

## **General terms and conditions for the provision of tourist services**

### **INTRODUCTION**

The subject of these general terms and conditions is the provision of organized trips by EVENTS BULGARIA TOUR Ltd. with a total price per consumer(s) in return for payment of the agreed price by the consumer(s). These terms and conditions are published on the Tour Operator's website. The consumers accept these General Terms and Conditions by confirming them when filling in the service request form. All relations between the Consumers and the Tour Operator are based on these General Terms and Conditions within the applicable Bulgarian and European legislation.

#### **1. Definitions**

- "Consumer of organized individual or group tourist trips with a total price" is a person:
  - (a) Who concludes a travel contract with a total price, or
  - (b) Who agrees to the conclusion of a travel contract with a total price, or
  - (c) On whose behalf and/or in whose favor a Travel Contract has been concluded or agreed to be concluded.
  
- "Tour operator" is a person registered under the law or entered in the tour operators and travel agents register for conducting tour operator activities;
- "Tour operator activity" is the organization of group and/or individual tourist trips with a total price offered directly or through a travel agent for tourist, recreational, entertainment, business purposes, participation or attendance at events and events of cultural and educational nature, congress and business events or other purposes. In this regard, a set of at least two services, but not limited to: transport, accommodation, entertainment;
- "Tourist voucher" is a document under report which certifies the existence of a contract between the Tour Operator and the Consumer in relation to a package contract or the sale of a basic and/or additional tourist service(s);
- "Request for a tourist trip" is a request sent by the Consumer to the Tour Operator where the consumer indicates the dates for which they want to be provided with a tourist service;
- "Deposit" is a deposit under the "Request for a tourist trip" after its confirmation by the Tour Operator;
- "Contract parties" are the parties under the contract for the provision of tourist services;
- "Contract" is a written contract concluded by the Consumer and Tour Operator after a "request to organize an event" has been sent to the Tour Operator;
- "Contractual documentation" means these General Terms and Conditions, the Request for a tourist trip, Confirmation via email, the Contract, Price List, Complaint Rules, Privacy Policy and other written documents and acts of the Parties related to the Contract and its implementation;
  
- "Basic tourist services" are accommodation, meals and transport;
- "Additional tourist services" are services related to the travel, entertainment, events and other cultural and educational events, congresses and business events (organization of meetings, conferences, seminars, trainings, presentations and other corporate events), sports and leisure services and water attractions, health, spa and

wellness services, use of zip lines, rental of beach equipment, ski equipment, vehicles and vessels for sport, entertainment tourism, services provided by dance schools and clubs , horseback riding, sailing and other water sports, services provided by ski schools, and other services offered to consumers during their travel and stay;

- “Website” means the website [www.ebtour.bg](http://www.ebtour.bg), which also serves as a catalogue for the offered tourist services;

## **2. Tour operator**

The tour operator is EVENTS BULGARIA TOUR Ltd.

EVENTS BULGARIA TOUR Ltd. is presented on the Internet and carries out its activity through the website [www.ebtour.bg](http://www.ebtour.bg).

For the purposes of these General Terms and Conditions, EVENTS BULGARIA TOUR Ltd. is represented by: EVENTS BULGARIA TOUR Ltd., UIC 205965238, with headquarters and business address in Sofia, 1517, Suhata Reka R.D., block 135, entr. Б, fl. 1, ap. 16 represented by Dragomir Vasilev Dzhankov.

## **3. Consumer**

By accepting these General Terms and Conditions, the Consumer declares that:

- They agree their personal data to be used by EVENTS BULGARIA TOUR Ltd. in accordance with the active legislation in the Republic of Bulgaria and the requirements of the General Regulation on Data Protection 2016/679;
- They are an adult and legally capable citizen;
- They are physically healthy and are not placed under full or limited judicial disability;
- They shall promptly and duly inform the Tour Operator in case of change in any of the abovementioned circumstances.

## **4. Registration and conclusion of a contract**

4.1 The registration for a tourist package is made on the Internet, through a travel agent in the country or directly after submitting an application for organizing a tourist trip by e-mail, indicated on the Tour Operator’s website. When the contract for a tourist package is concluded by phone, the tour operator, or when the tourist package is sold by a travel agent – and the travel agent, provide the traveller with a standard form for providing information according to Appendix No. 2 under art. 82, par. 1 (New, SG No. 37/2018, effective as from 01.07.2018) – Standard form for providing information related to contracts for tourist packages in cases other than those included in Appendix No. 1 under art. 82, par. 1 and the information under par. 1, items 1-9 of art. 82 of the Tourism Act.

4.2 The contract, which refers to a proposal published on the Tour Operator’s website, is concluded in electronic form and the Consumer agrees with these General Terms and Conditions by placing a marker in the field “I accept the general terms and conditions and content of the contract”.

4.3 Within 48 hours of receiving the request, the Tour Operator may:

- Confirm the sent reservation;
- Offer alternatives in case the places are used up.

4.4 The reservation is kept for three working days and is considered valid after confirmation by the Tour Operator and payment of the deposit by the consumer.

## **5. Prices and method of payment**

5.1 All payments are made in Bulgarian currency or in their equivalent in euros, according to the official fixing rate of the BNB on the day of signing the contract, by bank transfer to the account of the Tour Operator, which is:

Holder: EVENTS BULGARIA TOUR Ltd.

IBAN: BG 33 BPBI 7942 10 23310401

BIC: BPBIBGSF

Bank: Eurobank Bulgaria AD

5.2 The consumer is obliged to pay the price as follows, unless otherwise stated, including on the Tour Operator's website, respectively in the preliminary information on the tourist package provided to the Consumer before the signing of the contract:

- A deposit of 50% (fifty percent) of the total price due at the time of the signing of this contract, unless otherwise stated, including on the Tour Operator's website, respectively in the preliminary information on the tourist package provided to the Consumer before the signing of the contract.
- The final payment of the respective organized trip to the amount of 50% of the total price due under the contract shall be made no later than 30 (thirty) days before the departure date, unless otherwise stated, including on the Tour Operator's website, respectively in the preliminary information on the tourist package provided to the Consumer before the signing of the contract.
- The prices announced on the Tour Operator's website include VAT (Value Added Tax).

5.2.1 Early bookings are valid when making reservations and payments within the announced dates for each hotel, terms and conditions.

5.2.2 The consumer has the right to transfer the concluded contract to another person who meets all the requirements applicable to the concluded contract, only after sending a written notice to the Tour Operator's correspondence e-mail address no later than 7 days before the beginning of the tourist package. The person transferring and the person receiving the tourist package are jointly liable for the payment of the remaining amount under the contract, if there is any, and of any additional fees, charges or other additional costs ensuing from the transfer. The tour operator shall inform the person transferring the package of the actual costs related to the transfer.

5.2.3 When making reservations with a discount for early bookings, the consumer has the right to change the date of travelling or transfer their trip to a third party within 7 days from the contract's conclusion date by written notice presented to the Tour Operator under the terms and conditions of 5.2.2. In the case of non-observance of the specified term, respectively after its expiration, the change of the travelling date or assignment of the rights to a third party is paid by the consumer according to the prices and conditions valid at the moment of the change.

5.2.4 The consumer who booked and paid for an "early booking" package loses 100% (one hundred percent) of the amount paid in the case of travel cancellation and inability to change the date of travel after the specified period of 7 (seven) days from the booking date.

5.2.5 The booking is considered valid if confirmed by the Tour Operator within 48 hours. If the originally requested hotel is not confirmed, the Tour Operator may offer the Consumer other accommodation options. If the Consumer does not accept them, they have the right to be refunded the paid deposit.

5.2.6 After concluding the contract the increase of the package price is possible provided that the tour operator has informed the traveller in writing, including on

the given correspondence e-mail address, no later than 20 days before the travelling date in the case of one of the following reasons:

- A change in the price of passenger transport, which is a consequence of a change in the price of fuel or other energy sources;
- A change in the amount of taxes and fees under the contractual tourist services imposed by a third party which is not directly involved in the implementation of the package, including tourist fees, landing fees or fees for travelling to or disembarking on ports and airports, or exchange rates related to the package.

5.2.7 The price of the organized trip may be reduced according to any reduction in costs specified in 5.2.6, which has occurred after the conclusion of the contract and until the start of the implementation of the tourist package.

5.2.8 When the price increase under 5.2.6 exceeds 8% of the total price of the tourist package, the following shall apply:

- No later than 7 days from the notification date, the Consumer shall have the right to accept the proposed change or terminate the contract without paying a termination fee.
- If the Consumer uses their right to terminate the contract, they shall have the right to accept an alternative tourist package of the same or higher quality if the Tour Operator offers one.

5.2.9 If the Consumer has received a due notice of the increase in the package price, including on the given e-mail address, but has not objected within the specified time limit, respectively has not informed the Tour Operator which of their rights they shall use, the parties accept that the selfsame agrees with the change made and the Consumer is obliged to pay the difference to the Tour Operator.

5.2.10 If the contract is terminated under 5.2.8, the Consumer shall have the rights under art. 88, par. 6 of the Tourism Act.

5.2.11 The additional services, which are not included in the basic price of the organized trip, are indicated and paid additionally at the conclusion of the contract. The possibilities and changes in these services are described with each program. The request for additional services is a necessary condition for their acceptance.

5.3 The payments are considered duly made after their receipt on the Tour Operator's account.

## **6. Rights and obligations of the parties**

### **6.1 The tour operator has the following rights and obligations:**

- 6.1.1 The tour operator has the right to receive the full price under the contract.
- 6.1.2 To provide the Consumer with the tourist services paid by the selfsame in accordance with the concluded Contract.
- 6.1.3 To provide the Consumer with obligatory Medical insurance for trips abroad, when this is included in the package price, under the standard conditions of the insurance companies: ZK LEV INS AD or others and to provide the Consumer with an original or copy of the respective insurance policy before the start of the trip.
- 6.1.4 The Tour Operator may insure the Consumer for other risks during the trip at the request of the Consumer.
- 6.1.5 Consumers over the age of 65 are compulsorily insured with an increased insurance premium. In these cases, each consumer is obliged to pay the difference in the value of the insurance.
- 6.1.6 Consumers over the age of 80 should insure themselves for an additional fee.

- 6.1.7 The tour operator offers the Consumer the opportunity to conclude a travel cancellation insurance, for an additional fee, which depends on the price of the purchased package, the cancellation period and the conditions of the specific insurance company with which the tour operator has a contract.
- 6.1.8 The tour operator has a contract for a liability insurance with ZK LEV INS AD, Sofia, 67A “Simeonovsko Shose” Blvd., tel.: 02/404 94 92; 0800 15 333, insurance policy No. 26018331/13062010010329, concluded on 24.04.2020, a copy of which is an integral part of the Contract.
- 6.1.9 The Tour Operator has the right not to fulfill its obligations under the contract without any liability if the Consumer does not make payments within the fixed deadlines and thus manifests their bad faith in the performance of their obligations. If the Consumer has left a deposit, but has not made the payments within the fixed deadlines to the full amount of the total price of the trip, the deposit shall not be refundable.
- 6.1.10 The contract is concluded in electronic form when it concerns a proposal published on the tour operator’s website or travel agent, by placing a marker in the field “I accept the general terms and conditions and content of the organized tourist package” and in compliance with the relevant requirements of the Electronic Commerce Act and the Consumer Protection Act.
- 6.1.11 The tour operator has the right to change the carrier with another in case of reasons which make it impossible or inappropriate for the carrier specified in the contract to fulfill its obligations.
- 6.1.12 The tour operator has the right to exchange the hotel with one of the same or higher category, with the same or similar location without changing the total price paid by the Consumer in case of a duplicate booking, closing of the respective hotel or refusal of the hotel at the last moment to receive tourists. Changing the hotel or restaurant and/or entertainment event with another of the same or higher category shall not be considered a change in the Contract.
- 6.1.13 The Tour Operator reserves the right to change the departure time when changing the carrier or airline, as well as to combine flights in the event of other objective reasons that require such measures and are beyond its will, notifying the Consumer in a timely manner. The exact time and place of departure from Bulgaria, bus registration number and telephone number of the Tour Operator’s accompanying representative are confirmed three days before the departure date. When travelling by bus, accommodation in the vehicle is made according to the registration date of each tourist. The parties agree that on busy days, e.g. public holidays etc., the Tour Operator may rent vehicles from licensed carriers other than those specified in the contract.
- 6.1.14 The Tour Operator reserves the right to change the accommodation of the Consumer in the bus in order to accommodate mothers with children, pregnant women, the elderly, people with disabilities or disadvantaged people, as well as in the presence of other similar objective reasons.
- 6.1.15 In case of travelling according to bus programs when the necessary minimum of tourists for the initial departure from the respective city has not been collected, they are informed by the Tour Operator within 7 (seven) days before the trip’s initial date. The consumers are transported individually and at their own expense to a place from which there is a confirmed departure. In case of inability to depart from another settlement, the full cost of the trip shall be reimbursed to the consumers under the conditions of each program.

## **6.2 The consumer has the following rights and obligations:**

- 6.2.1 The consumer has the right to receive the full amount and the highest quality of service.
- 6.2.2 The consumer has the right of personal data protection in accordance with the requirements of the General Regulation on Data Protection 2016/679.
- 6.2.3 To pay in full and on time all agreed tourist services negotiated in the Contract or under these General Terms and Conditions.
- 6.2.4 To provide the necessary personal documents (a valid passport or ID card, for travelling outside Bulgaria and using a passport it must be valid for a period of at least 6 months from the date of return to Bulgaria and have at least 2 blank pages for countries where a visa is required), executed in accordance with the relevant laws of the visited country and the Republic of Bulgaria and with the respective validity at the end date of the trip in conformity with the requirements of the countries visited.
- 6.2.5 If the trip is outside Bulgaria and the Consumer is under 18 years of age, a notarized declaration is required from both parents that they agree to their child's departure to the specified country on the specified date (if the minor travels with one of his parents, they need to have a notarized consent from the other parent). The original of the notarized declaration is given to the Tour Operator no later than 5 working days before the departure. If this is not executed or the declaration is incorrectly filled in or certified, it is considered a waiver of the trip due to fault of the Consumer. At the same time, the Tour Operator does not delay the implementation of the program for the rest of the group and does not owe penalties to the Consumer for the failed trip.
- 6.2.6 To comply with the laws of the country where they travel, as well as to leave the countries included in the excursion/holiday together with the tourist group to which they are included, otherwise all resulting consequences are at their expense and the Tour Operator is not responsible for costs and the formalities associated with their return.
- 6.2.7 The consumer who intends to travel and stay in countries with an increased risk of infectious diseases is obliged to undergo the respective prophylaxis in accordance with the international medical requirements.

## **7. Liability**

- 7.1 When the liability of the Tour Operator's contractors for damages caused by the non-fulfilment of the services is limited by the ratified international agreements, promulgated in the State Gazette and entered into force for the Republic of Bulgaria, the liability of the Tour Operator is within these limits.
- 7.2 The tour operator may cancel the trip if the required minimum number of participants has not been recruited or if the cancellation is due to force majeure circumstances within the time limits and in the manner expressly specified in the Contract. In these cases the Tour Operator shall not be liable for the non-fulfilment of the Contract and shall refund the Consumer all amounts paid, without the part for the actual costs incurred (paid insurance, fine for returned tickets, visa fees, etc.). The actual costs incurred shall be certified by duly executed documents.
- 7.3 The tour operator shall not be liable for damages caused by the non-fulfilment or incorrect fulfilment of the Contract if the reasons for this are due to:
  - the Consumer;
  - Actions of a third party unrelated to the implementation of the Contract which cannot be foreseen or avoided;

- Force majeure circumstances or events that cannot be foreseen or avoided by the Tour Operator and its contractors in good faith fulfilment of their obligations. During the trip as such are considered the worsening of the weather conditions, complicated road conditions, delays at border crossings, tourist assistance, national and religious holidays, public events, strikes, military conflicts and restrictions, natural disasters, change of working hours of museums and sites, technical failure or problem with the vehicle during the journey and other exceptional circumstances. In these cases the Tour Operator shall reserve the right to make changes to the program according to the specific situation without any liability or penalty. In case of an accidental event or force majeure circumstance, the party referring to these should present a proper document /certificate, etc. which certifies the force majeure, issued by the local competent authority for which there is a hypothesis of force majeure. Subject to these rules and submission of the relevant document, the Tour Operator shall undertake to send the Consumer an amount equivalent to the one refunded by the partnering counterparty (tour operator, hotelier, etc.) within 10 working days from the date of receipt.
- 7.4 The tour operator shall not be liable for storing personal luggage, money, valuables, documents and others, including those left in a hotel or studio room. In such cases, the tour operator shall personally or through its counterparties assist the victim to the extent that the tourist program of the whole group is not disturbed. The search for forgotten items is carried out by the Consumer at their expense.
- 7.5 The tour operator is not liable, does not recompense or compensate tourists who have refused certain services or have voluntarily deviated from the program and therefore missed one or another service. The tour operator shall not reimburse or compensate tourists for expenses outside the package holiday. The tour operator shall not cover costs related to the consumption of food and beverages outside the agreed package holiday.
- 7.6 If the border authorities refuse to allow the Consumer to enter the territory of the respective country, the Tour Operator shall not be deemed liable and shall not owe a refund of the price paid for the trip.
- 7.7 In case of damage to hotels, vehicles and third parties related to the Consumer, the latter shall be personally liable for all property/non-physical damages suffered.
- 7.8 If the Consumer or another person is a person with disabilities or reduced mobility, which requires special measures, this must be reported to the Tour Operator at the time of booking and concluding the Contract so that the Tour Operator can take the necessary measures according to the Bulgarian and European legislation. Otherwise, the Tour Operator shall not be liable for the inability to realize the trip or for the inconveniences and difficulties in this regard.
- 7.9 In the case of group trips, where the contract is concluded and signed with one Consumer, who also acts as a representative of other Consumers specified in the contract or in an attached list, the signing Consumer certifies with their signature the conclusion of the Contract and the acceptance and receipt of the General Terms and Conditions on behalf of all Consumers. The Organizer/Representative shall undertake to give copies of the concluded Contract and General Terms and Conditions to the other Consumers. Consumers listed in the Contract or the attached list shall be liable together with the signatory in the event of non-fulfilment of the concluded Contract.
- 7.10 The Consumer shall undertake to provide the Tour Operator with the necessary assistance for the fulfilment of the service.
- 7.11 The tour operator shall not be liable for damages incurred due to the consumer's fault or omission.

## **8. Visas**

- 8.1 The Tour Operator provides the Consumer with the necessary information regarding trips to countries where visas for Bulgarian citizens are required. Upon explicit written authorization by the Consumer and payment of an additional price, the Tour Operator shall prepare and submit their documents to the relevant consular offices if there is no requirement from the Consulate for a mandatory personal interview and submission of documents and receipt of the visa. If there is such a requirement, the Consumer independently performs all necessary legal and factual actions and provides the Tour Operator with the required documents. No submission of documents by the Consumer, failure to pay the visa fees or failure to appear at the Consulate for a personal interview, if necessary, shall be considered a waiver of the trip due to the Consumer's fault.
- 8.2 The issuance of visas for the respective country is the sole responsibility of the respective Consulate and is not guaranteed by the Tour Operator. In case of refusal by the Consulate, the visa fees paid by the Consumer shall be kept in accordance with the requirements of the Consulate.
- 8.3 Upon request for the provision of tourist services by EVENTS BULGARIA TOUR Ltd. coming from a consumer who is a citizen of a country that is in a visa regime towards the Republic of Bulgaria, the obligation to obtain the necessary visa is of the Consumer. In case of refusal by the Consulate of the Republic of Bulgaria in the respective country to issue a visa, the Tour Operator is not held liable and does not owe a refund of payments already made under this Contract.

## **9. Cancellation of the requested event**

- 9.1 The Consumer has the right to terminate the contract at any time before the start of the tourist package.
- 9.2 When the consumer cancels the trip and terminates the contract under art. 9.1 within three working days of the registration and payment of the deposit, they exercise this right without penalty. In this case, the Tour Operator refunds the full deposit, but provided that the Tour Operator has not purchased/issued airline tickets for the respective excursion to the Consumer which are non-refundable or has made another non-refundable payment related to the application.
- 9.3 In case of cancellation of the trip and termination of the contract under art. 9.1 by the Consumer, after the expiry of the term under art. 9.2, the Consumer is obliged to pay the Tour Operator the following fees, which the parties agree as a termination penalty:
- (a) After the expiry of the term under art. 9.2 and up to 60 days before the date of the trip – the reservation fee – 30 BGN. A fee of 20 BGN shall be charged for each change to the reservation after the initial booking.
  - (b) From 59 to 30 days before the date of the trip – to the amount of the deposit.
  - (c) From 29 to 14 days before the date of the trip – 60% of the total cost of the trip.
  - (d) From 14 to 7 days before the date of the trip – 80% of the total cost of the trip.
  - (e) Less than 7 days before the date of the trip – 100% of the total cost of the trip.
- 9.4 The consumer has the right to terminate the contract before the start of the package, without paying any termination fee in case of insurmountable and extreme circumstances occurring at the place of destination or close by, which significantly affect the implementation of the package. The traveller is entitled to a full refund of all payments made for the package, but is not entitled to an additional compensation. This right can be exercised by the Consumer if the official certification body of the

respective country declares with an official document the existence of such insurmountable and extreme circumstances.

9.5 If the Consumer terminates their vacation (excursion) during its duration at their own request, as a result of their personal reasons and own decision, all additional costs, including transportation, are at their expense. In this case, there may be no claims to refund a part of the costs related to the requested services.

9.6 Upon establishing the submission of documents with incorrect data and non-compliance with the deadlines by the Consumer, the Tour Operator has the right to cancel the trip, deducting as a penalty 100% of the amounts paid under the contract.

## **10. Accommodation**

10.1 Check-in at the hotel is after 2:00 p.m. and check-out is until 11:00 a.m. or 12:00 a.m. and depends on the terms of each hotel. Prior to check-in or after check-out no hotel services can be used or are available at an additional cost in compliance with the announced hours and policies of each hotel.

10.2 The number of meals is determined according to the number of nights booked and paid under the respective regime: breakfast, breakfast and dinner only or all inclusive.

10.3 Failure to comply with or abuse of the dietary regimen is sanctioned by the hotel management.

10.4 Please note that when 3 people are accommodated in a three-bed room, the standard 3 beds are not guaranteed. A third adult or children are accommodated in a standard bed only if is paid for a family room or apartment.

10.5 Accommodation in rooms with a sea view or rooms in the main part of the hotel is carried out only in cases where an additional fee is announced and is paid in advance at the offices or representations of the Tour Operator.

## **11. Disputes and claims**

11.1 All disputes concerning the implementation of this contract shall be settled by mutual consent of the parties. If an agreement cannot be reached, they shall be referred to a competent Bulgarian court, alternatively under the rules of art. 15, par. 2, items 1 and 2 of the Contract related to the information provided by the Tour Operator to the Consumer for resolving disputes outside the respective court, including an alternative dispute resolution.

11.2 All complaints made by the tourists should immediately be provided to the local representative, as well as the hotel management during their stay at the hotel.

11.3 The consumer has the right to send messages, requests or complaints related to the implementation of the package directly to the Tour Operator or Travel Agent who has sold them the package. In order to avoid any doubt and ensure the timely consideration of the messages, requests or complaints made through the Travel Agent, as well as to protect the rights of the Consumer, if the Tour Agent does not send them to the Tour Operator or in the absence of a reasonable response, the Consumer also sends the complaint to the Tour Operator.

11.4 The tour operator may refuse to reduce the price for the period of a discrepancy in the provided services under the contract if they prove that this discrepancy is due to the Consumer.

11.5 Any services outside the packages purchased from the Tour Operator and paid in the Republic of Bulgaria, which are purchased and paid on site by the tourists should be presented to the respective tour operator or trader. The Tour Operator cannot be held liable for such services and complaints related to such services. The liability of

the Tour Operator is defined and reduced only to the implementation of the tourist services that are included in the contract. Only in this case it does not matter whether these services are implemented by them or by other tourist service providers.

11.6 The tour operator is obliged to give its opinion to the Consumer within 30 days after receiving the complaint.

## **12. Confidentiality and personal data**

12.1 The tour operator collects and processes the personal data of the Consumers/Travellers/Tourists in order to provide the products and services that the selfsame have requested and use in order to implement the contractual and pre-contractual obligations. The personal data which the Consumers/Travellers/Tourists provide may be names, a Personal ID No. or birth date, address, telephone number, data from an ID document, contact details, as well as those provided through the contact form and the request for organizing a trip, e-mail addresses for correspondence, etc. The processing and storage of the collected personal data is carried out in accordance with the current national and European legislation.

12.2 The tour operator does not process special categories of personal data, such as genetic, biometric and other sensitive data, with the exception of health data for the purposes of the implementation of the contract, if necessary.

12.3 By accepting these General Terms and Conditions, the Consumer/Traveller/Tourist is deemed to be familiar with the established and current information related to the PRIVACY POLICY AND PERSONAL DATA PROTECTION in EVENTS BULGARIA TOUR Ltd. published on the company's electronic website at the date of signing them.

12.4 For the data categories that EVENTS BULGARIA TOUR Ltd. processes, the provision of personal data to third parties, rights of the Consumer as a personal data subject, the Consumer signs a specific Declaration – consent for the processing of personal data, which is an integral part of the signed contract and its general terms and conditions.

## **13. Use of cookies**

By browsing on the website [www.ebtour.bg](http://www.ebtour.bg), the Consumer agrees to the use of cookies. The website [www.ebtour.bg](http://www.ebtour.bg) uses them only to maintain the effective browsing of the Consumers and does not provide personal data of the Consumers to third parties.

The tour operator is responsible for the accuracy of the information published on its website. Links to other sites are provided for the convenience of the Consumers. The tour operator is not responsible and does not affect the content or maintenance of these pages and is not responsible for damages which arise from their content and/or maintenance.

## **14. Final provisions**

14.1 These General Terms and Conditions have been accepted by EVENTS BULGARIA TOUR Ltd. and prepared in accordance with the Tourism Act and the Bulgarian legislation.

14.2 All disputes regarding the performance of this Contract shall be resolved by mutual consent of the parties, and if such cannot be reached, according to the Bulgarian legislation before a competent Bulgarian court.

14.3 If any of the provisions of these General Terms and Conditions is deemed invalid or inapplicable for any reason, it shall be deemed deleted and the other provisions shall remain in force and shall be binding for both parties.

14.4 The General Terms and Conditions may be changed by the Tour Operator at any time. All amendments and additions shall come into force upon their publication on the Tour Operator's website.