



General Terms and Conditions of Sale — B2B

HighSun Tourism Experiences Lda. | RNAVT 6070 | RNAAT 06/2016

DRAFT — for legal review before publication.

1. Scope

These General Terms and Conditions govern the commercial relationship between HighSun Tourism Experiences Lda. (hereinafter “HighSun”) and the travel agencies, tour operators and other travel-trade professionals (hereinafter the “Partner”) contracting its destination management services in Portugal and Spain. They apply to all bookings made through the B2B portal, by email or by any other means, unless otherwise agreed in writing. The relationship governed herein is exclusively between professionals (B2B): the Partner acts in its own name towards its end client and is responsible for complying with the consumer information and protection obligations applicable in the jurisdiction where it operates. The specific conditions set out in proposals, confirmations or in the B2B portal prevail over these General Terms and Conditions, which apply only where those are silent.

2. Proposals and quotations

HighSun's proposals and quotations are valid for the period stated therein. Given the widespread use of dynamic rates by suppliers, the amounts presented in proposals are indicative and subject to availability and reconfirmation: the final price is only guaranteed on the date the booking is confirmed and paid, under the applicable terms. Rates displayed on the B2B portal are likewise dynamic and are only guaranteed once the booking is confirmed.

3. Bookings and confirmation

Bookings made on the B2B portal are deemed confirmed upon issue of the electronic confirmation. Bookings for groups, MICE and tailor-made programmes are deemed confirmed upon written acceptance of the proposal and, where applicable, payment of the deposit indicated therein. HighSun reserves the right to refuse bookings from partners with outstanding payments.

4. Prices

Unless otherwise stated, prices communicated to the Partner are net rates, expressed in euros, including VAT at the legal rate in force. They do not include any services not expressly mentioned (namely municipal/tourist taxes paid locally, personal extras and gratuities). HighSun may revise confirmed prices only in the event of changes to taxes, fees or exchange rates directly affecting the services, informing the Partner as early as possible.

5. Payments

High Sun Tourism Experiences Lda

Rua do Nogueiral, Ed. Galinha, Sala 2.11 – 2350-413 Torres Novas

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The payment conditions applicable to each booking (deposits, deadlines and means of payment) are those defined in the B2B portal at the time of booking or, for bookings made outside the portal (FIT, groups, MICE or tailor-made programmes), those indicated in the proposal or confirmation issued by HighSun, which prevail over any others. In the absence of specific indication, full payment is due before the start of the services. Failure to pay within the applicable deadlines entitles HighSun to cancel the bookings, with the cancellation penalties set out in clause 7 applying.

6. Changes by the Partner

Requests for changes (dates, number of participants, services) must be communicated in writing and are subject to availability and possible price adjustment. Reductions in the number of participants in groups are treated as partial cancellations, with the cancellation conditions referred to in clause 7 applying proportionally. Unless otherwise indicated in the proposal, the final rooming list must be delivered no later than 30 days before arrival.

7. Cancellations and no-show

The cancellation conditions and respective penalties applicable to each booking are those defined in the B2B portal at the time of booking or, for bookings made outside the portal, those indicated in the proposal or confirmation issued by HighSun, with suppliers' specific conditions and non-refundable rates prevailing in any event. In the absence of specific indication, no-show and abandonment of services already commenced entail the loss of 100% of the amount, with no right to refund. Cancellations only take effect upon written receipt by HighSun, with deadlines counted from that date.

8. Changes and cancellation by HighSun; force majeure

If, for reasons attributable to it, HighSun is unable to provide a confirmed service, it will propose an alternative of equal or higher category at no additional cost or, where this is not possible, refund the amount corresponding to the service not provided. Neither party shall be liable for non-performance resulting from unavoidable and extraordinary circumstances beyond its control (force majeure), including natural disasters, epidemics, acts of authority, strikes or serious transport disruptions. In such cases, HighSun will refund the amounts received less non-recoverable costs already incurred with suppliers, with no additional compensation being due.

9. Liability

HighSun acts as a destination management company, organising and intermediating services provided by selected local suppliers (accommodation, transport, catering, activities). HighSun's liability is limited to the proper selection and contracting of those suppliers and the organisation of the services, and it is liable under the Portuguese legislation applicable to the travel and tourism agency sector. HighSun holds the guarantees and insurance legally required for its activity. The Partner is responsible for



the information provided to its end client, including the suitability of the programmes for the participants' profile.

10. Travel documentation and requirements

It is the Partner's responsibility to ensure that its clients hold valid documentation (passports, visas, health requirements) for entry into and stay in Portugal and/or Spain. HighSun is not liable for denied boarding or entry due to insufficient documentation.

11. Insurance

Prices do not include travel insurance unless expressly stated. HighSun strongly recommends that the Partner ensures all participants travel with adequate travel and assistance insurance; HighSun can quote insurance upon request.

12. Assistance and complaints

During operation, HighSun provides a 24-hour emergency contact (+351 926 980 596, exclusively for clients while travelling). Any irregularity in the provision of the services must be reported to HighSun at the time it occurs — through the local representative or the emergency contact — so that it can be corrected immediately and the service provided as contracted. Complaints submitted after the fact, where HighSun has not had the opportunity to remedy the situation at the destination, have substantially reduced effectiveness and may be dismissed as time-barred. Without prejudice to the foregoing, the Partner may formalise a complaint in writing to info@highsun.pt within a maximum of 20 business days after the end of the services. HighSun provides an Electronic Complaints Book at www.livroreclamacoes.pt.

13. Data protection

The parties process the personal data shared within the commercial relationship exclusively for the performance of the contracted services, in accordance with Regulation (EU) 2016/679 (GDPR) and applicable national legislation, and undertake to ensure its confidentiality and security. Further information in the Privacy Policy published on the website.

14. Governing law and jurisdiction

These General Terms and Conditions are governed by Portuguese law. The court of the judicial district of Santarém shall have jurisdiction over any dispute arising from the commercial relationship, with express waiver of any other.

15. Identification

HighSun Tourism Experiences Lda. — Edifício Galinha, Rua do Nogueiral, Ent. 3, Sala 2.11, 2350-413 Torres Novas, Portugal. NIPC 513687734. Licensed by Turismo de



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Version of 15 July 2026. HighSun reserves the right to update these General Terms and Conditions, with the version in force on the confirmation date applying to each booking. This translation is provided for convenience; in the event of any discrepancy, the Portuguese version shall prevail.