

Partile contractante

Societatea Comerciala Rewilding Romania Tourism cu sediul in Hateg, str. Piata Unirii. Nr 5A, cod unic de inregistrare 50679332 reprezentata prin Mariana Druga, in calitate de Administrator, denumita in continuare Agentia si turistul / reprezentantul turistului [.....], Adresa: [.....] Localitate: [.....], Tara: [.....] pasaport: [.....] Telefon: [.....] Email: [.....] au convenit la incheierea prezentului contract.

I. Obiectul Contractului

1.1. Obiectul Contractului il constituie vanzarea de catre Agentia Organizatoare a pachetului de servicii turistice in scris in voucher, bilet de odihna, tratament, bilet de excursie, alt in scris anexat prezentului Contract si eliberarea documentelor de plata si calatorie.

1.2. Caracteristicile pachetului de servicii de calatorie sunt prezentate in oferta, iar aceasta este parte integranta a acestui Contract.

II. Incheierea Contractului

2.1. Contractul se incheie, dupa caz, in oricare din urmatoarele situatii:

a) in momentul semnarii lui de catre Turist sau prin acceptarea conditiilor contractuale de servicii turistice, inclusiv in cazul celor achizitionate la distanta prin telefon sau mijloace electronice;

b) in momentul in care Turistul primeste confirmarea scrisa a rezervarii de la Agentia Organizatoare, in cel mult 60 de zile calendaristice de la data intocmirii bonului de comanda. Este responsabilitatea Agentiei Organizatoare de a informa Turistul prin orice mijloace convenite in scris cu acesta (telefon, mail, fax etc.) daca rezervarea pe care a solicitat-o s-a confirmat. Pentru procesarea unei rezervari de servicii, Agentia Organizatoare poate solicita avans din pretul pachetului sau plata integrala in functie de data la care turistul solicita serviciile

i) In cazul in care continutul bonului de comanda nu difera de continutul confirmarii calatoriei turistice si confirmarea s-a efectuat in termenul de 60 de zile calendaristice de la data semnarii bonului de comanda, Turistul care decide sa renunte la calatoria turistica datoreaza Agentiei Organizatoare penalitati conform cap. VI.

(ii) In cazul in care continutul bonului de comanda difera de continutul confirmarii calatoriei turistice primite in scris de la Agentia Organizatoare sau daca aceasta confirmare nu s-a facut in termenul de 60 de zile calendaristice de la data semnarii bonului de comanda, Turistul poate considera ca voiajul nu a fost rezervat si are dreptul la rambursarea imediata a tuturor sumelor deja platite;

c) in momentul eliberarii documentelor de calatorie (voucher, bilet de odihna si/sau tratament, bilet de excursie, confirmare scris etc.), inclusiv in format electronic, in cazul in care pachetele de servicii turistice fac parte din oferta standard a agentiei de turism sau exista deja confirmarea de rezervare din partea altor prestatori.

Contracted Parties

Commercial Company Rewilding Romania Tourism with headquarters in Hateg, Piata Unirii Street, No. 5A, unique registration code 50679332, represented by Mariana Druga, in the capacity of Administrator, hereinafter referred to as the Agency, and the tourist / representative of the tourist [.....], Address: [.....] City: [.....], Country: [.....], Passport Number [.....], Phone: [.....], Email: [.....] have agreed to conclude this contract.

Object of the Contract

1.1. The object of the Contract is the sale by the Organizing Agency of the tourist services package listed in the voucher, rest ticket, treatment ticket, excursion ticket, or other document attached to this Contract and the issuance of payment and travel documents.

1.2. The characteristics of the travel services package are presented in the offer, which is an integral part of this Contract.

II. Conclusion of the Contract

2.1. The Contract is concluded, as the case may be, in any of the following situations: a) at the moment of its signing by the Tourist or by accepting the contractual conditions of tourist services, including in the case of those purchased remotely by phone or electronic means; b) at the moment when the Tourist receives written confirmation of the reservation from the Organizing Agency, within a maximum of 60 calendar days from the date of the order form. It is the responsibility of the Organizing Agency to inform the Tourist by any means agreed in writing with them (phone, email, fax, etc.) whether the reservation they requested has been confirmed. For processing a service reservation, the Organizing Agency may request an advance from the package price or full payment depending on the date the tourist requests the services.

i) If the content of the order form does not differ from the content of the travel confirmation and the confirmation was made within 60 calendar days from the date of signing the order form, the Tourist who decides to cancel the trip owes the Organizing Agency penalties according to chapter VI.

ii) If the content of the order form differs from the content of the travel confirmation received in writing from the Organizing Agency or if this confirmation was not made within 60 calendar days from the date of signing the order form, the Tourist may consider that the trip has not been reserved and is entitled to an immediate refund of all amounts already paid;

c) at the moment of issuing travel documents (voucher, rest and/or treatment ticket, excursion ticket, written confirmation, etc.), including in electronic format, if the tourist services packages are part of the standard offer of the travel agency or there is already a reservation confirmation from other providers.

2.2. In cazul in care prezentul contract este pus integral la dispozitia Turistului sub forma de catalog, pliant, alte inscripuri, site-ul Agentiei Organizatoare sau alte mijloace de comunicare electronica (e-mail, fax etc.), obligatia de informare a Turistului este considerata indeplinita prin inscrierea acestei informatii in oricare dintre documentele de calatorie sau documentele fiscale furnizate de Agentie Organizatoare, nefiind necesara incheierea in forma scrisa a contractului de comercializare a pachetelor de servicii turistice, respectiv daca prezentul contract prezentat Turistului in modalitatile prevazute mai sus contine clauzele prevazute la art. 7 alin. (3) din Ordonanta Guvernului nr. 2/2018 privind Pachetele de Servicii de Calatorie si Serviciile de Calatorie Asociate ("OG 2/2018").

2.3. Contractul inceteaza de drept odata cu finalizarea prestarii efective a pachetului de servicii turistice inregistrat in documentele de calatorie

III. Pretul contractului si modalitati de plata

3.1 Pretul pachetului/serviciului este [.....] si se compune din costul serviciilor turistice efective, comisionul Agentiei Organizatoare si TVA. Daca pretul nu este specificat in prezentul contract, atunci acesta este specificat pe bonul de comanda (daca exista), alte documente de calatorie, cataloage, pliante, alte inscripuri puse la dispozitie Turistului, site-ul Agentiei Organizatoare si/sau factura.

3.2. In situatia contractarii serviciilor de calatorie in regim early booking, reducerea este inclusa in pachet, iar procentul precizat se aplica numai serviciilor de cazare. In acest caz, orice modificare a contractului, solicitata de Turist, determina anularea rezervarii cu penalizari si refacerea acesteia la pretul si conditiile din momentul reinscrierii. De asemenea, nerespectarea conditiilor de plata aplicate rezervarilor tip EB determina modificarea pretului pachetului conform ofertei standard.

*Data contractului este data in care Turistul a efectuat plata catre Rewilding Romania Tourism SRL. Efectuarea platii implica acceptarea conditiilor ofertei trimisa de angajatii Rewilding Romania Tourism

** Datele Turistului vor fi cele furnizate de Turist catre Rewilding Romania Tourism impreuna cu datele de facturare.

*** Pretul contractului este reprezentat de contravaloarea serviciilor turistice rezervate de Turist pe site-ul RewildingRomania.travel sau ofertate de consultantii Rewilding Romania Tourism. Plata serviciilor este considerata

si acceptarea implicita a ofertei prezentate de RewildingRomania.Travel

3.3. Modalitati de plata:

3.3.1. La incheierea contractului se percepe: (i) un avans de [.....] din pretul stabilit sau, dupa caz, (ii) plata integrala a contravalorii pachetului de servicii turistice. Pentru pachetele aflate la promotie sau in campanii de marketing speciale, RewildingRomania.travel accepta doar plata integrala a pachetelor turistice.

2.2. In the event that this contract is made fully available to the Tourist in the form of a catalog, leaflet, other written materials, the Organizing Agency's website, or other electronic communication means (e-mail, fax, etc.), the obligation to inform the Tourist is considered fulfilled by including this information in any of the travel documents or fiscal documents provided by the Organizing Agency, without the need to conclude the contract for the sale of tourist service packages in written form, provided that this contract presented to the Tourist in the ways mentioned above contains the clauses provided in art. 7 para. (3) of Government Ordinance no. 2/2018 regarding Travel Service Packages and Associated Travel Services ("OG 2/2018").

2.3. The contract terminates by law upon the completion of the actual provision of the tourist service package listed in the travel documents.

III. Price of the contract and payment methods

3.1 The price of the package/service [.....] and consists of the cost of the actual tourist services, the commission of the Organizing Agency, and VAT. If the price is not specified in this contract, then it is specified on the order form (if any), other travel documents, catalogs, leaflets, and other written materials made available to the Tourist, the Organizing Agency's website, and/or the invoice.

And/or the invoice.

3.2. In the case of contracting travel services under early booking, the discount is included in the package, and the specified percentage applies only to accommodation services. In this case, any modification of the contract requested by the Tourist will result in the cancellation of the reservation with penalties and its rebooking at the price and conditions at the time of rebooking. Also, non-compliance with the payment conditions applied to EB-type reservations will result in the modification of the package price according to the standard offer.

*The date of the contract is the date on which the Tourist made the payment to Rewilding Romania Tourism SRL. Making the payment implies acceptance of the offer conditions sent by Rewilding Romania Tourism employees.

**The Tourist's data will be those provided by the Tourist to Rewilding Romania Tourism along with the billing data.

*** The price of the contract is represented by the equivalent value of the tourist services reserved by the Tourist on the RewildingRomania.travel website or offered by the consultants of Rewilding Romania Tourism. The payment for the services is considered as implicit acceptance of the offer presented by RewildingRomania.Travel

3.3. Payment Methods:

3.3.1. Upon concluding the contract, the following is required: (i) an advance of [.....] from the established price or, as the case may be, (ii) full payment of the equivalent value of the tourist service package. For packages on promotion or in special marketing campaigns, RewildingRomania.travel accepts only full payment of the tourist packages.

3.3.2. In cazul in care la incheierea contractului s-a perceput un avans, plata finala se va face astfel: nu mai tarziu de 30 de zile calendaristice, inaintea inceperii activitatii.

3.3.3 Depasirea termenului de plata determina aplicarea unei penalitati de 1% pentru fiecare zi de intarziere, procent aplicat la suma scadenta si neachitata, daca Agentia Organizatoare nu opteaza pentru rezilierea contractului.

3.3.4. Plata serviciilor turistice externe aferente contractului se poate efectua intr-o singura moneda, in valuta specificata in contract sau in RON la cursul de referinta al BNR din ziua emiterii facturii.

3.3.5 In cazul in care Turistul doreste sa efectueze plata catre Agentia Organizatoare prin transfer bancar pentru serviciile achizitionate, toate costurile bancare vor reveni partii care initiaza plata, respectiv Turistului.

3.3.6 Conform OG 2/2018, Agentia Organizatoare nu are dreptul sa solicite Turistului efectuarea platii finale cu mai mult de 5 zile inainte de data la care aceasta transmite Turistului documentele de calatorie in baza carora Turistului poate efectua serviciile de calatorie achizitionate.

Servicii Incluse:

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Pretul nu include:

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IV. Drepturile si obligatiile Agentiei Organizatoare

4.1. Agentia Organizatoare se obliga sa furnizeze Turistului un bon de comanda, numai in situatia solicitarii unor pachete de servicii turistice care nu fac parte din oferta proprie/standard a agentiei de turism si care necesita confirmarea rezervarii din partea altor prestatori. In cazul solicitarii unor pachete de servicii turistice care se regasesc in oferta proprie a agentiei de turism sau in cazul in care exista deja confirmare asupra rezervarii din partea altor prestatori, Agentia Organizatoare poate furniza Turistului un bon de comanda, daca considera necesar.

4.2. In cazul in care, inainte de inceperea executarii pachetului, Agentia Organizatoare este constransa sa modifice semnificativ oricare dintre principalele caracteristici ale contractului, cum ar fi: serviciile incluse in pachet, datele de calatorie, modificarea categoriei unitatii de cazare, precum si cerintele speciale ale Turistului acceptate anterior de Agentia Organizatoare, aceasta din urma are obligatia de a informa Turistul care are posibilitatea ca, intr-un termen de 5 zile sa accepte modificarea propusa sau sa inceteze contractul fara a plati vreo penalitate de incetare.

4.3. In cazurile prevazute la pct. 4.7 lit. b) si c), informarea se va face in timp util pentru a permite Turistului sa decida inceperea calatorieii.

3.3.2. If an advance was required upon concluding the contract, the final payment will be made as follows: no later than 30 calendar days before the start of the activity.

3.3.3. Exceeding the payment deadline results in a penalty of 1% for each day of delay, applied to the due and unpaid amount, unless the Organizing Agency opts for contract termination.

3.3.4. Payment for external tourist services related to the contract can be made in a single currency, in the currency specified in the contract or in RON at the BNR reference exchange rate on the invoice issuance date.

3.3.5. If the Tourist wishes to make the payment to the Organizing Agency by bank transfer for the purchased services, all bank costs will be borne by the party initiating the payment, namely the Tourist.

3.3.6. According to OG 2/2018, the Organizing Agency is not entitled to request the Tourist to make the final payment more than 5 days before the date on which it sends the Tourist the travel documents based on which the Tourist can perform the purchased travel services.

Services Included:

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The price does not include

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IV. Rights and Obligations of the Organizing Agency

4.1. The Organizing Agency is obliged to provide the Tourist with an order form only in the case of requesting travel service packages that are not part of the agency's own/standard offer and that require reservation confirmation from other providers. In the case of requesting travel service packages that are part of the agency's own offer or if there is already confirmation of the reservation from other providers, the Organizing Agency may provide the Tourist with an order form if it deems necessary.

4.2. If, before the start of the package execution, the Organizing Agency is forced to significantly modify any of the main characteristics of the contract, such as: the services included in the package, travel dates, change of accommodation category, as well as the Tourist's special requirements previously accepted by the Organizing Agency, the latter is obliged to inform the Tourist, who has the possibility, within 5 days, to accept the proposed modification or to terminate the contract without paying any termination penalty.

4.3. In the cases provided for in points 4.7 b) and c), the information will be provided in due time to allow the Tourist to decide on starting the trip.

4.4 Agentia Organizatoare poate modifica pretul contractului in sensul majorarii sau micșorarii, dupa caz, aratand totodata modul de calcul al majorarilor sau micșorarilor de pret ale contractului si numai daca modificarea are loc ca urmare a variatiilor costurilor de transport (care rezulta din costul carburantilor sau al altor surse de energie), nivelul taxelor sau al comisioanelor aplicabile serviciilor de calatorie incluse in contract, impuse de parti terte care nu sunt direct implicate in executarea pachetului, inclusiv taxele turistice, a taxelor aferente serviciilor de aterizare, debarcare/imbarcare in porturi si aeroporturi, a taxelor de turist ori a cursurilor de schimb valutar aferente pachetului de servicii turistice contractat. Preturile stabilite in contract nu pot fi majorate, in niciun caz, in cursul celor 20 de zile calendaristice care preced data plecarii.

4.5. In cazul in care, inainte de inceperea calatoriei turistice, o parte importanta din serviciile turistice prevazute in contract nu este realizata sau Agentia Organizatoare constata ca nu le va putea realiza, aceasta este obligata:

- a) sa ofere Turistului alternative corespunzatoare in vederea continuarii calatoriei turistice fara majorarea pretului, respectiv serviciile turistice oferite sa fie de aceeasi calitate si cantitate;
- b) sa restituie Turistului sumele ce reprezinta diferenta dintre serviciile turistice achitate si cele efectiv prestate in timpul calatoriei turistice;

4.6. Agentia Organizatoare este raspunzatoare pentru buna executare a obligatiilor asumate prin contract, cu exceptia urmatoarelor cazuri, indiferent daca aceste servicii urmeaza sa fie furnizate de Agentia Organizatoare sau de un alt furnizor de servicii de calatorie, cu exceptia urmatoarelor cazuri:

- a) cand neindeplinirea sau indeplinirea defectuoasa a obligatiilor asumate prin contract se datoreaza Turistului;
- b) cand neindeplinirea obligatiilor se datoreaza unor cauze de forta majora sau unor imprejurari pe care nici Agentia, nici prestatorii de servicii nu le puteau prevedea sau evita, inclusiv, dar fara a se limita la: modificarea companiei aeriene, de orar sau de itinerar, intarzieri in traficul mijloacelor de transport, defectarea mijlocului de transport, accident, blocaje, lucrari sau reparatii pe drumurile publice), neindeplinirea grupului minim ca urmare a unor renuntari de ultima ora sau a neobtinerii vizelor pentru toti participantii. Agentia nu este raspunzatoare pentru prejudiciile cauzate Turistului ca urmare a intarzierilor curselor (inclusiv charter), a pierderii de bagaje si a altor imprejurari care revin exclusiv in sarcina transportatorului in temeiul actelor normative specifice;
- c) cand neindeplinirea obligatiilor se datoreaza unui tert care nu are legatura cu furnizarea serviciilor prevazute in contract, iar cauzele care au determinat neindeplinirea obligatiilor au un caracter imprevizibil si inevitabil.

4.4. The Organizing Agency may modify the contract price, either by increasing or decreasing it, as the case may be, also showing the method of calculating the price increases or decreases of the contract, and only if the modification occurs as a result of variations in transport costs (resulting from the cost of fuel or other energy sources), the level of taxes or fees applicable to travel services included in the contract, imposed by third parties not directly involved in the execution of the package, including tourist taxes, landing, disembarkation/embarkation fees in ports and airports, tourist taxes, or exchange rates related to the contracted travel service package. The prices set in the contract cannot be increased, in any case, during the 20 calendar days preceding the departure date.

4.5. In the event that, before the start of the trip, a significant part of the tourist services provided for in the contract is not carried out or the Organizing Agency finds that it will not be able to carry them out, it is obliged to:

- a) to offer the Tourist suitable alternatives for continuing the tourist trip without increasing the price, meaning the tourist services offered should be of the same quality and quantity;
- b) to refund the Tourist the amounts representing the difference between the paid tourist services and those actually provided during the tourist trip.

4.6. The Organizing Agency is responsible for the proper execution of the obligations assumed by the contract, except in the following cases, regardless of whether these services are to be provided by the Organizing Agency or by another travel service provider:

- a) when the non-fulfillment or improper fulfillment of the obligations assumed by the contract is due to the Tourist;
- b) when the non-fulfillment of the obligations is due to force majeure or circumstances that neither the Agency nor the service providers could foresee or avoid, including, but not limited to: changes in the airline, schedule or itinerary, delays in transport traffic, breakdown of the means of transport, accident, blockages, works or repairs on public roads, failure to meet the minimum group size due to last-minute cancellations or failure to obtain visas for all participants. The Agency is not responsible for damages caused to the Tourist as a result of flight delays (including charter), loss of luggage, and other circumstances that are the sole responsibility of the carrier under specific regulations;
- c) when the non-fulfillment of the obligations is due to a third party not connected with the provision of the services stipulated in the contract, and the causes that led to the non-fulfillment of the obligations are unpredictable and unavoidable.

4.7. Atunci cand o parte semnificativa din serviciile de calatorie nu poate fi executata astfel cum s-a convenit prin prezentul contract, Agentia Organizatoare ofera, fara costuri suplimentare pentru calator, servicii alternative corespunzatoare pentru continuarea derularii pachetului, pe cat posibil echivalente sau de mai buna calitate decat cele specificate in contract, inclusiv in cazul in care intoarcerea Turistului la locul de plecare nu este asigurata astfel cum s-a convenit.

4.8. In cazul in care serviciile alternative propuse au drept consecinta un pachet de o calitate mai scazuta decat cea specificata in prezentul contract, Agentia Organizatoare acorda Turistului o reducere adecvata a pretului. Turistul poate respinge serviciile alternative propuse doar in cazul in care acestea nu sunt comparabile cu ceea ce s-a convenit prin prezentul contract sau reducerea de pret acordata este inadecvata.

4.9. Daca este imposibil sa se furnizeze servicii alternative sau Turistul respinge serviciile alternative propuse in conformitate cu art. 4.6 al doilea paragraf din prezentul contract, Turistul are dreptul, dupa caz, la reducerea pretului si/sau la despagubiri fara a rezilia contractul de servicii privind pachetul de calatorie.

4.10. Excursiile optionale se efectueaza la fata locului cu agentii locale, care poarta intreaga responsabilitate pentru organizarea si desfasurarea acestor excursii.

4.11. Agentia are obligatia sa furnizeze in scris Turistului sau prin orice mijloace de comunicare electronice convenite in scris cu Turistul (e-mail, fax, sms etc.), cu nu mai putin de 3 zile, inainte de data plecarii, urmatoarele informatii:

a) orarele, locurile escalelor si legaturile, precum si, dupa caz, locul ce urmeaza sa fie ocupat de turist in fiecare dintre mijloacele de transport incluse;

b) denumirea, sediul/adresa, numerele de telefon si de fax, adresele de e-mail ale reprezentantei locale a Agentia Organizatoare si/sau a detailistului ori, in lipsa acestora, un numar de apel de urgenta care sa ii permita contactarea Agentia Organizatoare si/sau a detailistului;

4.12. Agentia Organizatoare acorda asistenta adecvata fara intarzieri nejustificate Turistului aflat in dificultate, in cazul situatiilor de forta majora sau al unui eveniment pe care nici Agentia Organizatoare, nici furnizorul sau prestatorul de servicii, cu tot efortul depus, nu il puteau prevedea sau evita, in special prin: (a) furnizarea de informatii corespunzatoare privind serviciile de sanatate, autoritatile locale si asistenta consulara; si (b) acordarea de asistenta Turistului in ceea ce priveste efectuarea comunicarii la distanta si sprijinirea acestuia in gasirea unor servicii de calatorie alternative.

4.13. Agentia Organizatoare are posibilitatea de a pretinde un comision rezonabil pentru o astfel de asistenta in cazul in care Turistul este cel care a provocat situatia de dificultate in mod intentionat sau din propria neglijenta. Comisionul nu depaseste in niciun caz costurile efective suportate de Agentia Organizatoare. Agentia Organizatoare este obligata sa informeze persoana care transfera contractul (cedentul), in conformitate cu art. 5.1. din prezentul contract, cu privire la costurile efective ale transferului

4.7. When a significant part of the travel services cannot be executed as agreed in this contract, the Organizing Agency offers, at no additional cost to the traveler, suitable alternative services for the continuation of the package, as far as possible equivalent or of better quality than those specified in the contract, including in cases where the return of the Tourist to the place of departure is not ensured as agreed.

4.8. If the proposed alternative services result in a package of lower quality than that specified in this contract, the Organizing Agency grants the Tourist an appropriate price reduction. The Tourist may reject the proposed alternative services only if they are not comparable to what was agreed in this contract or if the granted price reduction is inadequate.

4.9. If it is impossible to provide alternative services or the Tourist rejects the proposed alternative services in accordance with art. 4.6, second paragraph of this contract, the Tourist is entitled, as the case may be, to a price reduction and/or compensation without terminating the travel service package contract.

4.10. Optional excursions are carried out on-site with local agencies, which bear full responsibility for organizing and conducting these excursions.

4.11.. The agency is obliged to provide the Tourist in writing or by any electronic communication means agreed in writing with the Tourist (e-mail, fax, SMS, etc.), no less than 3 days before the departure date, with the following information:

a) The schedules, stopover locations, and connections, as well as, where applicable, the place to be occupied by the tourist in each of the included means of transport;

b) The name, headquarters/address, phone and fax numbers, email addresses of the local representative of the Organizing Agency and/or the retailer or, in their absence, an emergency contact number that allows the Tourist to contact the Organizing Agency and/or the retailer.

4.12. The Organizing Agency provides appropriate assistance without undue delay to the Tourist in difficulty, in cases of force majeure or an event that neither the Organizing Agency nor the service provider, despite all efforts, could foresee or avoid, especially by: (a) providing relevant information regarding health services, local authorities, and consular assistance; and (b) assisting the Tourist with remote communications and helping them find alternative travel services.

4.13. The Organizing Agency may charge a reasonable fee for such assistance if the Tourist intentionally or negligently caused the difficult situation. The fee does not exceed the actual costs incurred by the Organizing Agency. The Organizing Agency is obliged to inform the person transferring the contract (the assignor), in accordance with Article 5.1 of this contract, about the actual costs of the transfer.

V. Drepturile si obligatiile Turistului

5.1. In cazul in care Turistul nu poate sa participe la calatoria turistica independent de motivele care stau la baza imposibilitatii de participare, acesta poate sa cesioneze contractul unei terte persoane care indeplineste toate conditiile aplicabile pachetului de servicii turistice contractat, cu obligatia de a anunta in scris Agentia Organizatoare cu cel putin 7 zile inaintea datei de plecare. In acest caz, intre Turistul care nu poate participa la calatoria turistica contractata (cedentul), terta persoana (cesionarul) si agentia de turism (debitor cedat) urmeaza a se incheia un contract de cesiune cu privire la pachetul de servicii turistice contractate si cesionate in care se vor specifica si costurile efective ale transferului. Pentru calatoriile individuale, in cazul in care mijlocul de transport este avionul, cesiunea contractului poate fi efectuata numai daca exista posibilitatea transferarii locului de zbor. De asemenea, pentru calatoriile care necesita indeplinirea unor conditii speciale, ex: obtinerea vizelor turistice, se va tine seama de acestea pentru cesiunea contractului. Responsabilitatea incheierii contractului de cesiune revine, dupa caz, fie cedentului, fie cesionarului, si niciodata Agentiei Organizatoare (debitorului cedat). Turistul care cedeaza pachetul sau de servicii, precum si cesionarul sunt responsabili in mod solidar la plata pretului calatoriei si a eventualelor costuri suplimentare aparute cu ocazia acestei cedari.

5.2. In cazul sejururilor de odihna si/sau de tratament cu locul de desfasurare in Romania, Turistul are obligatia sa respecte urmatorul program de acordare a serviciilor: cazarea se face, de regula, la ora 18,00 a zilei de intrare si se termina, de regula, la ora 11.00 a zilei de iesire inscise pe documentele de calatorie (voucher, bilet de odihna si/sau tratament, bilet de excursie etc.). Eventualele costuri suplimentare generate de neeliberarea spatiilor de cazare pana cel tarziu la orele specificate mai sus cad in sarcina exclusiva a Turistului. In functie de destinatie, orele de intrare, respectiv iesire, se pot modifica si sunt decise de unitatea hoteliera.

5.3. In cazul in care preturile stabilite in contract sunt majorate cu peste 8%, indiferent de motivele majorarii, Turistul poate rezilia/denunta unilateral contractul fara nicio obligatie fata de Agentia Organizatoare, acesta avand dreptul la rambursarea imediata de catre Agentie a sumelor platite, inclusiv comisionul.

5.4. Turistul este obligat sa comunice Agentiei Organizatoare in termen de 5 zile calendaristice de la primirea instiintarii prevazute la cap. IV pct. 4.2 modificarea prevederilor esentiale ale contractului sau in timp util inainte de inceperea calatoriei, iar in cazul in care se aplica clauzele prevazute in cap. IV pct. 4.5 lit. b) si c), hotararea sa de a opta pentru: a) rezilierea/denuntarea unilateral a contractului fara plata penalitatilor; sau b) acceptarea noilor conditii ale contractului.

V. Rights and Obligations of the Tourist

5.1. If the Tourist cannot participate in the trip, regardless of the reasons for the inability to participate, they can transfer the contract to a third party who meets all the conditions applicable to the contracted travel service package, provided they notify the Organizing Agency in writing at least 7 days before the departure date. In this case, a transfer contract will be concluded between the Tourist who cannot participate (the assignor), the third party (the assignee), and the travel agency (the assigned debtor), specifying the actual transfer costs. For individual trips where the means of transport is an airplane, the contract transfer can only be made if the flight seat can be transferred.

Additionally, for trips requiring special conditions, such as obtaining tourist visas, these must be considered for the contract transfer. The responsibility for concluding the transfer contract lies with either the assignor or the assignee, and never with the Organizing Agency (the assigned debtor). The Tourist who transfers their service package and the assignee are jointly responsible for paying the trip price and any additional costs arising from this transfer.

5.2. For rest and/or treatment stays in Romania, the Tourist must adhere to the following service schedule: accommodation is generally provided at 6:00 PM on the day of arrival and ends at 11:00 AM on the day of departure as indicated on the travel documents (voucher, rest and/or treatment ticket, excursion ticket, etc.). Any additional costs generated by not vacating the accommodation by the specified times are the sole responsibility of the Tourist. Depending on the destination, the check-in and check-out times may vary and are decided by the hotel unit.

5.3. If the prices set in the contract increase by more than 8%, regardless of the reasons for the increase, the Tourist can unilaterally terminate the contract without any obligation to the Organizing Agency, and is entitled to an immediate refund of the amounts paid, including the commission.

5.4. The Tourist must notify the Organizing Agency within 5 calendar days of receiving the notice provided in Chapter IV, point 4.2, of any changes to the essential provisions of the contract or in a timely manner before the trip begins. If the clauses in Chapter IV, point 4.5, letters b) and c) apply, the Tourist must decide whether to: a) unilaterally terminate the contract without paying penalties; or b) accept the new contract conditions.

V. Drepturile si obligatiile Turistului

5.1. In cazul in care Turistul nu poate sa participe la calatoria turistica independent de motivele care stau la baza imposibilitatii de participare, acesta poate sa ceseze contractul unei terte persoane care indeplineste toate conditiile aplicabile pachetului de servicii turistice contractat, cu obligatia de a anunta in scris Agentia Organizatoare cu cel putin 7 zile inaintea datei de plecare. In acest caz, intre Turistul care nu poate participa la calatoria turistica contractata (cedentul), terta persoana (cesionarul) si agentia de turism (debitor cedat) urmeaza a se incheia un contract de cesiune cu privire la pachetul de servicii turistice contractate si cesionate in care se vor specifica si costurile efective ale transferului. Pentru calatoriile individuale, in cazul in care mijlocul de transport este avionul, cesiunea contractului poate fi efectuata numai daca exista posibilitatea transferarii locului de zbor. De asemenea, pentru calatoriile care necesita indeplinirea unor conditii speciale, ex: obtinerea vizelor turistice, se va tine seama de acestea pentru cesiunea contractului. Responsabilitatea incheierii contractului de cesiune revine, dupa caz, fie cedentului, fie cesionarului, si niciodata Agentiei Organizatoare (debitorului cedat). Turistul care cedeaza pachetul sau de servicii, precum si cesionarul sunt responsabili in mod solidar la plata pretului calatoriei si a eventualelor costuri suplimentare aparute cu ocazia acestei cedari.

5.2. In cazul sejururilor de odihna si/sau de tratament cu locul de desfasurare in Romania, Turistul are obligatia sa respecte urmatorul program de acordare a serviciilor: cazarea se face, de regula, la ora 18,00 a zilei de intrare si se termina, de regula, la ora 11.00 a zilei de iesire inscise pe documentele de calatorie (voucher, bilet de odihna si/sau tratament, bilet de excursie etc.). Eventualele costuri suplimentare generate de neeliberarea spatiilor de cazare pana cel tarziu la orele specificate mai sus cad in sarcina exclusiva a Turistului. In functie de destinatie, orele de intrare, respectiv iesire, se pot modifica si sunt decise de unitatea hoteliera.

5.3. In cazul in care preturile stabilite in contract sunt majorate cu peste 8%, indiferent de motivele majorarii, Turistul poate rezilia/denunta unilateral contractul fara nicio obligatie fata de Agentia Organizatoare, acesta avand dreptul la rambursarea imediata de catre Agentie a sumelor platite, inclusiv comisionul.

5.4. Turistul este obligat sa comunice Agentiei Organizatoare in termen de 5 zile calendaristice de la primirea instiintarii prevazute la cap. IV pct. 4.2 modificarea prevederilor esentiale ale contractului sau in timp util inainte de inceperea calatoriei, iar in cazul in care se aplica clauzele prevazute in cap. IV pct. 4.5 lit. b) si c), hotararea sa de a opta pentru:

- a) rezilierea/denuntarea unilateral a contractului fara plata penalitatilor; sau
- b) acceptarea noilor conditii ale contractului.
- c) sa i se ramburseze imediat toate sumele achitate in virtutea contractului.

V. Rights and Obligations of the Tourist

5.1. If the Tourist cannot participate in the trip, regardless of the reasons for the inability to participate, they can transfer the contract to a third party who meets all the conditions applicable to the contracted travel service package, provided they notify the Organizing Agency in writing at least 7 days before the departure date. In this case, a transfer contract will be concluded between the Tourist who cannot participate (the assignor), the third party (the assignee), and the travel agency (the assigned debtor), specifying the actual transfer costs. For individual trips where the means of transport is an airplane, the contract transfer can only be made if the flight seat can be transferred.

Additionally, for trips requiring special conditions, such as obtaining tourist visas, these must be considered for the contract transfer. The responsibility for concluding the transfer contract lies with either the assignor or the assignee, and never with the Organizing Agency (the assigned debtor). The Tourist who transfers their service package and the assignee are jointly responsible for paying the trip price and any additional costs arising from this transfer.

5.2. For rest and/or treatment stays in Romania, the Tourist must adhere to the following service schedule: accommodation is generally provided at 6:00 PM on the day of arrival and ends at 11:00 AM on the day of departure as indicated on the travel documents (voucher, rest and/or treatment ticket, excursion ticket, etc.). Any additional costs generated by not vacating the accommodation by the specified times are the sole responsibility of the Tourist. Depending on the destination, the check-in and check-out times may vary and are decided by the hotel unit.

5.3. If the prices set in the contract increase by more than 8%, regardless of the reasons for the increase, the Tourist can unilaterally terminate the contract without any obligation to the Organizing Agency, and is entitled to an immediate refund of the amounts paid, including the commission.

5.4. The Tourist must notify the Organizing Agency within 5 calendar days of receiving the notice provided in Chapter IV, point 4.2, of any changes to the essential provisions of the contract or in a timely manner before the trip begins. If the clauses in Chapter IV, point 4.5, letters b) and c) apply, the Tourist must decide whether to:

- a) unilaterally terminate the contract without paying penalties; or
- b) accept the new contract conditions.
- c) to be immediately refunded all amounts paid under the contract.

5.7. In toate cazurile mentionate la pct. 5.6, Turistul are dreptul sa solicite Agentiei Organizatoare si o despagubire, al carei quantum poate fi stabilit prin acordul comun al partilor sau in baza unei hotarari a instantei de judecata, pentru neindeplinirea prevederilor contractului initial, cu exceptia cazurilor in care:

a) anulara s-a facut datorita nerealizarii numarului minim de persoane mentionat in contract, iar Agentia Organizatoare a informat in scris Turistul cu cel putin:

- (i) 20 de zile inainte de inceperea executarii pachetului, in cazul calatoriilor care dureaza mai mult de sase zile;
- (ii) 7 zile inainte de inceperea executarii pachetului, in cazul calatoriilor care dureaza intre doua si sase zile;

b) anulara s-a datorat unui caz de forta majora (circumstante imprevizibile, independente de vointa celui care le invoca si ale caror consecinte nu au putut fi evitate in ciuda oricaror eforturi depuse, in aceasta nefiind incluse supraz rezervarile, caz in care responsabilitatea revine companiei aeriene sau unitatii de cazare) sau unor cauze dintre cele prevazute la cap. IV pct. 4.7 lit. b);

c) anulara s-a facut din vina Turistului.

5.8 Turistul are dreptul sa rezilieze/denunte unilateral in orice moment, in tot sau in parte, contractul, iar in cazul in care rezilierea/denuntarea unilaterala ii este imputabila este obligat sa despagubeasca Agentia Organizatoare pentru prejudiciul creat acesteia, conform prevederilor cap. VI, cu exceptia cazurilor de forta majora definite conform legii. Despagubirea se poate ridica la maximul pretului pachetului de servicii turistice contractat.

5.9. Prin exceptie de la punctul 5.8., Turistul are dreptul sa inceteze contractul privind pachetul de servicii de calatorie inainte de inceperea executarii pachetului, fara a plati vreo penalitate de incetare in cazul unor circumstante inevitabile si extraordinare care se produc la locul de destinatie sau in vecinatatea imediata a acestuia si care afecteaza in mod semnificativ executarea pachetului sau care afecteaza semnificativ transportul pasagerilor la destinatie, circumstante survenite dupa incheierea contractului si dovedite prin inscrisuri emise de Ministerul Afacerilor Externe, aviz emis de Camera de Comerț si Industrie a Romaniei sau orice alt mijloc de proba.

5.10. In cazul incetarii contractului privind pachetul de servicii de calatorie, in conditiile art. 5.9., Turistul are dreptul la o rambursare completa a oricarei plati efectuate pentru pachet, dar nu are dreptul la vreo despagubire suplimentara.

5.11. In cazul in care Turistul alege sa se mute la un alt hotel decat cel contractat initial si achitat, responsabilitatea financiara a renuntarii ii apartine Turistului. Agentia Organizatoare va rezolva cerintele Turistului in limita posibilitatilor, eventualele diferente de pret urmand a fi suportate de catre Turist. Daca Turistul solicita nemotivat schimbarea hotelului, a structurii camerelor sau a oricarora dintre servicii, aceasta echivaleaza cu rezilierea/denuntarea unilaterala a contractului, cu aplicarea penalitatilor prevazute la cap. VI la momentul respectiv si incheierea unui nou contract.

5.7. In all cases mentioned in point 5.6, the Tourist has the right to request compensation from the Organizing Agency, the amount of which can be determined by mutual agreement of the parties or based on a court decision, for the non-fulfillment of the provisions of the initial contract, except in cases where: a) the cancellation was due to the failure to reach the minimum number of participants mentioned in the contract, and the Organizing Agency informed the Tourist in writing at least:

- (i) 20 days before the start of the package execution, in the case of trips lasting more than six days;
- (ii) 7 days before the start of the package execution, in the case of trips lasting between two and six days;

b) the cancellation was due to a force majeure event (unforeseeable circumstances beyond the control of the party invoking them, the consequences of which could not be avoided despite any efforts made, excluding overbookings, in which case the responsibility lies with the airline or accommodation provider) or causes mentioned in Chapter IV, point 4.7, letter b);

c) the cancellation was due to the Tourist's fault.

5.8. The Tourist has the right to unilaterally terminate the contract, in whole or in part, at any time. If the unilateral termination is attributable to the Tourist, they are obliged to compensate the Organizing Agency for the damage caused, according to the provisions of Chapter VI, except in cases of force majeure as defined by law. The compensation can amount to a maximum of the price of the contracted travel service package.

5.9. As an exception to point 5.8, the Tourist has the right to terminate the travel service package contract before the start of the package execution without paying any termination penalty in the event of unavoidable and extraordinary circumstances occurring at the destination or in its immediate vicinity that significantly affect the execution of the package or significantly affect the transport of passengers to the destination. These circumstances must have occurred after the contract was concluded and be proven by documents issued by the Ministry of Foreign Affairs, a notice issued by the Chamber of Commerce and Industry of Romania, or any other means of proof.

5.10. In the event of termination of the travel service package contract under the conditions of art. 5.9, the Tourist is entitled to a full refund of any payments made for the package but is not entitled to any additional compensation.

5.11. If the Tourist chooses to move to a hotel other than the one initially contracted and paid for, the financial responsibility for the change lies with the Tourist. The Organizing Agency will address the Tourist's requests within the limits of possibility, with any price differences to be borne by the Tourist. If the Tourist requests an unjustified change of hotel, room structure, or any of the services, this equates to the unilateral termination of the contract, with the application of the penalties provided in Chapter VI at that time and the conclusion of a new contract.

5.12. Turistul este obligat sa achite la receptia unitatii hoteliere taxa de statiu, taxa de salubritate, precum si alte taxe locale, fara a putea pretinde despagubiri sau returnarea sumelor de la Agentia Organizatoare. Turistul este obligat sa prezinte la receptia unitatii hoteliere actele sale de identitate, precum si documentul de calatorie eliberat de Agentia Organizatoare (voucher, bilet de odihna si/sau de tratament etc.), in vederea acordarii serviciilor turistice.

5.13. Turistul ia la cunostinta ca serviciile pe care le achizitioneaza fara ca acestea sa faca parte din contractul cu agentia de turism sunt in stricta responsabilitate a prestatorului local, sunt guvernate de legislatia tarii de destinatie, iar agentia de turism nu are nicio responsabilitate asupra prestatilor in cauza.

5.14. Daca pentru efectuarea calatoriei este necesara indeplinirea de catre Turist a unor formalitati suplimentare (de exemplu, calatoria impreuna cu minori, situatia in care numele Turistului este schimbat ca urmare a casatoriei/desfacerii ei etc.), acesta are obligatia de a indeplini toate cerintele legale. Pentru o informare optima, Agentia Organizatoare recomanda si consultarea site-ului Politiei de Frontiera: <https://www.politiadefrontiera.ro/>. In cazul in care Turistul nu isi respecta obligatia de a se informa cu privire la formalitatile suplimentare necesare in vederea efectuarii calatoriei care nu sunt in sarcina Agentiei Organizatoare (de exemplu, in cazul calatoriei cu minori, imputernicire din partea parintelui sau reprezentantului legal ce nu il insoteste, cazier judiciar, sau orice alte documente suplimentare - enumerarea fiind exemplificativa), Agentia Organizatoare este exonerata de orice raspundere in cazul imposibilitatii efectuarii calatoriei.

5.15. In cazul in care o singura persoana angajeaza servicii pentru un numar mai mare de turisti, conditiile contractuale se extind in mod automat asupra intregului grup pentru care au fost achitate serviciile.

5.15. Turistul este obligat sa foloseasca mijloacele de transport, camera de hotel si bunurile din dotarea acesteia ca un bun proprietar si potrivit destinatiei lor. Agentia Organizatoare nu se face vinovata de eventualele pagube produse sau vatamari suferite de Turist ca urmare a nerespectarii acestui alineat.

5.16. Turistul are obligatia sa respecte locul, data si ora plecarii atat la dus, cat si la intors, precum si locurile, datele si orele stabilite pe parcursul programului turistic contractat. Toate cheltuielile si daunele produse ca urmare a nerespectarii de catre turist a prevederilor privind locurile de intalnire si orarele vor fi suportate de catre acesta.

5.19. In cazul in care Turistul care a intrat pe teritoriul statului in care se realizeaza pachetul de servicii turistice refuza sa se mai intoarca in Romania si autoritatile din tara respectiva fac cheltuieli de orice natura cu acesta, Turistul respectiv are obligatia de a suporta toate aceste cheltuieli.

5.12. The Tourist is required to pay the resort fee, sanitation fee, and other local taxes at the hotel reception, without being able to claim compensation or refunds from the Organizing Agency. The Tourist must present their identification documents and the travel document issued by the Organizing Agency (voucher, rest and/or treatment ticket, etc.) at the hotel reception to receive the travel services.

5.13. The Tourist acknowledges that any services purchased that are not part of the contract with the travel agency are the sole responsibility of the local provider governed by the laws of the destination country, and the travel agency has no responsibility for the services in question.

5.14. If the Tourist needs to complete additional formalities for the trip (e.g., traveling with minors, a name change due to marriage/divorce, etc.), they are required to fulfill all legal requirements. For optimal information, the Organizing Agency also recommends consulting the Border Police website: <https://www.politiadefrontiera.ro/>. If the Tourist does not fulfill their obligation to inform themselves about the additional formalities necessary for the trip that are not the responsibility of the Organizing Agency (e.g., traveling with minors, authorization from the parent or legal representative not accompanying them, criminal record, or any other additional documents - the list being illustrative), the Organizing Agency is exonerated from any liability in case the trip cannot be made.

5.15. If a single person arranges services for a larger number of tourists, the contractual conditions automatically extend to the entire group for which the services were paid.

5.16. The Tourist is required to use the means of transport, hotel room, and the goods provided therein as a good owner and according to their intended purpose. The Organizing Agency is not responsible for any damages or injuries suffered by the Tourist as a result of not complying with this paragraph.

5.17. The Tourist is obliged to respect the place, date, and time of departure both for the outbound and return journeys, as well as the places, dates, and times established during the contracted travel program. All expenses and damages resulting from the Tourist's failure to comply with the provisions regarding meeting places and schedules will be borne by the Tourist.

5.19. If the Tourist who has entered the territory of the state where the travel service package is being carried out refuses to return to Romania and the authorities of that state incur any expenses of any kind with the Tourist, the Tourist is obliged to bear all these expenses.

VI. Renuntari, penalizari, despagubiri

6.1. In cazul in care Turistul renunta la pachetul de servicii turistice care face obiectul prezentului contract, el datoreaza Agentiei penalizari dupa cum urmeaza:

6.1.1. In cazul serviciilor turistice , penalizarile sunt de:

a) 30% din pretul pachetului de servicii, daca renuntarea se face cu pana la 6 luni inaintea datei de plecare.

b) 60% EUR din pretul pachetului de servicii, daca renuntarea se face dupa data de 2 luni inaintea datei de plecare

**** Pentru pachetele turistice aflate la promotie sau in campanii de marketing speciale, penalizarea in caz de renuntare este de 100%.

6.2. In cazul in care Turistului i se refuza de catre autoritatile relevante acordarea vizei de intrare pentru efectuarea pachetului de servicii, Turistului i se vor retine toate taxele datorate de Agentie prestatorilor directi, precum si cheltuielile de operare proprii acesteia.

6.3. Penalizarile echivalente cu cele indicate la pct. 6.1.1 lit.

a) sau b), respectiv 6.1.2 lit. b) sau c) se aplica si in cazul in care Turistul nu ajunge la timp la aeroport sau la locul de plecare/destinatie, daca nu poate pleca in calatorie pentru ca documentele personale necesare in vederea efectuarii calatoriei nu sunt conforme normelor legale sau este in imposibilitatea de a parasii teritoriul tarii, din alte motive ce tin de persoana acestuia.

6.4. Agentia Organizatoare/Intermediara este exonerata de orice raspundere in cazul in care dupa inceperea calatoriei, serviciul de graniceri/politia de frontiera sau alta autoritate competenta refuza sa acorde Turistului dreptul de iesire/tranzit/intrare pe teritoriul unui stat, necesar pentru efectuarea serviciilor de calatorie. Turistului i se va retine in aceasta situatie contravaloarea totala a pachetului de servicii de calatorie

6.5. Agentia Organizatoare nu raspunde in situatii de greva, conflicte politice si de razboi, catastrofe, de pericol public, atac terorist, embargou international, precum si in cazul in care companiile aeriene stabilesc limite de raspundere. Toate aceste situatii care nu sunt imputabile niciunei parti se considera situatii de forta majora si exonereaza de raspundere Agentia Organizatoare.

6.6. Toate sumele mentionate la pct. 6.1, se vor retine de catre Agentia Organizatoare din avansul sau pretul total al pachetului de servicii turistice achitat de Turist, fara a fi necesara interventia instantelor de judecata.

6.7. Daca oricare dintre serviciile de calatorie nu se executa in conformitate cu cerintele prezentului contract, Agentia Organizatoare remediază neconformitatea, cu exceptia cazului in care: a) este imposibil; sau b) implica cheltuieli disproportionat, tinand cont de anvergura neconformitatii si de valoarea serviciilor de calatorie afectate. Daca Agentia Organizatoare, in conformitate cu primul paragraf litera a) sau b) din prezentul alineat, nu remediază neconformitatea, Turistul are dreptul de a beneficia de o reducere corespunzatoare a pretului pentru orice perioada in care a existat o neconformitate, cu exceptia cazului in care Agentia Organizatoare dovedeste ca neconformitatea este imputabila calatorului.

6.8. In cazul in care neconformitatea afecteaza in mod substantial executarea pachetului, iar Agentia Organizatoare a omis sa o remedieze intr-un termen rezonabil stabilit de catre Turist,

VI. Cancellations, Penalties, Compensation

6.1. If the Tourist cancels the travel service package that is the subject of this contract, they owe the Agency penalties as follows:

6.1.1. In the case of travel services, the penalties are:

a) 30% of the package price if the cancellation is made up to 6 months before the departure date.

b) 60% of the package price if the cancellation is made 2 months before the departure date.

**** For promotional or special marketing campaign packages, the penalty for cancellation is 100%.

6.2. If the Tourist is denied an entry visa by the relevant authorities for the travel service package, the Tourist will be charged all fees owed by the Agency to direct service providers, as well as the Agency's own operating expenses.

6.3. Penalties equivalent to those indicated in point 6.1.1 a) or b), respectively 6.1.2 b) or c), also apply if the Tourist does not arrive on time at the airport or place of departure/destination, if they cannot travel because their personal documents required for the trip do not comply with legal norms, or if they are unable to leave the country for other reasons related to their person.

6.4. The Organizing/Intermediary Agency is exonerated from any liability if, after the start of the trip, the border service/police or other competent authority refuses to grant the Tourist the right to exit/transit/enter a state necessary for the travel services. In this situation, the Tourist will be charged the full value of the travel service package.

6.5. The Organizing Agency is not responsible in situations of strike, political and war conflicts, disasters, public danger, terrorist attack, international embargo, as well as in cases where airlines establish liability limits. All these situations, which are not attributable to any party, are considered force majeure and exonerate the Organizing Agency from liability.

6.6. All amounts mentioned in point 6.1 will be retained by the Organizing Agency from the advance or total price of the travel service package paid by the Tourist, without the need for court intervention.

6.7. If any of the travel services are not performed in accordance with the requirements of this contract, the Organizing Agency will remedy the non-conformity, except in cases where: a) it is impossible; or b) it involves disproportionate costs, considering the extent of the non-conformity and the value of the affected travel services. If the Organizing Agency, in accordance with the first paragraph letter a) or b) of this paragraph, does not remedy the non-conformity, the Tourist is entitled to a corresponding price reduction for any period during which there was a non-conformity, except where the Organizing Agency proves that the non-conformity is attributable to the traveler.

6.8. If the non-conformity substantially affects the execution of the package, and the Organizing Agency fails to remedy it within a reasonable period set by the Tourist

Turistul poate rezilia contractul privind pachetul de servicii de Turistie fara plata unor penalitati de reziliere si, dupa caz, poate sa ceara reducerea pretului si/sau despagubiri.

VII. Reclamatii

7.1. In cazul in care Turistul este nemulțumit de serviciile turistice primite, acesta are obligatia de a intocmi o sesizare in scris la fata locului, clar si explicit, cu privire la deficiențele constatate, legate de realizarea pachetului de servicii turistice contractat, ce se va transmite prompt atat reprezentantului Agentiei Organizatoare, cat si prestatorului de servicii turistice (conducerii hotelului, restaurantului, reprezentantilor locali ai Agentiei Organizatoare).

Datele de contact ale Agentiei Organizatoare:

Tel: 0771578261

Email: contact@rewildingromaniatourism.travel

7.2. Atat Agentia Organizatoare, cat si prestatorul de servicii turistice vor actiona imediat pentru solutionarea sesizarii. In cazul in care sesizarea nu este solutionata sau este solutionata partial, Turistul va depune la sediul Agentiei o reclamatie in scris, in termen de maximum 5 zile calendaristice de la incheierea calatoriei, Agentia urmand ca, in termen de 30 de zile calendaristice, sa comunice Turistului despagubirile care i se cuvin, dupa caz.

III. Asigurari

8.1. Conform prevederilor OG nr. 2/2018 si ale Ordinului 156/2019 emis de Ministerul Turismului, Turistul este asigurat pentru rambursarea sumelor achitate de acesta in legatura cu pachetele de servicii de calatorie, in cazul insolventei agentiei de turism organizatoare si in legatura cu serviciile de calatorie asociate, cum sunt definite la art. 3 pct. 16 din OG nr. 2/2018, in masura in care Agentia Organizatoare faciliteaza servicii de calatorie asociate, la Societatea de SC German Romanian Assurance S.A., cu sediul in Bucuresti, str Emil Garleanu, nr 11, Bl. A8, sector 3, Polita de asigurare de garantare a platii cheltuielilor de repatriere a turistilor si rambursarea sumelor achitate de turisti pentru achizitionarea serviciilor/pachetelor turistice in cazul neexecutarii integrale sau partiala a serviciilor/pachetelor achizitionate: Nr IF-i 4299 valabila pana in data de 22.11.2025., afisata pe site-ul www.rewildingromaniatourism.travel

8.2. Daca in prezentul contract este inclus transportul de pasageri, garantia prevazuta la art. 8.1. include repatrierea calatorilor.

8.3. Valoarea despagubirii:

8.3.1. In cazul in care calatoria nu a inceput, valoarea despagubirii este egala cu valoarea sumelor achitate efectiv de Turist in baza prezentului contract, in masura in care serviciile relevante nu sunt furnizate ca urmare a insolventei Agentiei Organizatoare.

The Tourist can terminate the contract for the travel service package without paying termination penalties and, if applicable, can request a price reduction and/or compensation.

VII. Complaints

7.1. If the Tourist is dissatisfied with the travel services received, they are required to file a written complaint on the spot, clearly and explicitly detailing the deficiencies observed regarding the contracted travel service package. This complaint should be promptly sent to both the representative of the Organizing Agency and the travel service provider (hotel management, restaurant, local representatives of the Organizing Agency).

Contact details of the Organizing Agency:

Tel: +40771578261 Email:

contact@rewildingromaniatourism.travel

7.2. Both the Organizing Agency and the travel service provider will act immediately to resolve the complaint. If the complaint is not resolved or is only partially resolved, the Tourist must submit a written complaint to the Agency's headquarters within a maximum of 5 calendar days from the end of the trip. The Agency will then communicate to the Tourist the compensation due, if applicable, within 30 calendar days.

II. Insurance

8.1. According to the provisions of Government Ordinance no. 2/2018 and Order 156/2019 issued by the Ministry of Tourism, the Tourist is insured for the reimbursement of amounts paid in connection with travel service packages, in the event of the insolvency of the organizing travel agency and in connection with associated travel services, as defined in art. 3 point 16 of Government Ordinance no. 2/2018, to the extent that the Organizing Agency facilitates associated travel services, at SC German Romanian Assurance S.A., located in Bucharest, Emil Garleanu Street, no. 11, Bl. A8, sector 3. The insurance policy for guaranteeing the payment of repatriation expenses of tourists and the reimbursement of amounts paid by tourists for the purchase of services/packages in case of total or partial non-performance of the purchased services/packages: No. IF-i 4299 valid until 22.11.2025, displayed on the website www.rewildingromaniatourism.travel.

8.2. If passenger transport is included in this contract, the guarantee provided in art. 8.1. includes the repatriation of travelers.

8.3. Compensation amount:

8.3.1. If the trip has not started, the compensation amount is equal to the amounts actually paid by the Tourist under this contract, to the extent that the relevant services are not provided due to the insolvency of the Organizing Agency.

8.3.2. In cazul in care Turistul a beneficiat de repatriere in conditiile art. 8.2.: a) Turistul nu mai beneficiaza de nicio alta despagubire de la Asigurator, in situatia in care repatrierea intervine ca urmare a nerespectarii de catre Agentia Organizatoare a obligatiilor contractuale fata de partenerii sai; b) Turistul beneficiaza de rambursarea contravalorii serviciilor de calatorie neprestate si achitate de acesta in baza prezentului contract, fara a se scadea cheltuielile cu repatrierea efectuate de Asigurator, in cazul insolventei Agentiei Organizatoare.

8.3.3. Asiguratorul poate propune Turistului o oferta de servicii alternative corespunzatoare pentru continuarea derularii pachetului, in conditiile prevazute de Ordinul nr. 156/2019 emis de Ministerul Turismului. In situatia in care Turistul accepta oferta propusa, acesta nu beneficiaza de nicio despagubire suplimentara.

8.4. Conditiiile in care Turistul va fi despagubit de catre Asigurator sunt:

8.4.1. Turistul va anunta imediat Asiguratorul prin telefon sau fax in cazul in care Organizatorul aflat in stare de insolventa nu efectueaza repatrierea sa.

8.4.2. In cazul in care Turistul solicita de la Agentia Organizatoare rambursarea sumelor achitate si/sau a costului repatrierii, acesta transmite documentele justificative, in copie, catre Agentia Organizatoare, prin scrisoare recomandata cu confirmare de primire avand obligatia sa pastreze documentele justificative, in original.

8.4.3 Turistul poate solicita Agentiei Organizatoare aflata in stare de insolventa, rambursarea sumelor achitate de acesta si/sau a costului repatrierii astfel: a) in termen de maximum 30 de zile de la data declararii insolventei Agentiei Organizatoare, daca aceasta a survenit ulterior datei incheierii pachetului neexecutat/executat partial; b) in termen de 15 zile lucratoare de la data incheierii executarii pachetului in situatia in care declararea insolventei este anterioara acesteia.

8.4.4. In cazul in care Agentia Organizatoare aflata in stare de insolventa nu efectueaza repatrierea Turistului, acesta are obligatia de a anunta imediat Asiguratorul prin telefon, fax sau e-mail. In aceasta situatie societatea de asigurare nu are obligatia de a achita imediat contravaloarea cheltuielilor de repatriere, ci de a le rambursa dupa intoarcerea Turistului in Romania, in conditiile politiei de asigurare incheiate intre Agentia Organizatoare si Asigurator.

8.4.5. In cazul in care Turistul solicita Agentiei Organizatoare contravaloarea sumelor achitate si/sau a cheltuielilor de repatriere, acesta trebuie sa trimita documentele justificative catre Agentia Organizatoare prin scrisoare recomandata cu confirmare de primire. Turistul are obligatia sa pastreze fotocopii de pe respectivele documente justificative. Turistul poate solicita Agentiei Organizatoare rambursarea sumelor achitate si/sau a cheltuielilor de repatriere in termen de 15 (cincisprezece) zile calendaristice de la data incheierii derularii pachetului de servicii turistice sau de la data repatrierii.

8.4.6. Turistul are obligatia de a notifica Asiguratorul, prin scrisoare recomandata cu confirmare de primire, in legatura cu solicitarea adresata Agentiei Organizatoare privind rambursarea sumelor achitate si/sau a cheltuielilor de repatriere, in termen de 5 (cinci) zile calendaristice de la data confirmarii de primire prevazute la pct. 8.2.2.

8.3.2. If the Tourist has benefited from repatriation under the conditions of art. 8.2.: a) The Tourist is no longer entitled to any other compensation from the Insurer if the repatriation occurs due to the Organizing Agency's failure to fulfill its contractual obligations to its partners; b) The Tourist is entitled to a refund of the value of the unprovided and paid travel services under this contract, without deducting the repatriation expenses incurred by the Insurer, in the event of the Organizing Agency's insolvency.

8.3.3. The Insurer may offer the Tourist an appropriate alternative service offer to continue the package, under the conditions provided by Order no. 156/2019 issued by the Ministry of Tourism. If the Tourist accepts the proposed offer, they are not entitled to any additional compensation.

8.4. The conditions under which the Tourist will be compensated by the Insurer are:

8.4.1. The Tourist must immediately notify the Insurer by phone or fax if the insolvent Organizer does not carry out their repatriation.

8.4.2. If the Tourist requests a refund of the amounts paid and/or the cost of repatriation from the Organizing Agency, they must send the supporting documents, in copy, to the Organizing Agency by registered mail with acknowledgment of receipt, and must keep the original supporting documents.

8.4.3. The Tourist can request a refund of the amounts paid and/or the cost of repatriation from the insolvent Organizing Agency as follows: a) within a maximum of 30 days from the date of the Organizing Agency's insolvency declaration, if it occurred after the date of the partially or fully unexecuted package; b) within 15 working days from the end of the package execution if the insolvency declaration is prior to this.

8.4.4. If the insolvent Organizing Agency does not carry out the Tourist's repatriation, the Tourist must immediately notify the Insurer by phone, fax, or email. In this situation, the insurance company is not obliged to immediately pay the repatriation expenses but to reimburse them after the Tourist's return to Romania, under the insurance policy concluded between the Organizing Agency and the Insurer.

8.4.5. If the Tourist requests a refund of the amounts paid and/or the repatriation expenses from the Organizing Agency, they must send the supporting documents to the Organizing Agency by registered mail with acknowledgment of receipt. The Tourist must keep photocopies of the supporting documents. The Tourist can request a refund of the amounts paid and/or the repatriation expenses from the Organizing Agency within 15 (fifteen) calendar days from the end of the travel service package or from the date of repatriation. 8.4.6. The Tourist must notify the Insurer by registered mail with acknowledgment of receipt regarding the request addressed to the Organizing Agency for the refund of the amounts paid and/or the repatriation expenses, within 5 (five) calendar days from the date of the acknowledgment of receipt provided in point 8.2.2.

8.4.7. In cazul in care, in termen de 15 (cincisprezece) zile lucratoare de la data confirmarii de primire a documentelor justificative de catre Agentia Organizatoare, Turistul nu a primit sumele solicitate de la aceasta, are loc evenimentul asigurat. 8.4.8. In termen de 10 (zece) zile calendaristice de la data producerii evenimentului asigurat, Turistul are obligatia de a transmite Asiguratorului, prin scrisoare recomandata cu confirmare de primire, cererea de despagubire insotita de documentele justificative.

8.4.8. In termen de 10 (zece) zile calendaristice de la data producerii evenimentului asigurat, Turistul are obligatia de a transmite Asiguratorului, prin scrisoare recomandata cu confirmare de primire, cererea de despagubire insotita de documentele justificative.

8.4.9. Documentele justificative constau in principal in: a) contractul de comercializare a pachetului de servicii turistice; b) confirmarile de primire precizate la pct. 8.4.6, 8.2.3 si 8.2.5, in functie de cazul aplicabil; c) fotocopii de pe documentele de plata a serviciilor (chitante, ordine de plata etc.), in cazul cererilor de rambursare a sumelor achitate de Turist; a fotocopii de pe documentele de transport si cazare, in cazul cererilor de rambursare a cheltuielilor de repatriere. Societatea de asigurare are dreptul sa solicite Turistului si alte documente justificative.

8.4.10. Despagubirea nu poate depasi suma achitata de Turist in contractul de comercializare a pachetului de servicii turistice si nici sumele necesare repatrierii acestuia, cu respectarea prevederilor legale in vigoare.

8.4.11. Despagubirea va fi platita in termen de 30 (treizeci) de zile lucratoare de la data primirii de catre Asigurator a documentelor justificative de la Turist.

8.4.12. In cazul in care, dupa plata despagubirii, Agentia Organizatoare plateste debitul catre Turist, acesta are obligatia de a restitui Asiguratorului despagubirea primita, in termen de 5 (cinci) zile lucratoare de la data primirii de la Agentia Organizatoare a sumelor reprezentand debitul.

8.4.13. Facultativ, Turistul are posibilitatea incheierii unui contract de asigurare, care sa acopere taxele de transfer, sau a unui contract de asistenta care sa acopere taxele de repatriere in caz de accidente, de boala sau deces, a unui contract de asigurare pentru bagaje, a unui contract de asigurare pentru servicii medicale la destinatie ori a unei asigurari storno sau altor tipuri de asigurari de calatorie. Agentia Organizatoare recomanda incheierea unei asigurari storno pentru acoperirea eventualelor penalitati de anulare. Turistul se poate informa in agentii despre cazurile acoperite de asigurarea storno, aceasta putand fi incheiata in agentia de turism de unde acesta a achizitionat pachetul de servicii turistice, daca Agentia Organizatoare ofera acest tip de serviciu.

8.5. Agentia Organizatoare nu se face vinovata de eventuala nerespectare a obligatiilor stipulate in politele de asigurare contractate, deoarece aceasta este doar intermediar intre Turist si asigurator.

8.4.7. If, within 15 (fifteen) working days from the date of acknowledgment of receipt of the supporting documents by the Organizing Agency, the Tourist has not received the requested amounts, the insured event occurs.

8.4.8. Within 10 (ten) calendar days from the date of the insured event, the Tourist is required to send the Insurer a compensation claim accompanied by the supporting documents, by registered mail with acknowledgment of receipt.

8.4.8. Within 10 (ten) calendar days from the date of the insured event, the Tourist is required to send the Insurer a compensation claim accompanied by the supporting documents, by registered mail with acknowledgment of receipt.

8.4.9. The supporting documents mainly consist of: a) the contract for the sale of the travel service package; b) the acknowledgments of receipt specified in points 8.4.6, 8.2.3, and 8.2.5, as applicable; c) photocopies of the payment documents for the services (receipts, payment orders, etc.) in the case of refund requests for amounts paid by the Tourist; d) photocopies of the transport and accommodation documents in the case of repatriation expense refund requests. The insurance company has the right to request additional supporting documents from the Tourist.

8.4.10. The compensation cannot exceed the amount paid by the Tourist in the contract for the sale of the travel service package or the amounts necessary for their repatriation, in compliance with the legal provisions in force.

8.4.11. The compensation will be paid within 30 (thirty) working days from the date the Insurer receives the supporting documents from the Tourist.

8.4.12. If, after the payment of the compensation, the Organizing Agency pays the debt to the Tourist, the Tourist is required to return the received compensation to the Insurer within 5 (five) working days from the date of receiving the amounts representing the debt from the Organizing Agency.

8.4.13. Optionally, the Tourist has the possibility to conclude an insurance contract that covers transfer fees, or an assistance contract that covers repatriation fees in case of accidents, illness, or death, a luggage insurance contract, a medical services insurance contract at the destination, or a cancellation insurance or other types of travel insurance. The Organizing Agency recommends taking out cancellation insurance to cover possible cancellation penalties. The Tourist can inquire at the agencies about the cases covered by the cancellation insurance, which can be concluded at the travel agency where the travel service package was purchased, if the Organizing Agency offers this type of service.

8.5. The Organizing Agency is not responsible for any failure to comply with the obligations stipulated in the contracted insurance policies, as it is only an intermediary between the Tourist and the insurer.

IX. Documentele contractului se constituie ca anexa la acesta si sunt urmatoarele:

- a) voucherul, biletul de excursie, bonul de comanda, dupa caz;
- b) programul turistic, in cazul actiunilor turistice;
- c) cataloage/pliante/oferte/alte inscriburi/etc. ale Agentiei Organizatoare puse la dispozitia Turistului, in format tiparit sau pe suport electronic.

IX. The contract documents constitute an annex to it and are as follows:

- a) the voucher, excursion ticket, order form, as applicable;
- b) the travel program, in the case of tourist activities;
- c) catalogs/brochures/offers/other writings/etc. of the Organizing Agency made available to the Tourist, in printed format or on electronic media

X. PRELUCRAREA DATELOR CU CARACTER PERSONAL

10.1 Agentia Organizatoare prelucreaza urmatoarele date cu caracter personal: nume, prenume, numar telefon, adresa domiciliu, adresa de e-mail, CNP, serie si nr. carte de identitate, serie si nr. pasaport, data nasterii, varsta copiilor, locul de munca,

10.2 Persoanele vizate: calatori/turisti/beneficiari ai serviciilor de calatorie sau turistice, reprezentanti/imputerniciti/persoane de contact (parteneri contractuali) din cadrul companiilor sau institutiilor/autoritatilor publice.

10.3 Scopurile colectarii datelor cu caracter personal Prelucram datele cu caracter personal, colectate in baza prezentului contract, in urmatoarele scopuri: - Rezervarea, intermedierea, ofertarea si/sau comercializarea serviciilor si/sau pachetelor de servicii de calatorie, altor servicii turistice, evenimente culturale/sportive sau de alta natura, servicii de agrement sau calatorii de afaceri, executarea contractelor – respectiv in vederea indeplinirii obligatiilor contractuale pe care ni le asumam fata de dvs.; - In vederea indeplinirii obligatiilor legale stabilite in sarcina noastra.

10.4 Drepturile persoanelor vizate. Conform prevederilor legale aplicabile, persoanelor vizate beneficiaza de urmatoarele drepturi, dupa caz:

- Dreptul de a solicita o copie a datelor cu caracter personal referitoare la tine pe care le detinem;
- Dreptul la corectarea oricaror date cu caracter personal incorecte sau incomplete;
- Dreptul la opozitie sau la restrictionarea utilizarii de catre noi a datelor tale cu caracter personal;
- Dreptul de a iti retrage consimtamantul pentru prelucrarea datelor prelucrate pe baza de consimtamant. Retragerea consimtamantului nu va afecta legalitatea prelucrarii pe baza consimtamantului de dinaintea retragerii acestuia;
- Dreptul la stergerea datelor tale cu caracter personal, in situatiile in care ti-ai retras consimtamantul, cand prelucrarea nu mai este necesara sau cand prelucrarea respectiva este contrara legii;
- Dreptul la portabilitatea datelor ce iti permite sa transmitem o copie a datelor prelucrate pe care le-am primit de la tine catre o entitate indicata de tine.

10.5 De asemenea, va este recunoscut dreptul de a depune o plangere la Autoritatea Nationala de Supraveghere a Prelucrarii Datelor cu Caracter Personal si de asemenea, dreptul de a apela la instantele de judecata.

10.6 In cazul in care persoanele vizate au solicitari cu privire la modul in care datele personale sunt prelucrate, pot transmite o solicitare pe e-mail la: privacy@rewildingromaniatourism.travel.

X. PROCESSING OF PERSONAL DATA

10.1 The Organizing Agency processes the following personal data: name, surname, phone number, home address, email address, personal identification number (CNP), series and number of identity card, series and number of passport, date of birth, children's age, workplace.

10.2 Data subjects: travelers/tourists/beneficiaries of travel or tourist services, representatives/authorized persons/contact persons (contractual partners) within companies or institutions/public authorities.

10.3 Purposes of collecting personal data: We process personal data collected under this contract for the following purposes: Booking, intermediating, offering and/or selling travel services and/or travel service packages, other tourist services, cultural/sporting or other events, leisure services or business trips, executing contracts – respectively to fulfill the contractual obligations we assume towards you; To fulfill the legal obligations established for us.

10.4 Rights of data subjects: According to the applicable legal provisions, data subjects benefit from the following rights, as applicable:

- The right to request a copy of the personal data we hold about you;
- The right to correct any incorrect or incomplete personal data;
- The right to object to or restrict our use of your personal data;
- The right to withdraw your consent for data processing based on consent. Withdrawal of consent will not affect the legality of processing based on consent before its withdrawal;
- The right to delete your personal data, in situations where you have withdrawn your consent, when processing is no longer necessary, or when such processing is contrary to the law;
- The right to data portability, which allows us to transmit a copy of the processed data we received from you to an entity indicated by you.

10.5 You also have the right to file a complaint with the National Supervisory Authority for Personal Data Processing and also the right to appeal to the courts. 10.6 If data subjects have requests regarding how personal data is processed, they can send a request by email to: privacy@rewildingromaniatourism.travel.

10.6 If data subjects have requests regarding how personal data is processed, they can send a request by email to: privacy@rewildingromaniatourism.travel.

10.7 Prin semnarea prezentului contract, dumneavoastra confirmati ca ati citit, ati fost informat(a) corect, complet, ati luat cunostinta de continutul acestui document, il intelegeti pe deplin si sunteti de acord cu prelucrarea datelor cu caracter personal ale dvs si ale persoanelor pentru care faceti rezervarea, de catre Agentia Organizatoare.

10.8 Pentru detalii privind prelucrarea datelor cu caracter personal de catre Agentia Organizatoare, puteti accesa site-ul www.rewildingromaniatourism.travel sectiunea Politica de Confidentialitate.

XI. Dispozitii finale

11.1. Prezentul contract a fost incheiat in doua exemplare, cate unul pentru fiecare parte. 1

1.2. Comercializarea pachetelor de servicii turistice se va face in conformitate cu prevederile prezentului contract si cu respectarea prevederilor OG 2/2018.

11.3. Toate unitatile de cazare, precum si mijloacele de transport sunt clasificate de catre organismele abilitate ale tarilor de destinatie, conform procedurilor interne si normativelor locale, acolo unde acestea exista, care difera de la o tara la alta si de la un tip de destinatie la altul.

11.4. Turistul declara ca Agentia Organizatoare l-a informat complet cu privire la conditiile de comercializare a pachetelor de servicii turistice in conformitate cu prevederile OG 2/2018. Prin semnarea acestui contract sau prin acceptarea pachetelor de servicii turistice, inclusiv in cazul celor achizitionate la distanta prin mijloace electronice, Turistul isi exprima acordul si luarea la cunostinta cu privire la conditiile generale de comercializare a pachetelor de servicii turistice, in conformitate cu oferta Agentiei Organizatoare.

11.5. Litigiile aparute intre parti se rezolva pe cale amiabila, prin intermediul (SAL) mecanismul alternativ sistemului judiciar, legislatia aplicabila poate fi consultata aici - <http://www.anpc.gov.ro/categorie/1271/sal>, in caz contrar partile inteleg sa se adreseze instantelor de judecata competente din Bucuresti.

11.6. Contractul va fi interpretat conform legilor din Romania.

10.7 By signing this contract, you confirm that you have read, been correctly and fully informed, have acknowledged the content of this document, fully understand it, and agree to the processing of your personal data and the data of the persons for whom you are making the reservation, by the Organizing Agency.

10.8 For details regarding the processing of personal data by the Organizing Agency, you can access the website www.rewildingromaniatourism.travel in the Privacy Policy section.

XI. Final Provisions

11.1 This contract was concluded in two copies, one for each party.

11.2 The sale of tourist service packages will be carried out in accordance with the provisions of this contract and with the observance of the provisions of OG 2/2018.

11.3 All accommodation units, as well as means of transport, are classified by the competent bodies of the destination countries, according to internal procedures and local regulations, where they exist, which differ from one country to another and from one type of destination to another.

11.4 The Tourist declares that the Organizing Agency has fully informed them about the conditions for selling tourist service packages in accordance with the provisions of OG 2/2018. By signing this contract or by accepting the tourist service packages, including those purchased remotely through electronic means, the Tourist expresses their agreement and acknowledgment of the general conditions for selling tourist service packages, in accordance with the offer of the Organizing Agency.

11.5 Disputes arising between the parties will be resolved amicably, through the alternative dispute resolution (ADR) mechanism, the applicable legislation can be consulted here - <http://www.anpc.gov.ro/categorie/1271/sal>, otherwise the parties agree to address the competent courts in Bucharest.

11.6. The contract will be interpreted in accordance with the laws of Romania.

Sc Rewilding Romania Tourism Srl
Represented by,

Raiceanu Edmond - Head Operations Manager

Signature

.....

Date:

Tourist,

I have read the contract and the annexes and received a copy of them.

Signature

.....

Date: