

Dear Partner,

We cordially welcome you among our retailer partners! Below we would like to share some useful information with you in order that our cooperation works smooth.



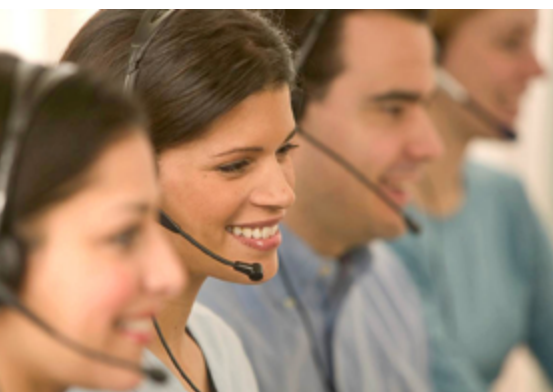
ID-number

On registration of a new partner, our inner reservation system provides the agency with an identifier, the so-called **ID NUMBER**, with the help of which it assigns options, orders, invoices, etc. to the retailer office. You should also refer to this number when you make an option through Call Center.

You can find your ID number in the e-mail to which this informative is attached. Please, remember it well.

1. Every reservation starts with the making of an **OPTIONAL RESERVATION**. This option can either be made by phone through **Call Center (+36 1 462 8 462)** or by yourselves using our **online reservation system**. In the first case you just need to give your ID code to our colleague, in the second, you have to have an online reservation system identifier (to get one you have to sign a side contract). On making the option, you will get a **RESERVATION NUMBER**.

Process of reservation



You have to refer to this number when you order the trip or if you have any questions or problems in connection with the reservation later on. The places in option can be kept up for max. 3 days but if the date of departure is close or there are few places left on the flight then only for a shorter period (depending on how close the departure date is). When the optional reservation expires, it is cancelled. You can prolong the option once through Call Center, provided that there are more than 30 days left until the date of departure and nobody is on waiting list for the places kept.

2. There are two ways to **ORDER THE TRIP**: you can either send all the necessary details of the passengers by e-mail (or fax) or you can use our online reservation system. Commission rates defined in Annex 1 of the Agency Cooperation Agreement are applicable only for reservations through the online reservation system. Please note that we can accept orders sent by email against 3% less commission. The Instruction Manual for using the online reservation system can be found on our website under the link 'Viszonteladók részére' (at the bottom of each page of our website), among 'Egyéb fontos dokumentumok' or under 'FAQ/MANUAL' in the online reservation system itself.

3. We send CONFIRMATION OF YOUR ORDER ('Visszaigazolás') in 72 hours by e-mail (except for rooms on request) together with the invoice of the package tour (and the separate invoice of the storno insurance and/or of the travel insurance if you have asked for any of them).

We sign Agency Cooperation Agreement with our partners, which means that we make out invoice for the name of the client, not for the retailer company.

You can find the description of the commission categories in Appendix 1 of the Agreement. At the beginning of a new year, all our partners get back to the basic category and in the course of the year, when the turnover of a partner exceeds the limit of a category, they will get the raised commission retroactively from 1st January of the running year. As an extra benefit, each of our partners who achieves at least 15% increase in annual turnover (in 2021 compared to 2019) of selling Kartago Tours travels gets bonus commission. The calculation of bonus commission is a progressive system, meaning that in case of:

- at least 15% increase of turnover we offer 5% extra commission based on the total sum of the commission of the given year,
- on exceeding 20% of increase we provide 8% of the total commission
- if the growth is 30% or more, we award the agency with 12% bonus of its yearly commission.

An additional benefit Kartago Tours may offer is the option of undertaking to perform a certain turnover limit. It means that our partner undertakes to perform a turnover that exceeds the basic commission bracket but not more than one level higher than the agency's total turnover of the previous year. This way, the partner gets higher commission rate that belongs to the superior turnover category from the beginning of the year and can receive marketing support in accordance with the criteria described in Appendix 1.

4. We send you the **E-TICKET** and the informative (e.g. schedule, etc.) about one week before departure by e-mail. You should print e-ticket in at least 3 copies as it contains the flight tickets there and back and the accommodation voucher as well. On departure, the clients can go straight to the check-in counter with the e-ticket, however, if they should have any problem they can turn to our colleague at the Kartago Tours' stall at the terminal.



E-ticket

Events



EVENTS CONCERNING THE ISSUE OF THE CATALOGUE

KartagoTours issues one summer catalogue a year, which usually comes out in December. Right after its arrival from the press, we give a presentation in Budapest for our best distributors. Occasionally, we also visit some country towns as a Road Show to present our current range of package tours to our partners. We invite all our partners to these events, the exact place of invitation depending on the location of the retailer office.

In two weeks after coming out of the press, the catalogues arrive to our distributors with the help of our deliverer partner. Should you need more copies during the season, please turn to Partner Relations & Marketing Department (partner@kartagotours.hu).

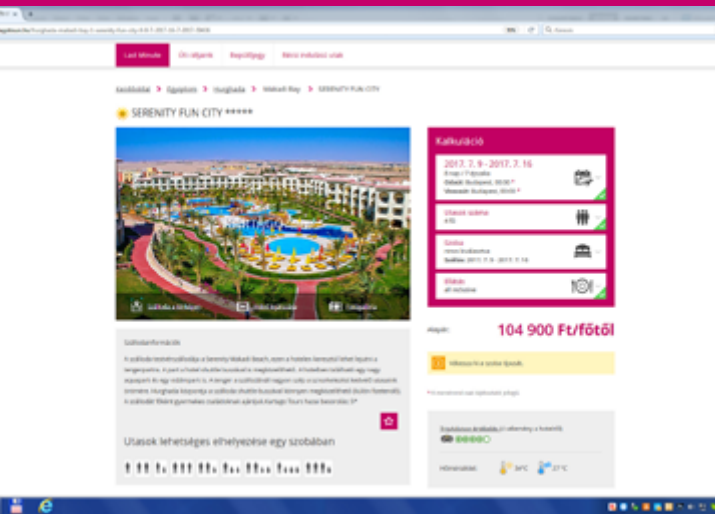
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STUDY TOUR

We generally organise 2-3 study tours a year, particularly to our primal destinations, to familiarize our partners with our hotels in Egypt, Tunisia and Turkey. We invite our best distributors to these study tours, but sometimes we can take requests into consideration as well in case of availability. So if your agency would like to take part in a study tour, send an e-mail to partner@kartagotours.hu, marking your choice of destination.



Using our website



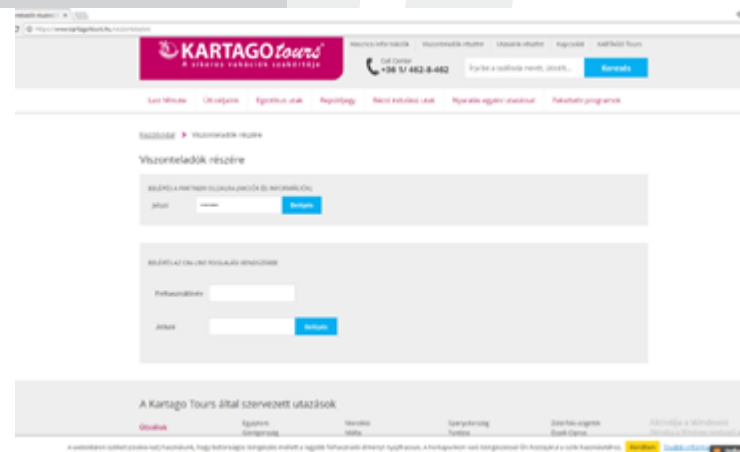
Though our website (www.kartagotours.hu) is mainly kept up for informing our clients, there are some points we would like to draw your attention to.

COMMODITY

With the continuous increase of our choice and the the number of internet users, the website becomes the primary device of conveying information. Though we issue a catalogue once a year, this does not contain the whole range of the hotels we have contact with. However, in our webpage you can find the description and price list of all the hotels. On the pages of the individual hotels you can do calculations as well, which can come handy when making an offer for a client, but to order a trip please use Online Reservation System exclusively because unfortunately we cannot accept reservations made through the home page.

FOR OUR DISTRIBUTORS ('VIZSONTELADÓK RÉSZÉRE')

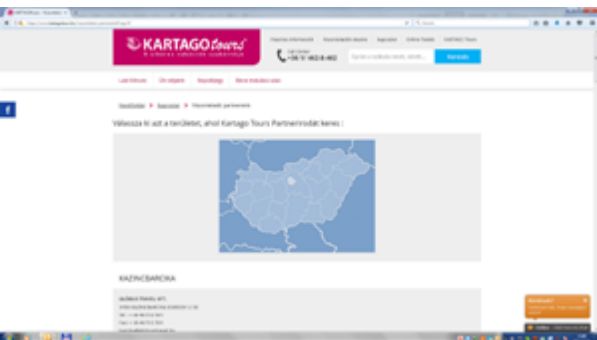
We have constructed a subpage specifically for our Partners to the effect that all the important information, documents and current offers be available for them. To use this section, click on 'Viszonteladók részére' link at the bottom of the main page of our site then apply the password: partner in the upper login box. On entering a list appears, which contains important documents (terms of contract between Kartago Tours and clients, side contract for using online reservation system, errata of the catalogue, etc.) as well as the offers grouped as per countries. Here can you find the telephone directory of the staff of Kartago Tours, too. You



can also reach our online reservation system from the 'Viszonteladók részére' subpage by clicking on the lower login field named 'BEJÁRÁS AZ ONLINE FOGLALÁSI RENDSZERBE'. By clicking here you immediately get to the light blue welcome page of the online reservation system. To enter, apply the user name and password you got by e-mail after signing the Agency Cooperation Agreement.

SCHEDULE / (MENETREND INFORMÁCIÓ)

You can use this subpage to check the flight schedule for your reservation. If you click on 'Menetrend információ' item in the scroll down menu of 'Utasaink részére' heading on the top of the webpage, you can check the schedule of your clients' flight by typing in the reservation number and the email address marked in the order.



CONTACT / RETAILER PARTNERS (KAPCSOLAT/VISZONTELADÓ PARTNEREINK)

Under 'Kapcsolat' heading visitors can find our partner offices grouped as per counties and neighbouring countries from which they can choose the closest to their place.

Departments - or to whom you should turn with different issues

1. CALL CENTER ☎ 462-8-462 ✉ call@kartagotours.hu

They are available every day of the week from 8 a.m. to 8 p.m.

Their tasks:

- prepare and modify optional reservations
- check availability (seats on flights and hotel rooms)
- provide general information regarding hotels, flight schedule, etc.



2. RESERVATION DEPARTMENT

Destination supervisors' primal task is to hold intercourse with our partners at the foreign destinations and to supervise the fulfillment of the charters. They also arrange requests and offer prices for groups and agents. Their assistants prepare confirmations in our system, make out invoices, keep the connection with our retailer partners and provide information in specific cases or help to resolve special problems regarding concrete orders. Our destinations are supervised by 4 destination managers:

- **BEÁTA BAJZÁTH:** Turkey - Antalya; Cape Verde - Sal, Boa Vista
- **ANGELIKA GÁL:** Tunisia - mainland, Djerba; Madeira
- **MARIANNA FEHÉR-KOCSIS:** Egypt - Hurghada, Marsa Alam, Sharm El Sheikh, Nile cruises; Spain -
- **KRISZTINA LANTOS-SZEIBERT:** Canary Islands - Gran Canaria, Tenerife, Fuerteventura, Lanzarote; Italy - individual trips; Bulgaria - individual trips; Greece - Crete, Rhodes, Zakynthos;

You can find their phone numbers and e-mail addresses in our website if you enter 'Viszonteladók részére' subpage (see above, on p. 3) and choose 'Telefonos elérhetőségek' item from the list. They are available from **Monday to Friday between 8:30 a.m. and 6:00 p.m.** and during the high season also **on Saturdays from 9:00 a.m. till 1:00 p.m.**

You can turn to Reservation Department with the following problems:

- questions regarding modifications, confirmations and vouchers
- in need of flight ticket only
- other special questions, requests regarding the given destination

3. ACCOUNTANCY

Problems in connection with invoicing or other financial matters, you can get in touch with the Accountancy Department at penzugy@kartagotours.hu or by calling +361-462-8407 on weekdays between 08:30 a.m. and 4:30 p.m.



4. LEGAL DEPARTMENT

Should you have any complaint, please turn to tojog@kartagotours.hu.



5. PARTNER RELATIONS & MARKETING DEPARTMENT

Primarily, we deal with making and modifying contracts, registering administrative changes (e.g. change of telephone number of a partner), preparing and delivering the catalogues and we also provide technical help. Besides of these, you can turn to us with any other questions, problems you cannot resolve or if you do not know whom to turn to, we are going to make our best to help you.

- HAJNALKA BAJZÁTH keeps connection and visits partners, she is also responsible for administrative matters – handles contracts, registers data changes (in case there should be any change in the data of your office, please inform her at partner@kartagotours.hu at your earliest convenience!).
- KRÉKA KOVÁCS sends newsletters, provides telephone assistance if necessary.
- TAMÁS HAJDUCSI is the executive manager of Partner Relations & Marketing Department, you can turn to him in connection with any problem that is in the scope of the activities of our department.

 **KARTAGO** tours®
A sikeres vakációk szakértője

In hope of a flourishing cooperation,
the team of Kartago Tours



Member of

DER
Touristik