

# Terms and conditions eDreams

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## 1. Use of the platform

1.1 This platform is available to all users (hereinafter referred to as “User” or “You”), subject to these general terms and conditions (hereinafter “T&Cs”). When You make a booking on the platform or use this platform in any way, You acknowledge that You have accepted these T&Cs.

1.2 This Platform is owned and operated by Vacaciones eDreams, SL, a Spanish limited liability company, with registered address at Passeig Zona Franca 191-205, 08038, Barcelona, Spain, Tax ID

Number B-61965778 (hereinafter, “eDreams”). eDreams is registered in the Trade Registry of Barcelona, and it is the holder of the Travel Agency License numberGC88MD, granted by the Regional Government of Catalonia, Spain.

1.3 The User acknowledges to be of legal age and possesses the necessary legal capacity to comply with this agreement and uses the Platform in accordance with these T&Cs, which are understood and acknowledged in full. The User shall be responsible for safeguarding any passwords provided by eDreams in order to enter the platform, and guarantees that no unauthorized third parties shall gain access to them. The User declares that all information provided by them in order to enter the Platform, before and during use, is true, complete and accurate and warrants keeping this information updated.

1.5 This Platform is solely and exclusively for the User’s personal use. It is prohibited to modify, reproduce, duplicate, copy, distribute, sell, resell, or exploit it in any way for commercial ends or equivalent purposes.

1.6 The User agrees to not use this Platform for illegal or improper purposes. In particular, the User accepts that the services purchased through this Platform are for their own use or consumption, or for the use and consumption of the persons in whose name they are legally authorized to act. The User may not resell the services purchased through this Platform to third parties. eDreams reserves the right to deny access to the Platform at any moment with no prior notice.

## 2. How the platform works

2.1 Through this Platform, eDreams offers search and comparison services of travel services which are offered by Travel Suppliers, as well as an intermediary services which enable the Users to actually purchase the selected travel services. A purchase on this Platform means that You make an order to eDreams to acquire services from third parties for You, which implies a payment obligation and which needs to be confirmed by eDreams. When You purchase travel services through this Platform, You will enter into two agreements: (a) one agreement directly with the Travel Supplier(s) relating to the supply of the ordered travel service and (b) one agreement with eDreams relating to the supply of a mediation service. Unless expressly indicated, eDreams acts as a Disclosed Agent for You and does not enter into any contractual relationship with You and/or the Travel Supplier relating to the services that You purchase on this Platform. Any query or consultation relating to services purchased on this Platform must be addressed to the Travel Supplier which has supplied the travel service to You.

2.2 The term “Travel Supplier” includes, as appropriate, airlines, flight consolidators, tour operators, holiday package suppliers, hotels, hotel chains and hotel aggregators, insurance providers, car rental suppliers, car rental aggregators and cruise lines.

2.3 eDreams will assist You to purchase travel services, intermediating on Your behalf with the Travel Supplier(s). Your purchase of the travel service is subject to the terms and conditions of each Travel Supplier. We recommend you to contact the corresponding Travel Supplier to review their terms and conditions, Travel Supplier(s), especially those relating to cancellation fees.

2.4 By using this Platform to purchase Travel Services, You authorize Dreams to act as your agent during the purchasing process with the corresponding Travel Supplier(s), as well as for the payment of these products or services on your behalf, to the extent as necessary, in order to ensure that the transaction between You and your Travel Supplier(s) is carried out correctly. For the supply of its intermediation services, eDreams will charge You a service fee the amount of which will depend on the travel service(s) purchased. In any event, eDreams will provide You with all necessary information and total price of Your purchase before You will be bound by any agreement and/or any payment obligation.

2.5 The total price of your order with the appropriate breakdown will be displayed once the search process, price comparison and selection have been completed, before You finalise the booking by clicking on "ACCEPT AND PURCHASE". Prices are displayed based on the daily calculated rates offered by Travel Suppliers and can therefore vary on a daily basis. Likewise, applicable taxes, such as airport taxes may fluctuate on a daily basis. When You make an order, the price for the travel service is fixed at that moment and shall be applied to the modifications and cancellations of all travel services included in Your order.

2.6 When You have completed Your purchase order by clicking "ACCEPT AND PURCHASE", You will receive a confirmation e-mail, containing a summary of all details relating to the services purchased, as well as a confirmation that your order has entered correctly in the systems of your Travel Supplier(s) and that Your payment will be processed. Our obligation to process Your purchase order is subject to having received your payment in full. You will receive a second e-mail, confirming that your purchase of the travel service has been properly processed and that Your payment has been received in full and will contain the relevant confirmation such as booking and/or e-ticket numbers. In the event that, for any reason beyond the influence of eDreams, Your purchase or certain elements which form part of Your purchase cannot actually be processed, we will immediately contact You to discuss possible steps to resolve the issue which may have caused the delay in processing Your purchase. NOTE THAT IF THE SERVICES ORDERED IS A LOW COST FLIGHT, YOU WILL ONLY RECEIVE ONE E-MAIL CONTAINING THE ORDER CONFIRMATION AND THE E-TICKET NUMBER. IN ANY CASE, PLEASE DO NOT GO TO THE AIRPORT IF YOU HAVE NOT RECEIVED THE E-TICKET NUMBER FOR ALL THE FLIGHTS WHICH FORM PART OF YOUR ORDER.

2.7 We reserve the right to cancel Your order in the event that we can reasonably believe it is fraudulent –i.e., the payment method is not legally valid and/or you are not the legal owner of such payment method, among others. Under these circumstances, we will attempt to contact You, using the e-mail address provided by You during the booking process, or through your bank. If we cannot contact You or your bank, your order will be automatically cancelled.

2.8 In accordance with the EU Directive on eCommerce and their local transpositions, as applicable, we inform You that the confirmation e-mail of your order is the proof of Your contractual relationship with eDreams. This document will be filed in eDreams records and may be accessed by You at any moment, upon request.

2.9 eDreams cannot guarantee particular options or special request relating to any product (e.g. meals, disabled facilities, child seats etc.), since eDreams only pass these requests on to the corresponding Travel Supplier(s). You need to confirm with the Travel Supplier whether such special requests can be fulfilled and carried out. In addition, we expressly inform You that the request for any particular or special options concerning air tickets may cause a

delay to the actual confirmation of Your purchase. During this delay, we may not ensure that the service which You have ordered will be still available or the price will be still the same as shown at time of your order was made.

### 3. Purchase conditions

#### 3.1. Cancellations and changes

3.1.1 The chance to cancel or change a travel product or service purchased through this Platform, as well as the way to do so, will depend on the terms and conditions of your Travel Supplier(s), which are usually according to the kind of fare chosen (i.e. low cost fares do not usually allow changes or cancellations). eDreams can assist You to find out whether Your fare allows changes or cancellation and, if you wish, eDreams can also manage your request with your Travel Supplier(s), by charging a service fee of FIFTY EUROS (50€) per person and route cancelled and/or changed. Please note that our services fees for managing cancellations and/or changes do not include the amounts eventually charged by your Travel Supplier(s), according to their terms and conditions. If you wish to order a cancellation or a change through eDreams, please call to the telephone number 1 844 539 6719. This kind of orders cannot be processed by email.

3.1.2 If your order includes one or more flights, consisting of different itineraries, they might be subject to different fare rules. In this event, the most restrictive fare rules will be applied. You should read the terms and conditions relating to Your booking. Please note that if You have purchased a return flight and You do not use the first way ("no-show"), most of the airlines automatically cancel Your return flight.

3.1.3 If Your order includes hotelbookings, the hotel's specific terms and conditions for cancellations and changes will be available on our Platform during the purchasing process through a link to the hotel's website or by prior request to our Customer Service centre. In any case, such terms and conditions will be included in our confirmation e-mail for future consults. When You change a hotel booking, please ensure that it does not conflict with any other product or service You have purchased.

3.1.4 If Your order includes carrentals, the car rental provider's specific terms and conditions for cancellations and modifications will be available on our Platform during the purchasing process through a link or by prior request to our Customer Service centre. Please, note that, according to the car rental providers' specific terms and conditions, if You fail to cancel your booking prior to the pick-up time and do not collect the vehicle on the pick-up date, or You fail to comply with the pick-up terms, they reserve the right to make a 'no-show' charge of up to 100% of the total value of the vehicle rental.

3.1.5 If Your order includes cruise tickets, the specific terms and conditions of the cruise line Travel Provider relating to cancellations and modifications will be available on the documentation provided directly by the Travel Provider. You may not manage any booking or purchase directly on the eDreams Platform, as eDreams only rents space on its Platform for the promotion of these services. Please note that, according to the specific terms and conditions of the cruise line supplier, if You fail to cancel your booking prior to the boarding time and do not take the cruise on the appropriate boarding time, or if You fail to comply with the boarding terms (see cruise line terms

and conditions), the cruise line reserves the right to make a 'no show' charge of up to 100% of the total value of the cruise.

### 3.2. Prices and payment terms

3.2.1 You will see total price of your order with the corresponding breakdown, once You have selected the Travel Services You want to order, which is before You will be bound by any contract and/or take any payment obligation. Such total price will include the price of all of selected travel services, including optional services, and eDreams' service fees. Please note that eDreams' services fees are non-refundable. This is because the service fees are charged for the mediation services supplied by eDreams, which can be considered to be fulfilled when the booking has been confirmed to You.

3.2.2 eDreams' service fees will vary according to the products or services included in your order. Please, note that additional mediation fees will be charged if you make your order by phone or if You request a post-booking service (i.e. requesting a cancellation, change or refund). In the event that You use a non-valid credit or debit card or a credit or debit card which is rejected by the bank as a result of which You order cannot be processed, eDreams will charge You additional service fees of TWENTY EUROS (20€) and will provide You with instructions to make the payment of Your order effective. Once full payment has been made by You, the additional service fee will be refunded by deducting it from total price of Your order. You will not receive any of the services ordered until full payment has been received. Note that price of the services at the moment you completed Your purchase by clicking ACCEPT AND PURCHASE may change due to the elapsed time between completing Your purchase and the moment on which Your payment has been received in full. In such case, to process Your order You must accept the price of the travel service(s) which is applicable at the moment the full payment has been received. In the event that any problem arises relating to you payment, we will contact You within forty-eight (48) hours from your order (or within twenty-four (24) hours if You are traveling within forty eight (48) hours) and will instruct You to make the payment effective.

3.2.3 If you order includes one or more flights, be aware that some airlines will directly charge You, so payment to the airline/s and payment to eDreams may appear as separate transactions on your bank account.

3.2.4 You can only use the payment methods as listed on the Platform. No other payment methods are accepted by eDreams.

3.2.5 All prices which are mentioned to You on our platform are including VAT (if due at all). Note that specific VAT rules are applicable to the supply travel services as well as the mediation regarding such services. This means that the amount of VAT included in the price of the travel services as well as in the mediation fee (if any) depends on the destination of your travel as well as whether you are a private customer or customer with a VAT number. See also Clause [3.2.9].

3.2.6 For security reasons, You will be requested to enter your credit or debit card information each time you make an order, unless You expressly provide your consent to us to store such information for next purchases. This information will not be saved in our systems beyond processing Your payment and, as appropriate, processing

claims for reimbursement of unreturned fees as set out in point 3.3. Please note that eDreams will need to share your credit or debit card information with the Travel Supplier(s) in order to formalise your order. All the information will be encrypted in a secure server. You authorize eDreams to use the information from your credit or debit card in order to (i) pay the products or services ordered and fees in relation with these products and services, (ii) pay the insurance premium, if applicable, (iii) manage refunds, when appropriate and (iv) pay post-booking services requested.

3.2.7 eDreams can also charge You with additional fees for using certain payment methods. Please note that this is an automatic process where charges associated with the payment method which is actually used by You are applied, despite the fact that You have indicated that You use a different payment method. Please, note that, If You pay with a credit or debit card which is held by another person than you, we will assume that You have previously requested the permission of the card holder. eDreams reserves the right, both on its own behalf and on behalf of the Travel Supplier(s) to send e-tickets, confirmations, e-vouchers and other travel documents exclusively to the card holder. Please, ensure your email account, as provided to eDreams is valid.

3.2.8 eDreams is constantly trying to reduce or minimise fraudulent transactions. In this regard, we reserve the right to carry out random checks where we can request You proof of address by fax or post and/or a copy of your credit or debit card, in the event that our system detects that Your transaction could be fraudulent. Please note that these checks are only carried out during standard working hours. As a result, orders made outside of working hours will not be processed until the following working day. Also note that You shall be responsible for expenses incurred in connection with sending proof of address by fax or post, bank wire and/or any other action required to be able to process Your payment successfully.

3.2.9 In certain cases, subject to prior contact with the Customer Service centre, You will be able to pay by bank wire. In these cases, there must be a difference of at least six (6) working days between the date of your order and the departure date of the ticket. By choosing bank wire as the payment method eDreams will charge You the total amount of your order in one single payment. You must ensure that there are sufficient funds available to settle the payment. In the event of a returned payment due to lack of funds or any other reason, eDreams will charge You a service fee of TWENTY EUROS (20€) and will immediately give You instructions to make the payment effective.

### 3.3 Refunds

3.3.1 Refunds are processed according to the Refund Policies of the Travel Supplier(s) concerned. If You have the right to be refunded, note that your refund will be processed using the same payment method as used to pay the order. We advise You that air fares contain different elements and not all of them are refundable, so even when You meet the Travel Supplier's requirements to be refunded (according to its Refund Policies), the refunded amount cannot be the same than the total price paid for the flight to the Travel Supplier.

3.3.2 In the event that You have ordered a non-refundable and non-changeable flight, and You will not be able to use it, be informed that You may claim anyway a refund for certain airport taxes which are included in the air fare. In case that You wish to request the refund of the airport taxes through eDreams, You may address your request using our post-booking services. With this request, You authorize eDreams to carry out all necessary actions on your behalf to be refunded. Please note that the deadline for requesting the refund of these taxes is twelve (12) months

from the date of purchase of the tickets or six (6) months from the date of the flight, if this is later. For this service, eDreams will charge You with service fees of THIRTY FIVE EUROS (35€) per person. You authorize eDreams to deduct the amount corresponding to its service fees from the amount refunded.

#### 3.4 Passport, visas and health requirements

3.4.1 You should check accurately with the relevant embassy about passport and visa requirements in advance. It is Your responsibility to be in possession of a valid passport and, if appropriate, a visa. Under no circumstances eDreams can be responsible if You do not have the right travel documents or permissions.

3.4.2 Every destination has its own requirements concerning entry formalities, vaccinations, etc. and these may also vary depending on the nationality of the passenger. We recommend that You obtain this information before planning your journey. eDreams cannot be responsible for incidents deriving from customers being non-observant of these official requirements.

#### 3.5 Electronic tickets (e-tickets)

3.5.1 All tickets ordered through this Platform are e-tickets. The e-ticketing system is a paperless method to buy airline tickets. Once You have made your order, eDreams will send You a confirmation email with your flight/s booking reference number/s. Please note that You WILL NOT RECEIVE A PAPER TICKET TO SHOW AT THE AIRPORT.

3.5.2 In this regard, we would like to inform You that every airline has its own rules and procedures regarding eTicketing, and we would urge You to check these regulations before getting the airport. IN ANY EVENT, WE RECOMMEND YOU ALWAYS HAVING A PRINTED COPY OF YOUR CONFIRMATION EMAIL CONTAINING YOUR FLIGHT/S BOOKING REFERENCE NUMBER/S, ALTHOUGH NOT ALL AIRLINES REQUEST TO SEE IT. eDreams will not be responsible for customers not complying with the procedures and rules set up by each airline concerning eTicketing. Some airlines apply extra charges if You do not print and show your boarding pass at the airport. eDreams recommends to accurately read all booking confirmation email specifications. You may need to check-in and reprint your boarding pass again if your flight or passenger details change. eDreams cannot be responsible for incidents deriving from customers being non-observant of these airline's policies requirements.

3.5.3 eDreams understands that the information provided by You is right and accurate, and can therefore not be responsible if your e-ticket does not arrive to your in-box due to an incorrect email, or goes into your spam folder. You must notify us immediately if You change your email or telephone number. You must also check that the name that appears on your passport coincides with the one mentioned on your ticket and/or booking confirmation.

3.5.4 In exceptional circumstances, due to the restrictions on the sale of tickets beyond its control, eDreams may not be able to manage your order with the airline. If this occurs, we will attempt to notify You within forty eight (48) hours and issue a refund or offer You an alternative flight.

### 3.6 Travel insurances

eDreams recommends You take out travel insurance for your travel. If You decide to purchase travel insurance policy through the eDreams Platform, you will conclude two separate agreements (a) one agreement between You and the Insurer which is relating to the supply of travel insurance, subject to the terms and conditions which are mentioned in the insurance policy and (b) one between You and eDreams which is relating to the mediation service regarding the supply of the travel insurance by the Insurer. eDreams will charge you the insurance premium plus applicable insurance premiums taxes (if any) on behalf of the Insurer and will also charge a fee for the mediation service. In any case, You will have access to the insurance policy before being bound by a contract or a payment obligation. We recommend to carefully read the terms and conditions of Your insurance policy.

### 4. Privacy policy

4.1 According to the EU regulation on Data Protection and, in particular, the Spanish Act on Data Protection, we inform You that personal data provided to eDreams will be filed in our Customers Data Base and they will be processed for the purpose to manage your order and the corresponding payment, as well as to send to You advertising, promotions and other commercial recommendations relating similar or ancillaries products or services contained in your order, and also to perform surveys, statistics and analysis of market trends.

4.2 Please, be informed that You can exercise the rights of access, rectification, cancellation and opposition of your personal data, according to the Spanish Act on Data Protection, by addressing your request in writing to the Data Controller: Vacaciones eDreams, SL, Attn. Legal Department, Passeig Zona Franca 191-205, 08038, Barcelona, Spain. For your convenience, you can exercise the above rights also online through the Platform.

4.3 According to the Spanish Act on Data Protection, we also inform You that in order to manage your order, we will necessarily communicate your personal data(1) to the Travel Supplier(s), who will be obliged to use them exclusively for the provision of services concerned, and (2) to the companies within the eDreams ODIGEO Group ([www.edreamsodigeo.com](http://www.edreamsodigeo.com)) which can provide intercompany services to eDreams.

4.4 By accepting this Privacy Policy, you accept the communication of your data as described above, being the Data Processor located anywhere in the world.

### 5 Cookies policy

5.1 According to EU Directive on ePrivacy , eDreams hereby inform You that this Website accepts the use of cookies.

5.2 A cookie is a tiny text file that is deposited on your computer by a website when You visit it. It stores data that is returned to the website by your browser when You visit the site in the future or when You move from page to page within the site. Some cookies are essential for You to be able to use a website successfully, as they enable it to remember information you have already entered, such as flights You have selected or whether You are logged in. Other cookies can be used to store browsing and booking behaviour to compile analytical data about website usage, or to show You different advertising depending on what You seem to be interested in.

5.3 Cookie preferences need to be set for each browser (Internet Explorer, Google Chrome, Mozilla Firefox or Safari). You usually have a number of ways of managing cookies including: enabling or disabling cookies entirely; deleting particular cookies which have already been stored within the browser; blocking particular websites from storing any cookies on your computer; or blocking third party cookies (when in the course of browsing one website, cookies are stored on your computer by another website).

5.4 Please use the links below for more information on managing cookies on each of the major browsers:

Internet Explorer: <http://windows.microsoft.com/en-GB/windows7/How-to-manage-cookies-in-Internet-Explorer-9>

Google Chrome: [https://support.google.com/chrome/bin/answer.py?hl=en-GB&answer=95647&p=cpn\\_cookies](https://support.google.com/chrome/bin/answer.py?hl=en-GB&answer=95647&p=cpn_cookies)

Firefox: <http://support.mozilla.org/en-US/kb/Cookies>

Safari: <http://docs.info.apple.com/article.html?path=Safari/3.0/en/9277.html>

Additionally, we provide You with an easy option to manage or remove cookies all in one place. Please, use this link: <http://youronlinechoices.com>.

5.5 In particular, our Website currently uses different kinds of cookies:

- TechnicalCookies, which are strictly necessary for the running of the website.
- FunctionalCookies, which are strictly necessary to provide the services requested by users on the website.
- AnalyticalCookies, which allow us to see how visitors move around the website and to record which content viewers view and are interested in. This helps us to improve the service which we offer to you by helping us make sure our users are finding the information they are looking for.
- SocialCookies, which are necessary for Social Networks (Facebook, Google and Twitter) in order to control the interaction with Social Widgets on the website.
- AffiliatedCookies, which allow us to track visits from other websites that we have affiliation agreements with.
- IdentifyingCookies, which enable us to identify website visitors and match them with personal data contained in our files, in order to be able to send personal and relevant communications.
- BehaviouralandadvertisingCookies, which collect information about your preferences and choices in the website. They target advertising networks, which then use them to show you customized advertising on other websites.

5.6 If You would like further information or want to give us your opinion on the use of cookies in our Website, please contact us at your convenience at [customer service email account].

## 6 Intellectual and industrial property rights

6.1 All the content of this Platform (including, but not limited to, trademarks, texts, graphics, logos, button icons, images, audio files and software) is owned by eDreams or its content providers and is protected by national and international industrial and intellectual property laws. The compilation (understood as the collection, arrangement and assembly) of all content of the eDreams Platform is the exclusive property of eDreams and is protected by

national and international industrial and intellectual laws. All software used on the eDreams Platform or belonging to its software suppliers is protected by national and international industrial and intellectual laws.

6.2 Any other use of the content on this Platform is strictly prohibited, including its total or partial reproduction, modification, distribution, transmission, subsequent publication, exhibition and/or representation. In particular, any type of use of the images contained on this Platform outside of this Platform is strictly prohibited without the express consent of eDreams and/or its suppliers.

6.3 eDreams and other names of products, services, graphics and logos of eDreams are internationally registered trademarks. The names of other products, services and companies mentioned in this document may be registered trademarks of their respective owners.

6.4 Identifying Cookies, which enable us to identify website visitors and match them with personal data contained in our files, in order to be able to send personal and relevant communications.

## 7 Liability

7.1 eDreams publishes on its Platform information about the different services supplied by third parties, and it can make no representations about the quality of the services provided by the Travel Suppliers. eDreams limitation of liability shall be in accordance with the current applicable legislation.

7.2 If, due to reasons of force majeure (including, but not limited to, political, economic or unstable disorder that affects safety), there are deficiencies with reservations, confirmations and/or execution of any trips or services purchased through eDreams due to unexpected circumstances that eDreams cannot resolve, or even if it were impossible to comply with any of the agreed provisions, eDreams and/or companies from the eDreams Group are exempt from any derived legal responsibilities arising from such deficiencies or non-compliance.

## 8 Links to other Websites

8.1 This Platform may contain links to other Websites that are not managed by eDreams, and which are included for advertising purposes only. eDreams does not exercise any control over these Websites nor is it responsible for their content.

8.2 The inclusion of links to other Websites does not imply that eDreams promotes, endorses, guarantees or recommends these sites. These links are only used as informative references, without any evaluation of the content, ownership, services or products offered therein.

## 9 Other applicable terms and conditions

9.1 Passenger rights under Regulation (EC) 261/2004.

If You are traveling into or out of the EU, or using an EU airline, You may have rights which You can claim to the relevant airline in the event that your flight is cancelled, delayed or You are denied boarding. Please consult Regulation (EC) 261/2004 or contact our Customer Services Department.

#### 9.2 Queries and complaints regarding your order.

Please contact our Customer Services Department if You have any query or complaint relating to your booking before your departure. If You have any complaint relating to a Travel Provider, please ensure that You formally start the complaint procedure before your return.

#### 9.3 Changes on T&Cs.

eDreams may amend or update these T&Cs at any moment, without prior notice. The current version of these T&Cs will be shown on the Platform when said changes come into force. Please consult the current T&Cs each time You make a booking on this Platform.

### 10 Applicable law and jurisdiction

These T&Cs shall be constructed and governed by the laws of Spain.

Any dispute relating your contractual relationship with us shall be solved before the Courts of Spain. Nevertheless, we inform You that, in the event that You are a consumer resident at a Member State of the European Union, then You can alternatively use your own jurisdiction.

ANNEX 1.- SPECIFIC INFORMATION FOR FLIGHTS
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Please note that the contract of carriage will be set up between You and the airline and it will be subject to the airline's terms and conditions. eDreams only acts as an intermediate in the purchase of your air ticket.

It is IMPORTANT that You check the terms and conditions of your airline, since the air fare chosen could be non-changeable and/or non-refundable. Moreover, airlines may charge for ancillaries' services to the air transport service such as checked baggage, airport check-in, preferred seating, in-flight entertainment, food, drink and snacks etc. Any charges for these additional services are not included in the price of your air ticket unless explicitly provided otherwise and must be paid to the airline directly. Please note that, if your flight includes more than one route, each one can be subject to different rules (i.e. for baggage allowances, visa requirements, etc.). This can happen even if the routes are operated by the same airline, but one route is international and the other is domestic.

In particular, it is IMPORTANT that You check the following:

- Minimum check-in time for your flight. The recommended minimum check-in time for international flights is 120 minutes prior to departure and for domestic flights, 90 minutes before departure. Nevertheless, some airports and/or airlines may require a longer time.

- If You have a return ticket, whether the airline requires You to reconfirm your return flight booking at least 72 hours before travel. If You do not reconfirm your return route directly with the airline, it could be cancelled.
- In particular if You are traveling first class, whether there are special request regarding your seat.
- In particular if You have chosen a special fare or better price, whether there are stopovers in your flight. Some itineraries require a change of plane during the trip. A flight described as “direct” is when there is no need to change of plane during the trip. Nevertheless there could be stops to refuel or drop off/collect passengers. The details of stopovers will be provided during the booking process and will be clearly identified both on the platform and on your itinerary, which we will send You when You make your booking. It is Your responsibility to organize the necessary visas, as may be required due to such stopovers.
- If a passenger included in your booking is pregnant on the date of return, what is the specific airline’s policy about this. For reference purposes, airlines normally refuse to transport women who are 28 weeks pregnant.
- If a passenger included in your booking is a child, what is the specific airline’s policy about this. For reference purposes, (i) children must normally be 6 weeks olds or more to travel by air and must either sit on an adult’s lap or occupy an infant seat, while children aged 2 years or more must occupy a normal seat; (ii) minors between the ages of 5 and under 12 may not normally travel alone, unless the airline provides a special assistance –just for passengers between the ages of 12 and 17-, but this additional service must be paid separately and requested before confirming the booking through our Travel Agents.
- Changes of passengers’ names and/or last names. Note that if the details on the ticket do not match with your ID document, the airline can refuse You to board. Further to ensure that You have provided correctly all passengers’ personal data during the online booking process, we recommend to check the airline’s policy on this. For reference purposes, note that changes of names and/or last names are not generally allowed by airlines, but you will have to cancel your booking and make a new one if this happens.

#### One-way combinations as return flights

In some cases, in order to provide special return fares, we combine two one-way fares on different airlines or on the same airline. This means that You will have two separate bookings (one for your outbound flight and one for your inbound flight) and each booking will have its own fare rules. If You need to cancel one of the flights, it is possible to keep the other. Any cancellations, schedule changes or other modifications to one of the flights will not affect the other flight, and the fare rules of the other flight will still apply. For example, if You cancel one of the flights, the other airline is not obliged to refund the other part of the journey and offer You a change of itinerary. You may incur costs of any change with the other flight if it is necessary.

#### Low-cost airline flights

In the event You chose a low-cost airline to fly, please check accurately the rules applying to your air fare, particularly the existence of ancillary services which are not included in the price of the air ticket and note that your flight may depart from a smaller, regional and/or secondary airport. The airport is always displayed before the purchase in flight details section.

## ANNEX 2.- SPECIFIC INFORMATION FOR HOTELS

We reserve a space on this Platform for travel providers that offer hotels and accommodations services. Please note that the booking of accommodation will be set up between You and such travel providers. eDreams does not intermediate in this transaction, but rather acts as an information service provider consisting of the provision of content or related search tools, according to EU Directive on Commerce.

It is IMPORTANT that You check the terms and conditions of your travel provider and the description of the hotel or accommodation establishment before to book. For reference purposes, we recommend You to check the following:

- Classification with stars. Please note that rules and criteria can be different between hotels and accommodation establishment of the same class in different countries, and even within the same country. Different countries have different regulations: a 3-star hotel in one country is not necessarily the same as a 3-star hotel in another.
- Check-in/check-out time. Generally guests must register at a hotel or other establishment around 15:00 and check-out by 11:00 local time. Nevertheless, local variations may apply.
- Pictures. We do our best to ensure that pictures of establishments and descriptions of facilities and services that appear on our Platform, as provided by the travel providers, are accurate, but we cannot guarantee this is always the case.
- Location. We do our best to offer You the most exact information on a hotel's map location, as provided by the travel providers and/or Google Maps, but we cannot guarantee this is always the case.
- Room types. Pictures and descriptions of room types do not necessarily represent the exact bed configuration of the room. For example, a triple room in North America may consist of a double bed and a single bed or a double room in Austria may consist of two single beds. In addition, there may be an extra charge for supplementary beds or cots.
- Breakfast. Normally, breakfast is not included unless otherwise is specifically stated.
- Local taxes. Some hotels may charge local taxes when you stay in.

## ANNEX 3. – SPECIFIC INFORMATION FOR OTHER PRODUCTS AND SERVICES

We also reserves a space on this Platform for travel and non-travel providers that offer products and services such as cruises, car rental, leisure activities, etc. Please note that the purchase of these services will be set up between You and such travel providers. eDreams does not intermediate in this transaction, but rather acts as an information service provider consisting of the provision of content or related search tools, according to EU Directive on Commerce.

Last review dated on October, 2015