the quotation of the package provided by the Organizer. The balance must be paid within the deadline set by the Tour Operator in its catalog or in the booking confirmation of the service required.

2. For bookings made after the date indicated as the last term to make the balance, the full amount must be paid at the time of signing the purchase proposal.

3. Failure by the Organizer to receive the above amounts, on the established dates, as well as the failure to remit to the Tour Operator the amounts paid by the Traveller to the intermediary, will result in the automatic termination of the contract to be communicated by simple written notice, by fax or e-mail, at the intermediary, or at the domicile, including electronic, where coequipped, of the traveller and without prejudice to any warranty action under Article 47 of Legislative Decree no. 79/2011 exercisable by the traveller. The balance of the price is considered to have been paid when the sums are received by the organiser.

8. PRICE

The price of the tourist package is determined in the contract, with reference to what is indicated in the catalogue, or programme out of the catalogue and any updates to the same catalogues or programmes out of the catalogue subsequently made, or on the Operator's website. It may only be changed, upwards or downwards, in accordance with the changes made:

- transport costs, including fuel costs;
- duties and taxes relating to air transport, landing, disembarkation or embarkation fees in ports and airports;
- exchange rates applied to the package in question.

For such variations, reference will be made to the exchange rates and prices in force on the date of publication of the programme, as indicated in the technical data sheet of the catalogue, or on the date indicated in any updates published on the websites.

- In any case, the price may not be increased during the 20 days prior to departure and the revision may not exceed 8% of the price in its original amount.

- In the event of a reduction in the price, the organiser has the right to deduct the administrative and management costs of the actual practices from the reimbursement due to the traveller, of which he is required to provide proof at the request of the traveller. The price is composed of:

- registration fee or practical management fee;

b) participation fee: expressed in the catalogue or in the quotation of the package provided to the intermediary or traveller;

c) cost of any insurance policies against cancellation risks and medical expenses or other services required;

d) cost of any visas and taxes for entry and exit from the countries of destination of the holiday;

e) airport and port charges and taxes.

9. MODIFICATION OR CANCELLATION OF THE PACKAGE HOLIDAY BEFORE DEPARTURE BY THE ORGANISER

1. The Organizer reserves the right to unilaterally change the conditions of the contract, other than the price, if the change is insignificant. Communication is carried out clearly and precisely through a durable medium, such as e-mail.

2. If, before the start of the package, the organiser is constrained to alter significantly any of the main characteristics of the travel services specified in Art. 34(1)(a) of the Tourism Code, or cannot fulfil the specific requests expressed by the traveller and accepted by the organiser or proposes to increase the price of the package by more than 8%, the traveller may accept the proposed change or terminate the contract, without paying any penalties.

3. In the event of termination, the organiser may offer the traveller a substitute package of an equivalent or higher quality.

4. The organiser will inform the traveller without undue delay in a clear and precise manner on a durable medium of the proposed changes and their impact on the price of the package.

5. The traveller must inform the organiser or intermediary of his decision within two working days of receiving notification of changes.

6. If the changes to the package travel contract, or to the substitute package referred to in paragraph 2, result in a package of lower quality or cost, the traveller will be entitled to an appropriate price reduction.

7. In the event of termination of the package travel contract pursuant to sub-paragraph 2, and if the traveller does not accept a substitute package, the organiser must refund all payments made by or on behalf of the traveller without undue delay, in any event not later than 14 days after the contract is terminated, and is entitled to be compensated for non-performance of the contract, except in the cases mentioned below:

a) there is no provision for compensation arising from cancellation of the package holiday when cancellation of the same depends on failure to reach the minimum number of participants that may be required

b) there is no provision for compensation arising from cancellation of the package holiday when the organiser proves that the lack of conformity is due to force majeure and fortuitous events;

c) there is also no provision for compensation arising from cancellation of the package holiday when the organiser proves that the lack of conformity is attributable to the traveller or to a third party unconnected with the provision of the travel services included in the package travel contract and is unforeseeable or unavoidable.

8. For cancellations other than those referred to in sub-paragraph 7(a), (b) and (c), the organiser who cancels will refund the traveller with twice the amount paid by him and actually collected by the organiser, through the travel agent.

9. The amount to be refunded will never be more than double the amounts that the traveller would be liable to pay on the same date in accordance with the provisions of Article 7(3) if he were to cancel.

10. TERMINATION BY THE TRAVELLER

1. If, before the start of the package, the organiser is constrained to alter significantly any of the main characteristics of the travel services specified in Article 34(1)(a) of the Tourism Code, or cannot fulfil the specific requests expressed by the traveller and accepted by the organiser, or proposes to increase the price of the package by more than 8%, the traveller may terminate the contract without paying any penalties. In the above cases, the traveller may:

- accept the alternative offer, if put forward by the organiser;
- ask for the amounts already paid to be refunded. This refund must be made within 14 days of termination of the contract.

2. In the event of unavoidable and extraordinary circumstances occurring at the place of destination or in its immediate vicinity and which significantly affect the performance of the package or the carriage of passengers to the destination, the traveller is entitled to terminate the contract before the start of the package, without paying any termination fee, and to a full refund of any payments made for the package, but is not entitled to additional compensation. The occurrence of an inability by the traveller to have the holiday does not justify termination without penalties, provided for by law, since the traveller can obtain protection against the financial risk associated with cancellation of the contract by taking out a suitable insurance policy, where not obligatorily provided for by the organiser.

3. In the event of termination of the contract by the traveller before departure, for any reason, even unexpected and arising suddenly, except in the cases listed in the first sub-paragraph or those provided for in Article 10 (1), a penalty will be charged irrespective of payment of the down payment referred to in Article 7.

The amount of the penalty will be quantified by adding together: the individual handling fee, the insurance premiums and the following percentages of the participation fee, calculated on the basis of how many days before the start of the trip the cancellation has taken place (calculation of the days does not include the day of cancellation, and the cancellation notification must be received on a working day prior to the start of the trip):

- up to 45 days: 30% for all trips and stays;

- up to 25 days: 50% for all trips and stays

- up to 15 days: 75% for all trips and stays;

- up to 7 days: 90% for all trips and stays;

- from 6 to 0 days: 100% for all trips and stays;

Some services may be subject to different penalties, and these will be communicated at the time of booking.

The non-attribution to the traveller of the impossibility of taking advantage of the holiday does not legitimize the withdrawal without penalties, provided by law only for the objective circumstances that can be found at the destination of the holiday referred to in paragraph 2 or for the hypotheses referred to in paragraph 1, being provided the possibility of guaranteeing oneself from the economic risk connected to the cancellation of the contract, with the stipulation of a specific insurance policy, where not provided for in a mandatory form by the organizer.

4. In the case of pre-established groups, these amounts may be agreed each time.

5. The above mentioned penalty percentage does not apply to journeys that include the use of scheduled flights with special fares. In these cases, the conditions relating to cancellation penalties are deregulated and much more restrictive and are previously indicated during the quotation phase of the travel package.

6. The organiser may terminate the package travel contract and offer the traveller a full refund of the payments made for the package, but is not obliged to pay additional compensation if:

- the number of persons enrolled for the package is smaller than the minimum number stated in the contract and the organiser notifies the traveller of the termination of the contract within the period fixed in the contract but not later than 20 days before the start of the package in the case of trips lasting more than six days, 7 days before the start of the package in the case of trips lasting between two and six

days, 48 hours before the start of the package in the case of trips lasting less than two days;

b) the organiser is prevented from performing the contract because of unavoidable and extraordinary circumstances and notifies the traveller of the termination of the contract without undue delay before the start of the package.

7. The organiser will provide all refunds required in accordance with paragraphs 2 and 6 without undue delay and in any case within 14 days of termination. In the above cases, the functionally linked contracts entered into with third parties are terminated.

8. In the case of off-premises contracts, the traveller is entitled to terminate the package travel contract within a period of five days from the date of conclusion of the contract or from the date of receiving the contractual conditions and preliminary information, if later, without penalty and without giving any reason. In cases of offers with significantly lower rates than competing offers, the right of withdrawal is excluded. In the latter case, the organiser will document the variation in price and adequately highlight the exclusion of the right of withdrawal.

11 ORGANISER'S LIABILITY FOR IMPROPER PERFORMANCE AND SUPERVENING IMPOSSIBILITY IN THE COURSE OF PERFORMANCE – TRAVELLER'S OBLIGATIONS – COMPLAINT TIMELINESS

1. The organiser is liable for the performance of the travel services included in the package travel contract, irrespective of whether those travel services are to be performed by the organiser, by the organiser's auxiliaries or agents when acting in the exercise of their functions, by third parties whose work the organiser may have recourse to, or by other travel service providers under Article 1228 of the Italian Civil Code.

2. In accordance with the obligations of fairness and good faith, under Articles 1175 and 1375 of the Italian Civil Code, the traveller must promptly inform the organiser, directly or via the retailer, taking into account the circumstances of the case, of any lack of conformity found during the performance of a travel service included in the package travel contract.

3. If one of the travel services is not performed as agreed in the package travel contract, the organiser will remedy the lack of conformity, unless this is impossible or excessively onerous, taking into account the extent of the lack of conformity and the value of the travel services affected by the lack of conformity. If the organiser does not remedy the lack of conformity, the traveller is entitled to a price reduction as well as to compensation for the damage which the traveller sustains as a result of the lack of conformity, unless the organiser proves that the lack of conformity is attributable to the traveller or to a third party unconnected with the provision of the travel services, or is unavoidable or unforeseeable or due to extraordinary and unavoidable circumstances.

4. Subject to the above exceptions, if the organiser does not remedy the lack of conformity within a reasonable period set by the traveller with the complaint made pursuant to sub-paragraph 2, the traveller may personally remedy the lack of conformity and request reimbursement of the necessary, reasonable and documented expenses; if the organiser refuses to remedy the lack of conformity, or if it is necessary to remedy it immediately, the traveller does not need to specify a time limit.

5. If a lack of conformity, within the meaning of Article 1455 of the Italian Civil Code, constitutes a significant failure to perform the travel services included in a package and the organiser has not remedied it within a reasonable period set by the traveller with regard to the duration and characteristics of the package, the traveller may, without charge, lawfully terminate the package travel contract with immediate effect or, if necessary, request a price reduction, without prejudice to any compensation for damages.

6. If, after departure, the Organiser is unable to provide, for any reason other than the traveller's own, an essential part of the services provided for in the contract, it must either provide suitable alternative solutions for the continuation of the planned trip without incurring any kind of charge to the traveller, or reimburse the latter within the limits of the difference between the services originally provided and those carried out. The traveller may only reject the alternative solutions proposed if they are not comparable with what was agreed in the contract or if the reduction in the price granted is inadequate. If no alternative solution is possible, i.e. the solution provided by the organiser is refused by the traveller because it does not compare with what is agreed in the contract or because the price reduction granted is inadequate, the organiser shall provide, without any surcharge, a means of transport equivalent to the original means of transport provided for the return to the place of departure or to any other place agreed upon, subject to the availability of means and places, and shall refund it to the extent of the difference between the cost of the pre-seen services and that of the services provided up to the time of early return.

12. SUBSTITUTION AND VARIATION

1. The travel may assign the contract of sale of the package to a person who meets all the conditions for the use of the service, upon prior notice given to the organizer on a durable medium no later than seven days before the start of the package,

2. The transferor and the transferee of the tourist package sales contract shall be jointly and severally liable for the payment of the balance of the price and any additional duties, taxes and other costs, including any administrative and handling costs, resulting from such transfer.

3. The organiser shall inform the transferor of the actual costs of the transfer, which shall not exceed the actual costs incurred by the organiser as a result of the transfer

of the tourist package sales contract and provides the supplier with evidence of any additional duties, taxes or other costs resulting from the assignment of the contract.

13. TRAVELLERS' OBLIGATIONS

1. Without prejudice to the obligation to promptly notify the lack of conformity, as provided for in Article 11(2), travellers must comply with the following obligations:

2. For the regulations relating to the expatriation of minors, please refer expressly to the information provided on the website of the State Police. It should be noted, however, that minors must have a valid personal document for travel abroad or passport or, for EU countries, also identity card valid for expatriation. With regard to the exit from the country of children under 14 years of age and for those for whom an Authorization issued by the Judicial Authority is required, the prescriptions indicated on the website of the State Police <http://www.poliziadistato.it/articolo/191/> must be followed. 3. Foreign citizens must find the corresponding information through their diplomatic representations in Italy and / or the respective official government information channels.

3. In any case, before departure, travellers will ensure that they are updated by the competent authorities (for Italian citizens, the local police headquarters or the Ministry of Foreign Affairs through the website www.viaggiare sicuri.it or the Operations Centre Telephone number 06.491115) and adapt before travel. In the absence of such verification, no responsibility for the non-departure of one or more travellers can be attributed to the intermediary or to the organizer.

4. Travellers must in any case inform the intermediary and the organiser of their nationality at the time of the request for a tourist package or service booking and, at the time of departure, they must make sure that they are definitely in possession of vaccination certificates, individual passports and any other document valid for all countries affected by the itinerary, as well as residence visas, transit visas and health certificates that may be required.

5. In addition, in order to assess the social, political and health security situation and any other useful information regarding the countries of destination and, therefore, the objective usability of the services purchased or to be purchased, the traveller will have the burden of taking on the official information of a general nature at the Ministry of Foreign Affairs, and disseminated through the institutional website of the Farnesina www.viaggiare sicuri.it. The above information is not contained in the tour operator catalogues - on line or on paper - since they contain descriptive information of a general nature as indicated in art.34 of the Tourism Code - and not information that changes in time. The same therefore must be taken care of by the travellers.

6. If, at the time of booking, the destination chosen is, according to the institutional information channels, a place subject to "warning" for safety reasons, the traveller who subsequently exercises the right of withdrawal cannot invoke, for the purposes of exemption or reduction of the request for compensation for the withdrawal made, the disappearance of the contractual cause connected with the security conditions of the country.

7. Travellers must also comply with the rules of normal prudence and diligence and the specific rules in force in the country of destination of the trip, all the information provided to them by the organizer, as well as the regulations, administrative or legislative provisions relating to the tourist package. Travellers will be called to account for all damages that the organiser and/or the intermediary may suffer also due to failure to comply with the above obligations, including the costs necessary for their repatriation.

8. The traveller is obliged to provide the organiser with all documents, information and elements in his possession that are useful for the exercise of the latter's right of subrogation against third parties responsible for the damage and is liable towards the organiser for the prejudice caused to the right of subrogation.

9. The traveller will also communicate in writing to the organizer, at the time of the proposal to buy and sell tourist packages and timely before sending the confirmation of booking of services by the organizer, the special personal requests that may be subject to specific agreements on the sea travel arrangements, provided that it is possible to implement and in any case subject to a specific agreement between the traveller and the organizer (see art. 6, paragraph 1 letter. h).

14. LIABILITY REGIME

The organiser shall be liable for any damage caused to the traveller as a result of total or partial non-performance of the contractual services due, whether the same are carried out by him personally or by third party service providers, unless he proves that the event was caused by the traveller's actions (including independent initiatives taken by the latter during the execution of the tourist services) or by the fact of a third party of an unforeseeable or inevitable nature, by circumstances unrelated to the provision of the services provided for in the contract, by chance, by force majeure, or by circumstances that the organiser himself could not, according to professional diligence, reasonably foresee or resolve. The intermediary with whom the tourist package has been booked is not responsible for the obligations relating to the organisation and execution of the trip, but is exclusively responsible for the obligations arising from his capacity as intermediary and for the execution of the mandate given by the traveller, for as specifically provided for in art. 50 of the Tourism Code including the guarantee obligations under art. 47.

15. COMPENSATION LIMITS AND LIMITATION

The compensation for damage arising from non-performance or incorrect performance of the services forming the package holiday and the relevant limitation periods are governed by Articles 43 - 46 of the Tourism Code and in any case within

the limits established by the International Conventions that govern the services forming the subject of the package holiday as well as by Articles 1783 and 1784 of the Italian Civil Code, with the exception of personal injury which is not subject to a fixed limit.

2. Without prejudice to the provisions of Article 46 and the purposes of Articles 51-bis and 51-ter, the right to a price reduction, or to compensation for damages for changes to the package travel contract or to the substitute package, has a two-year limitation period starting from the date of the traveller's return to the place of departure.

3. The right to compensation for personal injury has a three-year limitation period starting from the date of the traveller's return to the place of departure or the longer period provided for in the provisions governing the services included in the package, for compensation for personal injury.

16. POSSIBILITY OF CONTACTING THE ORGANISER THROUGH THE SALES AGENT

1. The traveller can send messages, requests or complaints regarding the execution of the package directly to the seller through whom he purchased it, who, in turn, forwards them promptly to the organizer.

2. For the purposes of compliance with the statute of limitations, the date on which the seller receives the messages, requests or complaints referred to in the pre-transferring paragraph shall also be considered the date of receipt for the organizer.

17. OBLIGATION TO PROVIDE ASSISTANCE

The organiser shall provide appropriate assistance without delay to travellers in distress even in the circumstances referred to in Article 42(7), in particular by providing appropriate information concerning medical services, local authorities and consular assistance, and by assisting travellers in making distance communications and helping them to find alternative tourist services. The organiser may demand payment of a reasonable cost for such assistance where the problem is caused intentionally by the traveller or through his fault, within the limits of the costs actually incurred.

18. **INSURANCE AGAINST CANCELLATION AND REPATRIATION COSTS**
If not expressly included in the price, it is possible and advisable to take out special insurance policies at the time of booking at the offices of the organiser or the seller against the costs of cancellation of the package, accidents and illnesses which also cover the costs of repatriation and loss and damage to luggage. The rights arising from the insurance contracts must be exercised by the traveller directly against the insurance companies, under the conditions and in the manner provided in the policies themselves, as set out in the conditions of the policy published in the catalogues or displayed in the brochures made available to the Travellers at the time of departure.

19. ALTERNATIVE MEANS OF DISPUTE RESOLUTION

Pursuant to and for the purposes of art. 67 of the Tourism Code, the organiser may propose to the traveller - in the catalogue, on the documentation, on the website or in other forms - alternative ways of resolving any disputes that have arisen. In this case, the organiser will indicate the type of alternative resolution proposed and the effects of such acceptance. 1. The traveller may send messages, requests or complaints regarding the execution of the package directly to the seller through whom he purchased it, which, in turn, forwards them promptly to the organizer.

2. For the purposes of compliance with the statute of limitations, the date on which the seller receives messages, requests or complaints referred to in the pre-transfer paragraph, is considered the date of receipt for the organizer.

20. GUARANTEES TO THE TRAVELLER-FILO DIRETTO

Organized tourism contracts are backed by appropriate guarantees provided by the organizer and the intermediary travel agent who, for travel abroad and travel within a single country guarantee, in cases of insolvency or bankruptcy of the intermediary or the organizer, the reimbursement of the price paid for the purchase of the package and the immediate return of the traveller. The identification details of the legal entity which, on behalf of the organiser, is required to provide the guarantee are indicated in the organiser's catalogue and website and may also be indicated in the booking confirmation of the services requested by the traveller. The procedures for accessing the guarantee and the terms for filing a claim for reimbursement of sums paid are indicated on the website of the FILO DIRETTO PROTECTION website at <https://www.filodirettoassistance.it/>, as a legal entity to which ITALIANROOM SRL aderes. In order to avoid forfeiture, we recommend that you keep in mind the deadlines for submission of applications. It is understood that the expiry of the period due to the impossibility of filing the application and not to the inertia of the traveller, allows the remission within the same period

21. OPERATIONAL CHANGES

In consideration of the long advance with which the catalogues/brochure/flyer and programs are published, which contain information on how to use the services, it should be noted that the schedules and routes of the flights indicated in the acceptance of the proposal to purchase and sell services may be subject to change as they are subject to subsequent validation. To this end, the traveller must request confirmation of the services from his Agency before departure. The organizer will inform passengers about the identity of the actual carrier in the time and in the manner provided for in Article 11 of EC Reg. 2111/2005. (referred to in Article 5).

ADDENDUM GENERAL CONDITIONS OF CONTRACT FOR THE SALE OF INDIVIDUAL TOURIST SERVICES

REGULATORY PROVISIONS

Contracts which have as their object the offer of only the transport service, of only the stay service, or of any other separate tourist service, cannot be considered as a case of negotiation of travel organization or tourist package, do not enjoy the protections provided for in favour of travellers by European Directive 2015/2302. The seller who undertakes to procure a single tourist service for third parties, including electronically, is required to issue the traveller with the documents relating to this service, which shows the amount paid for the service and can not in any way be considered a travel organizer.

PRIVACY POLICY

We inform travellers that their personal data, which is necessary to allow the conclusion and execution of the travel contract, will be processed in manual and/or electronic form in compliance with current legislation. Any refusal will result in the impossibility of completion and consequent execution of the contract. The exercise of the rights provided for by current legislation - by way of example: the right to request access to personal data, the rectification or erasure of the same or the limitation of the processing that concerns him or to oppose their processing, in addition to the right to portability of data, the right to make a complaint to a supervisory authority - may be exercised against the holder of the treatment. For further information on data processing by the organiser, please refer to the specific section of the website www.wearlanguage.com, containing the Privacy Policy.

COMPULSORY COMMUNICATION PURSUANT TO ARTICLE 17 OF LAW NO. 38/2006.

Italian law punishes with imprisonment crimes concerning prostitution and child pornography, even if committed abroad.