

GENERAL TERMS, POLICIES AND CONDITIONS OF SERVICE

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GENERAL TERMS, POLICIES AND CONDITIONS OF SERVICE

1. PARTIES

UNIQUEITS S.R.L., a Company legally incorporated under the laws of the Plurinational State of Bolivia, registered in the Registry of Commerce (FUNDEMPRESA) under Registry N°434737, Tax Identification Number 394428023, domiciled in Capitán Ravelo Street #2101 of the city of La Paz – Bolivia, undertakes promotion, communication, operation, execution and commercialization activities for their services by means of their **UNIQUE BOLIVIA** brand. Hereinafter called “**UNIQUE BOLIVIA**” or the “**Company**”.

The **CLIENT**, for the purposes of this document, shall be defined as every individual or legal entity that has purchased one or more of the services offered by **UNIQUE BOLIVIA**.

Hereinafter **UNIQUE BOLIVIA** and the **CLIENT** shall be jointly called the **PARTIES**.

2. APPLICABLE LAWS AND REGULATIONS AND COMPETENT JURISDICTION

These **GENERAL TERMS, POLICIES AND CONDITIONS OF SERVICE** are governed by and construed in accordance to the current legislation of the Plurinational State of Bolivia. The **PARTIES**, at the time of presenting any type of disagreement, claim or dispute that may not be resolved bilaterally between the **PARTIES** shall submit to the legal regulations and competent judicial instances of the Plurinational State of Bolivia.

3. SERVICES OFFERED BY UNIQUE BOLIVIA

UNIQUE BOLIVIA is a Bolivian Company dedicated to the sale and operation of tourism services within the territory of the Plurinational State of Bolivia. Once a **CLIENT** makes a purchase of **UNIQUE BOLIVIA** services, this individual or legal entity shall be contacted by a sales executive by means of an e-mail, digital means, telephony or similar service according to the information given at the time of the purchase. The sales executive's function shall be that of coordinating with the **CLIENT** the proper execution of the services purchased.

4. CLIENT STATEMENTS AT THE TIME OF PURCHASING UNIQUE BOLIVIA TOURISM SERVICES

The **CLIENT**, at the time of making the purchase of one or more services of **UNIQUE BOLIVIA** states that the **CLIENT**:

- a) Has read and understands all of the activities that shall be undertaken in the tourism service(s) acquired.
- b) Knows and accepts the risks implied in the activities that shall be undertaken in the tourism service(s) acquired.
- c) Is of majority of age and declares that all persons that form part of the travelling party (if applicable) have the necessary conditions to receive the tourism services provided by **UNIQUE BOLIVIA**.
- d) Declares that he/she has the necessary physical and health conditions to undertake the activities included in the tourism service(s) acquired. Any preexisting medical condition and/or physical disability (including that of any person forming part of the travel party – if applicable) that shall hinder or may hinder the normal rendering of services shall be informed to **UNIQUE BOLIVIA** at the time of hiring the services, the latter shall have the right to reject the rendering of those services due to safety concerns.
- e) Shall provide **UNIQUE BOLIVIA** with all the requested information for the proper execution of the tourism service(s) acquired.
- f) Authorizes **UNIQUE BOLIVIA** to use the provided personal information (name, telephone numbers, nationality, health conditions, dietary conditions, disabilities, etc.) to undertake all and any necessary action(s) that shall guarantee the correct execution of the tourism service(s) acquired (reservations, room preparations, transportation, diet, etc.).
- g) Accepts any and all responsibility of the payments corresponding to the tourism service(s) acquired from **UNIQUE BOLIVIA**.
- h) Accepts any and all responsibility for the behavior of all the persons that are part of the travel party (if applicable).
- i) Declares that, in the case that one or more persons of the party are underage, the person(s) has (have) all the necessary permits, in accordance to the laws and regulations of their country of origin, to be able to travel, holding **UNIQUE BOLIVIA** harmless from responsibility or obligation that may arise from any controversy, compensation, sanction or all or any other related or comparable situation derived from underage travel.
- j) Acknowledges the veracity of all information given to **UNIQUE BOLIVIA**, holding the latter harmless from any type of compensation and/or obligation derived from the provision of wrong or false information presented by **CLIENT**.

- k) Declares to have a health and accident insurance during the duration of the services acquired.

5. OBLIGATIONS OF THE CLIENT

The **CLIENT** is under strict obligation of fulfillment of subsections 5.1, 5.2, 5.3, 5.4, and 5.5 as detailed below. Any non-compliance from the **CLIENT**, shall be construed as the loss of the right to reimbursement and as an acceptance of covering all and any expense that may arise as a consequence of said non-compliance, including the possibility of state official refusal to let the **CLIENT** enter the country.

5.1 POSSESSION OF LEGAL DOCUMENTATION

The **CLIENT**, without distinction of nationality or origin, at all times, shall bear a valid identification document (passport or identification document of the country of origin), including the corresponding visas, permits and/or all or any other requirements needed by competent authorities for the correct execution of the tourism services in accordance to the package(s) and/or service(s) acquired.

For information purposes, although not exclusively or limited to, the **CLIENT** may visit the following Bolivian Government official web pages:

- <http://www.rree.gob.bo/formvisas>
- <http://www.migracion.gob.bo/upload/emergente.pdf>

*Note: this information may vary without prior notice in accordance to the decisions made by the competent authorities; the **CLIENT** is solely and exclusively responsible for the required documentation, visas and permits.

The **CLIENT** must provide **UNIQUE BOLIVIA** with an image of the information page of the passport and that of all the passengers that shall be included in the acquired tour (this must include Full Name, Passport Number, Nationality and Date of Birth).

5.2 PERSONAL INFORMATION AND CONFIRMATION OF PASSENGER DATA

5.2.1 PERSONAL INFORMATION

The **CLIENT** has the obligation of providing **UNIQUE BOLIVIA** with personal information, detailed as follows:

- Full Name.
- Number of Personal Identification Document.
- Passport (for foreigners).
- Nationality.
- Date of Birth.
- Land Line and/or Mobile Telephone Number.
- Mobile Telephone Number using any of the following instant messaging applications: WhatsApp®, Telegram®, Signal®.
- E-mail Address.
- Physical disabilities (if applicable).
- Medical Conditions (if applicable).
- Dietary requirements (if applicable).
- Credit or Debit Card Number in order to proceed with charges (see point 7.3.2.2 of this document).

Furthermore, the following personal information shall be provided for the passengers that shall be part of the acquired tour (if applicable):

- Full Name.
- Personal Identification Document Number.
- Passport (for foreigners).
- Nationality.

- e) Date of Birth.
- f) Physical disabilities (if applicable).
- g) Medical conditions (if applicable).
- h) Dietary requirements (if applicable).

At the time of making a reservation, it is the duty of the **CLIENT** to inform if any passenger that shall take part of the acquired tour has any medical conditions and/or physical disabilities that may affect the normal execution of the tourism services. Upon receipt of this information, **UNIQUE BOLIVIA** may undertake the corresponding actions in order to adjust the service to the needs of the **CLIENT**, the **Company**, however, does not guarantee that all services initially agreed upon may be undertaken. **UNIQUE BOLIVIA** shall inform the **CLIENT** of the possible variations to the itinerary that shall derive from the medical conditions and/or physical disabilities of the passengers.

5.2.2 ADDITIONAL INFORMATION

In the given case that **UNIQUE BOLIVIA** shall have to issue reimbursements and/or partial or total refunds due to causes related to compensation, changes, cancellations or similar product changes and/or cancellations of the services acquired by the **CLIENT**, **UNIQUE BOLIVIA** shall request the following additional information:

- a) Full Name of the Beneficiary Bank.
- b) Swift Code of the Beneficiary Bank.
- c) Full Name of the Beneficiary Account Holder (if an individual) or company name (if legal entity).
- d) Number of the Beneficiary Account.

*Note: Any additional expense derived from bank transfers shall be covered by the **CLIENT**.

5.2.3 CONFIRMATION OF PASSENGER INFORMATION

UNIQUE BOLIVIA shall contact the **CLIENT** within and no longer than 5 working days after the online payment of the services purchased from the **Company**. The contact shall only be undertaken once **UNIQUE BOLIVIA** has received confirmation of payment of the services, the aforementioned contact shall be made by one of the sales executives of **UNIQUE BOLIVIA** by means of the communication channels provided by the **CLIENT** at the time of undertaking the purchase process.

In the case that the **CLIENT** has not been contacted by **UNIQUE BOLIVIA** within the term established, the **CLIENT** may present the corresponding claim to the **Company** by any of the communication channels presented on the **UNIQUE BOLIVIA** Web page.

UNIQUE BOLIVIA shall use electronic mail as the main means of contact with the **CLIENT**; upon the request of the **CLIENT**, **UNIQUE BOLIVIA** may establish contact by telephone or by instant messaging mobile applications. **UNIQUE BOLIVIA** shall contact the **CLIENT** in order to confirm, reconfirm and/or modify all passenger information including the characteristics, dates and schedules of execution of the services acquired by and in coordination with the latter. **UNIQUE BOLIVIA** has the obligation to inform the **CLIENT** of any and all types of situations that may affect the proper execution of the services should any arise.

The **CLIENT** has the obligation to confirm to **UNIQUE BOLIVIA** the execution of the purchased tourism services in a time no less than 30 days prior to the starting date of the execution of the contracted services. In the case that the **CLIENT** has not made said confirmation within the established time, **UNIQUE BOLIVIA** will automatically presume that the **CLIENT** has confirmed all of the purchased services, rendering null and void any claim on behalf of the **CLIENT** to **UNIQUE BOLIVIA** due to the omission of confirmation of the contracted services.

5.3 VACCINES

The **CLIENT** and all of the persons in the group (if applicable) shall have the corresponding health certificates (vaccines) in case of request. It is recommended that the complete cycle of COVID-19 vaccines be administered; it is furthermore recommended to have a yellow fever vaccination in the case that the tour(s) purchased include at least a route to the Bolivian Tropic: Cochabamba, Pando, Beni, La Paz (Caranavi, North of La Paz), Santa Cruz, etc.

*Note: The legal requirements to enter Bolivia in relation to COVID-19 shall be previously informed to the **CLIENT** in order to grant updated information.

5.4 ADEQUATE BEHAVIOR

The **CLIENT** accepts to follow the instructions and decisions made by **UNIQUE BOLIVIA** employees and commits to comply with an adequate behavior that shall allow the correct execution of the contracted tourism services, at all times maintaining respect to the environment, the members of the group, the service providers (guides, drivers, etc.), the places visited, the communities and the general population.

The **CLIENT** acknowledges full responsibility for any damage and/or loss caused as an individual or on behalf of any member of the group (if applicable). In the case that the **CLIENT** or any member of their group (if applicable) has caused any damage and/or loss to a provider, the **CLIENT** shall be liable to execute full indemnification payment directly.

UNIQUE BOLIVIA shall not be liable for any expense or payment that is derived from the inadequate behavior of the **CLIENT** and/or any or all members of the travelling party (if applicable).

5.5 DELAYS IN TRANSPORTATION AND FLIGHTS

In the case that the **CLIENT** and/or any member(s) of the travelling party lose their flight (or any other mean of transport) or have a considerable delay in departure that affects the correct execution of the purchased tourism services, direct contact with **UNIQUE BOLIVIA** shall be made in order to undertake the corresponding adjustments.

UNIQUE BOLIVIA is not liable for delays that the **CLIENT** may have prior to receiving the service nor for any additional cost that may be derived thereof.

6. OBLIGATIONS OF UNIQUE BOLIVIA

UNIQUE BOLIVIA has the obligation of complying with the following:

- a) Fulfill and ensure the correct execution of the tourism services purchased by the **CLIENT**, maintaining the highest standards of the market, unless unexpected changes are to be made due to security issues, force majeure or acts of God.
- b) Communicate to the **CLIENT** all and/or any possible changes of schedule that may be undertaken due to security issues, force majeure or acts of God.
- c) Inform the **CLIENT** of the specific requirements that must be complied with in order to receive the tourism services of the **Company**.
- d) Inform the **CLIENT** of specific weather, political, social, health or other similar events that may affect the correct execution of the purchased tourism services.
- e) Request the **CLIENT** for any or all information that **UNIQUE BOLIVIA** deems necessary for the correct execution of the purchased services.
- f) Protect and safeguard all information granted by the **CLIENT** in accordance to the confidentiality policies described in Section 7 of this document.

7. CONFIDENTIALITY POLICIES AND PROTECTION OF CLIENT INFORMATION

7.1 CLIENT CONSENT

The **CLIENT** authorizes **UNIQUE BOLIVIA** to:

- a) Request the **CLIENT** for any proof and/or additional information in order to confirm the veracity of the information given, as well as use diverse means to identify the **CLIENT** and perform the revision and verification of the information given to **UNIQUE BOLIVIA**.
- b) Confirm the personal information given resorting to competent public entities and/or companies specialized in the confirmation of the information given by the **CLIENT**. Any or all information obtained from these entities shall be considered and treated as strictly confidential.

- c) Use personal information to perform reservations on behalf of the **CLIENT** with the corresponding service providers authorized by **UNIQUE BOLIVIA** according to the tourism services contracted by the **CLIENT**.
- d) Perform direct contact with the **CLIENT** by means of electronic mail, digital means, telephony or other similar services provided at the time of requesting a quotation and/or making a purchase of tourism services in order to coordinate the correct execution thereof.

7.2 COLLECTION OF DATA AND COOKIE POLICIES

UNIQUE BOLIVIA automatically stores all data provided by the **CLIENT** from the moment a quotation is requested and/or a purchase is made of any tourism service from the **Company**. Furthermore, **UNIQUE BOLIVIA** may gather information from the **CLIENT** upon visiting the **Company** Web page and/or social networks profiles. This information may include the IP address of the computer and/or mobile device, operating system, web browser used, site from which the visit was derived, time and date of the visit and activity undertaken. This data has administrative and security purposes.

The Web page of **UNIQUE BOLIVIA** uses the service of data analysis provided by Google (Google Analytics) and by other similar companies; this service uses "cookies" which are files that are stored in the browser of the **CLIENT** in order to compile general information on the way of surfing the Web page of **UNIQUE BOLIVIA**, the time destined to the visit, age, gender, etc. The information generated by the "cookies" on the behavior of the **CLIENT**, including IP addresses, are transmitted by the browser to these companies' servers in the United States of America and other countries. On behalf of **UNIQUE BOLIVIA**, these companies shall use this information with the purpose of generating reports on the activity that occurs within the Web page of **UNIQUE BOLIVIA**, offering additional services on the behavior of users.

The IP addresses compiled by Google Analytics are not associated with any other information that Google may have stored in other services. All of the compiled information is general and does not allow for personal identification of the **CLIENT**. In the case that the **CLIENT** wishes to do so, the **CLIENT** may remove the use of "cookies" for storage of voluntary information, at any time, by means of the configuration of the browser.

7.3 MODIFICATION AND PROTECTION OF PERSONAL INFORMATION OF THE CLIENT

7.3.1 MODIFICATION OF PERSONAL INFORMATION OF THE CLIENT

The **CLIENT** may request **UNIQUE BOLIVIA**, at any time, to update, modify, rectify and/or cancel personal information and that of the members of the travelling party (if applicable) in accordance to Sections 7, 8 and 9 described herein.

7.3.2 PROTECTION OF PERSONAL INFORMATION OF THE CLIENT

UNIQUE BOLIVIA does not sell, lease, communicate or transmit the personal information of the **CLIENT** to any third party to **UNIQUE BOLIVIA** and/or third party to the service providers authorized by **UNIQUE BOLIVIA**, unless exceptions arise such as mandates from competent government authorities.

UNIQUE BOLIVIA shall communicate to its authorized service providers, the necessary information for the correct execution of the tourism services contracted by the **CLIENT**, requesting them to hold the information of the **CLIENT** confidential and guaranteeing that the information shall not be used for purposes other than the correct execution of the service.

UNIQUE BOLIVIA is not liable for the disclosure of information made by the **CLIENT** to the authorized providers and/or third parties.

7.3.2.1 ONLINE PAYMENTS

At the time of using the online payment system of **UNIQUE BOLIVIA** by means of the transactional technological solution provided by Cyber Source®, the **CLIENT** explicitly authorizes the aforementioned system to use the credit or debit card provided to perform the payments corresponding to the services rendered by **UNIQUE BOLIVIA** in accordance to the amounts and conditions described prior to the payment of the services.

UNIQUE BOLIVIA shall not be held liable if the payment is rejected or denied for any circumstance by the issuer of the credit or debit card of the **CLIENT**. In the case that the card has been rejected for payment, **UNIQUE BOLIVIA** shall hold no obligation to inform the **CLIENT** of said event.

Under no circumstance shall **UNIQUE BOLIVIA** or its service providers be held responsible for any type of data loss and/or lock of debit and/or credit card(s) used by the **CLIENT** that may arise from the use or inability to use the payment system used by **UNIQUE BOLIVIA**.

7.3.2.2 PROTECTION OF CREDIT AND/OR DEBIT CARD INFORMATION

UNIQUE BOLIVIA solely uses the transactional technological solution provided by Cyber Source® for the receipt of online payments made by the **CLIENT**, therefore, **UNIQUE BOLIVIA** shall not be able to access any and all information provided by the **CLIENT** in reference to credit and/or debit card numbers.

7.3.2.3 PROTECTION OF BANK ACCOUNT(S) INFORMATION

UNIQUE BOLIVIA may solely use and disclose the information mentioned in subsection 5.2.2 to the competent banking entities to perform bank transfers abroad that may arise from the need to undertake total or partial reimbursements and/or refunds to the **CLIENT**.

7.3.2.4 EXCEPTIONS ON THE DISCLOSURE OF PERSONAL INFORMATION OF THE CLIENT

Upon requirement of the competent authorities of the Plurinational State of Bolivia, in the case of processes of supervision, control, or investigations, judicial and/or penal, or any other similar proceedings undertaken by competent authorities of the Plurinational State of Bolivia, **UNIQUE BOLIVIA** may disclose complete or partial information given by the **CLIENT** to the aforementioned authorities in compliance with laws, norms and regulations existing in the country.

8. POLICIES OF CHANGES IN SCHEDULES AND HOTELS

8.1 CHANGES REQUESTED BY THE CLIENT

The **CLIENT** is at liberty to request, at any time, the modification of the tourism services contracted from **UNIQUE BOLIVIA**. All requests presented by the **CLIENT** may be undertaken in writing (letter, electronic mail and instant messaging mobile services) or verbally (directly or by telephone). Upon said action made by the **CLIENT**, all pertinent information must be provided to **UNIQUE BOLIVIA** and said information must be verified for accuracy.

Once the reservation has been made or the operation has been initiated, **UNIQUE BOLIVIA** reserves the right to accept or deny any request made by the **CLIENT** that would imply any type of change to the service initially purchased by the **CLIENT**. If the circumstances arise, **UNIQUE BOLIVIA** shall immediately and proactively tend to the requests of the **CLIENT** maintaining constant communications. Any additional cost that may derive from the change undertaken and accepted by **UNIQUE BOLIVIA**, shall be the responsibility of the **CLIENT**, who shall accept all additional amounts charged that derive thereof. The **CLIENT** shall immediately perform the payment of all additional amounts to **UNIQUE BOLIVIA**; for this purpose, the **CLIENT** shall have available the possibility to undertake payment by means of an online payment or payment in cash, deposit and/or bank transfer.

8.1.1 REDUCTION OF TIME OF STAY

In the case that the **CLIENT** must or voluntarily decides to reduce the time of stay or cancel the services during the time of execution of the services purchased from **UNIQUE BOLIVIA**, the **CLIENT** will not be subject to any type of reimbursement, compensation or other indemnification for the services that have not been yet executed. The **CLIENT** shall be responsible for any additional charges that may arise from the cancelation of the services in accordance to the cancelation policies described herein and/or that of the service providers. **UNIQUE BOLIVIA** shall not be deemed responsible for any charge, payment or other associated costs in which the **CLIENT** may incur.

8.1.2 TRANSFER OF NAME OF THE RESERVATION

In the case that the **CLIENT** or any member of the travelling party (if applicable) is not able to, for any reason, undertake the tour, this person may transfer the service to another under compliance with the following conditions:

- a) **UNIQUE BOLIVIA** must be notified in a term no less than 7 days prior to the execution of the service.
- b) The **CLIENT** shall be held responsible for any additional charges that may arise from said change.
- c) In the case that the **CLIENT** is incapable of finding a replacement for the missing person, **UNIQUE BOLIVIA** shall not perform any reimbursement for the services not rendered to the missing member of the travelling party, provided that the notification had been undertaken in a term less than 30 days prior to the execution of the service.
- d) In the case that the **CLIENT** is incapable of finding a replacement for the missing person, **UNIQUE BOLIVIA** shall perform the reimbursement to the **CLIENT** for the services not rendered to the missing member of the travelling party provided that the notification had been undertaken in a term of 30 days or more prior to the execution of the service. El **CLIENT** shall be held responsible for any additional charges that may arise from said change.

8.2 CHANGES UNDERTAKEN BY UNIQUE BOLIVIA

UNIQUE BOLIVIA and its service providers may, for reasons of safety, force majeure or acts of God, modify the schedule (timeframes) and/or replace the hotel(s) initially agreed upon for other hotel(s) of similar comfort and category characteristics.

UNIQUE BOLIVIA is responsible for the fulfilment of the services mentioned in each of their programs, nonetheless, the **Company** is not liable for: delays or cancellations of flights or other means of passenger transport, or events of weather, social factors, natural disasters and other fortuitous causes or force majeure beyond the control of the operator and/or its agents.

9. SERVICE CANCELATION POLICIES

9.1 CANCELATION OF SERVICES ON BEHALF OF THE CLIENT

The **CLIENT** is at liberty to cancel the services purchased from **UNIQUE BOLIVIA** at any time, accepting all possible charges and penalties that may arise in accordance to the Terms and Conditions described herein. Any and all cancelation of services undertaken by the **CLIENT** may be made in writing (letter, electronic mail, and instant messaging mobile services) or verbally (directly or via telephone). At the time the **CLIENT** undertakes said cancelation, pertinent information shall be provided to **UNIQUE BOLIVIA** in order to give effect to the cancelation of services and verify that it has been received in an accurate manner.

The **CLIENT** may cancel any of the tourism services purchased from **UNIQUE BOLIVIA** without being subject to penalties provided that said action is undertaken in a term no longer than 24 hours from the moment of purchasing said service.

In the case that the **CLIENT** decides to perform the cancelation of any of the tourism services purchased from **UNIQUE BOLIVIA** after 24 hours from the moment of purchase, the **CLIENT** shall be liable to the following penalties:

For Parties (6 or more persons per tour):

- 30 days or more prior to arrival: 0% of the total price.
- 14 to 29 days prior to arrival: 50% of total price.
- 13 days or less prior to arrival: 100% of total price.

For Fits – Individuals (1 to 5 persons per tour):

- 30 days or more prior to arrival: 0% of total price.
- 14 to 29 days prior to arrival: 30% of total price.
- 7 to 13 days prior to arrival: 50% of total price.
- 6 days or less prior to arrival: 100% of total price.

UNIQUE BOLIVIA reserves the right to charge a penalty fee (higher) for cancellations different from the aforementioned and/or charge fees for administrative expenses in accordance to the individual cancellation policies of the service providers that participate in the program and the intermediary financial entities that shall be used for performing the corresponding refunds. The **CLIENT** acknowledges these penalties and authorizes **UNIQUE BOLIVIA** to perform the corresponding charges.

9.1.1 REFUNDS FOR CANCELATION OF SERVICES ON BEHALF OF THE CLIENT

Once **UNIQUE BOLIVIA** has received from the **CLIENT** notification of cancellation of purchased tourism services, the **Company** shall immediately undertake the process of refunding all payments performed and the application of discounts for penalties that may correspond, deducting administrative, banking, tax, fees and other charges. The refunds shall only be monetary. The **Company** shall provide the **CLIENT** with a complete detail of the total amount to be refunded. If necessary, **UNIQUE BOLIVIA**, shall directly coordinate with the **CLIENT** the most convenient method of money refund, preferably by means of a deposit to a bank account or the credit/debit card given by the **CLIENT**. **UNIQUE BOLIVIA** shall perform the refund of the corresponding amounts to the **CLIENT** in a term no longer than 90 calendar days.

9.2 CANCELATION OF SERVICES ON BEHALF OF UNIQUE BOLIVIA

UNIQUE BOLIVIA may undertake a unilateral automatic cancellation of the services contracted by the **CLIENT** due to exceptional situations related to lack of operational capability of the **Company**, temporary or indefinite shutdown, bankruptcy, acts of God or force majeure. The notification of the cancellation shall be undertaken by electronic mail. **UNIQUE BOLIVIA** has the obligation to verify that the **CLIENT** has received said notification of cancellation, nonetheless, it shall not be liable for the lack of a response and/or incorrect or omitted contact information by the **CLIENT**.

9.2.1 REFUNDS FOR CANCELATION OF SERVICES ON BEHALF OF UNIQUE BOLIVIA

Once the notification of cancellation of tourism services has been sent to the **CLIENT**, **UNIQUE BOLIVIA** shall immediately perform the process of refunding all payments made by the **CLIENT**, the refund shall be made in full and without any discount for penalties, administrative, banking, tax, fees or other charges. The refunds shall be monetary. The **Company** shall provide the **CLIENT** with a complete detail of the amount to be refunded. If necessary, **UNIQUE BOLIVIA**, shall directly coordinate with the **CLIENT** the most convenient method of money refund, preferably by means of a deposit to a bank account or the credit/debit card given by the **CLIENT**. **UNIQUE BOLIVIA** shall perform the refund of the corresponding amounts to the **CLIENT** in a term no longer than 90 calendar days.

10. REFUND POLICY

Refunds shall only be applied in the case that the **CLIENT**, at the time of receiving the tourism services purchased from **UNIQUE BOLIVIA**, has made a direct claim to the **Company** on an incorrect execution of the service. The claims may be undertaken in writing (letter or electronic mail). The refunds may be monetary or in kind (rendering of replacement services and/or products). At the time of receiving a claim from the **CLIENT**, **UNIQUE BOLIVIA** reserves the right to accept or deny said claim, individually analyzing each of the events that may have caused the aforementioned. In the case that **UNIQUE BOLIVIA** considers the need to perform a refund, the **Company** shall coordinate the terms and forms of rendering with the **CLIENT**.

11. PREVAILING LANGUAGE

These **GENERAL TERMS, POLICIES AND CONDITIONS OF SERVICE** may be executed in more than one language, the Spanish version of this document represents the understanding of both **PARTIES**. Any version in another language is provided for convenience only and as an accurate translation of the original.

Should any inconsistency in translation, controversy or conflict arise between the Spanish version and any translation thereof, the Spanish version shall prevail and shall be controlling in all respects.