

## CONDITIONS FOR CONTRACTING SERVICES WITH CONSULMAR BISSAU SARL

These terms and conditions apply to the contracting of services with the company CONSULMAR BISSAU SARL. Such services are mainly transportation by vessels and vehicles, accommodation in hotels or residences, and any tourism-oriented services, whether provided directly by the company or subcontracted to third parties.

In the case of MARITIME transport, these conditions coexist with the GENERAL TERMS of the Passenger Maritime Transport Contract and the GENERAL CONDITIONS of the Goods Transport Contract, available on our website [www.consulmarbissau.com](http://www.consulmarbissau.com). In case of discrepancy, these SERVICE CONTRACTING CONDITIONS shall prevail over the others.

### CLAUSES ACCORDING TO THE TYPE OF SERVICE CONTRACTED

#### 1. Transportation by vessel or vehicle and excursions / guided tours

##### 1.1. Cancellations and Refunds

Refund conditions for amounts paid vary depending on the advance notice period relative to the service start date:

- a) More than 15 days: 100% refund.
- b) Between 7 and 15 days: 50% refund.
- c) Less than 7 days: no refund.

##### 1.2. Service Exclusivity

- Service booking does not imply exclusivity. Consulmar Travel reserves the right to include other passengers in the means of transport and in the excursion / guided tour, unless otherwise agreed in writing.

##### 1.3. Contracted Routes

- The contracted service covers only the route specified in the booking.
- Any modification must be requested in advance and may involve price adjustments.

##### 1.4. Substitution of Means of Transport

- If necessary, Consulmar Travel reserves the right to substitute the contracted or offered vessel/vehicle with another of similar characteristics and performance, maintaining service quality.

##### 1.5. Timetables and Weather Conditions

- Timetables are subject to variation due to weather, operational, or logistical reasons beyond the control of Consulmar Travel.
- Consulmar Travel will inform clients as soon as possible but accepts no liability for changes caused by force majeure.

##### 1.6. Delays

- Vessels or vehicles may be delayed in relation to the scheduled departure or arrival time due to weather or technical reasons beyond the control of Consulmar Travel.
- Such delays shall not give rise to any compensation.
- Consulmar Travel is not responsible for additional expenses resulting from delays, such as hotel nights, missed flights, ground transport, or other services contracted with third parties.

#### 2. Shared travel services with other passengers by vessel or vehicle

##### 2.1. Definition and Nature of the Service

Shared trips offered by Consulmar Travel consist of the joint use of a means of transport (vessel or vehicle) by several passengers for the same route. This model allows operating costs to be shared among participants, offering more affordable prices. Prices vary depending on the number of passengers traveling on the vessel or vehicle, in line with Consulmar Travel's offer.

##### 2.2. Price per Person

The price per person is calculated based on the total number of confirmed paying passengers. Thus:

- If more passengers are added to the trip, the price per person may be reduced.
- If any passenger cancels their participation, the price per person may increase.

##### 2.3. Acceptance of Variable Conditions

Contracting a shared trip implies acceptance that service conditions, including prices, may change depending on the number of participants.

##### 2.4. Price Adjustment in Shared Trips

In shared trips, if the client has paid a reduced price due to the inclusion of other passengers on the same trip, and one or more of those passengers cancel, Consulmar Travel reserves the right not to maintain the initially applied reduced price and/or to revise the price per person for the remaining participants. The decision to maintain the price, refund the difference, or adjust the amount paid will depend on the specific circumstances of the trip and the timing of the cancellation.

This condition applies exclusively to shared trips and aims to ensure the economic and operational balance of the service.

#### 3. Accommodation Bookings

##### 3.1. Cancellations and Refunds

Refund conditions for amounts paid vary depending on the advance notice period relative to the accommodation start date:

- a) More than 15 days: 100% refund.
- b) Between 7 and 15 days: 50% refund.
- c) Less than 7 days: no refund.

##### 3.2. Other Conditions

The traveler expressly accepts the specific conditions of the contracted accommodation for their stay.

#### **COMMON CLAUSES FOR ALL CONTRACTED SERVICES**

##### **1. Payment Method and Bank Charges**

- The client may pay through the means provided by Consulmar Travel, including bank transfer.
- In the case of bank transfers, the full amount must reach Consulmar Travel's account in Bissau.
- Transfer or refund fees are the client's responsibility.

##### **2. Client's Responsibility**

- The client must arrive on time. Delays or absences do not entitle refunds.
- The client is responsible for holding the necessary travel documentation.
- The client must arrive at the vessel boarding location 10 minutes before the scheduled departure time. Delays or absences do not entitle refunds.

##### **3. Changes by the Agency**

In the event of force majeure (weather, breakdowns, strikes, lack of participants, etc.), Consulmar Travel may alter the itinerary, schedules, or means of transport, seeking to offer an equivalent solution that maintains the contracted service.

##### **4. Cancellation by Consulmar Travel**

If, for safety reasons, adverse weather conditions, technical failures, insufficient participants in shared services, or any force majeure, it is not possible to maintain the service or provide a viable alternative, Consulmar Travel reserves the right to cancel the service. In such cases, the client may choose between:

- a) A full refund of the amount paid.
  - b) Rescheduling the service date, subject to availability.
- Consulmar Travel accepts no responsibility for additional expenses resulting from the cancellation, such as hotel nights, flights, ground transport, or other third-party services.

##### **5. Minors Policy**

- Minors must travel accompanied by a responsible adult.
- The guardian must ensure compliance with the minor's legal requirements for travel.
- To apply discounted child fares, an official document proving the minor's age (passport, ID card, or family record book) must be presented. In the absence of such documentation, the standard adult fare will apply.

##### **6. Luggage and Personal Belongings**

- One suitcase and one piece of hand luggage per person are allowed, unless otherwise agreed.
- Consulmar Travel will protect suitcases and hand luggage from rain and seawater splashes, provided they are handed over to the crew by the traveler.

- The traveler is responsible for protecting from rain or seawater any hand luggage (backpack, shoulder bag, etc.) and personal belongings they carry and do not hand over to the crew for safekeeping.
- Consulmar Travel is not liable for damage, loss, or seawater splashes affecting luggage, its contents, or personal belongings, including electronic devices (mobile phones, computers, etc.) not handed over to the crew for protection.

##### **7. Onboard Behavior**

Respectful behavior is expected. Consulmar Travel may terminate the service for clients whose behavior jeopardizes the safety or well-being of the group, with no right to refund.

##### **8. Refund Costs**

In all cases where a cancellation refund applies, bank costs or fees associated with the refund process are the responsibility of the client. The final refunded amount will be net, after deducting these expenses.

##### **9. Changes by the Client**

Any change request by the client (date, number of participants, route, etc.) must be communicated in writing and will be subject to availability and possible additional costs. Consulmar Travel does not guarantee that changes can be made after booking confirmation.

##### **10. Acceptance of Terms**

Contracting any service implies express acceptance of these Terms and Conditions.