



General Terms and Conditions

1. The company “Kartago Tours Utazásszervező és Szolgáltató Zrt.” (**hereinafter: KT**) (H-1076 Budapest, Thököly út 21. tel: +36 1 4628400, fax: +36 1 4628401, registration number: U-000834, tax number 13834203-2-42) hereby publishes its general travelling conditions in accordance with the provisions of Government’s ordinance no. 472/2017 (XII.28). The below prospectus and the information announced in the programme guide, on the KT’s webpage (www.kartagotours.hu) (**specifically the information regarding the Travelling Advices**) form part of the travelling contract. Provisions of the Government’s ordinance no. 472/2017 (XII.28) on the agreements regarding travelling services and articles 6:524 the Act V of 2013 on the Civil Code regarding the travelling contracts, are applicable for the travelling contract where the programme guide, the webpage, the travelling documents, the invoice certifying the payment of participation fee, or the present contract do not stipulate anything.

2. The present general terms and conditions primarily applies for travelling packages organized by KT, but (in lack of contradictory agreement) it is also applicable if the contract regards exclusively accommodation services, or other services not qualifying as travelling packages. The asset security does not cover these kinds of sole services.

3. If KT provides services not in its own competence, but as an agent of other travel organizer, then the present general terms and conditions are not applicable for the travel contract, instead the relevant travel organizer’s own terms will be applied.

4. If the KT, as an agent of other service provider, sells any tickets for use of means of transport (e.g. boat, bus or airplane ticket) or any other individual services, then the present general terms and conditions are not applicable, instead the service provider’s standard terms will be applied.

I. Conclusion of the travelling contract

1. The Client may reserve its travel in writing, through the online reservation system (www.kartagotours.hu) or in words, at any KT office or KT’s contractual representative office. The travelling contract is validly concluded when the KT registers the reservation, confirms it in writing and the Client pays the advance or total fee of the reserved travel. If the payment of the advance is not made simultaneously with the reservation, then – if requested by the Client – KT will maintain the possibility to participate at the reserved travel until payment of the advance at the time mutually agreed.

2. KT reserves its right to accept the reservation conditionally, in case of shortage of places or for other reason, also in case of travels organized not by itself (in case of places above contingent, so called query places). In this case, the travelling contract comes into force when KT notifies the Client in writing on the unconditional acceptance of the reservation. In lack of this, the Client’s reservation may be deleted and the paid advance will be returned by KT.

3. The ground of the travelling is: the information determined by the KT catalogue, webpage and the travelling contract, the present General Terms and Conditions, and the Useful Information determined by the catalogue, irrespectively by the method of conclusion.

4. If the reservation is not made personally by the Client, but by a third party on the Client's behalf, then KT is not obliged to examine whether the representation is legal. This third party shall be considered the Client's representative. In this case, the Client's obligations resulting from the travelling contract shall be fulfilled by the contracting third party until the beginning of the travel, except for those obligations that can exclusively affect the Client as traveller due to their nature.

II. Rights and obligations of the Client

1. The Client shall pay the travel fee in accordance with KT's instructions.

2. The Client shall respect the date, place and exact time of departure/return and during its stand the time of meetings with local representatives. If the Client ignores these meetings, all the resulting damages and costs will be supported by the Client.

3. The Client and KT shall cooperate in the execution of the contract. In this regard, the parties shall inform each other on their notification data, on the change of this data – especially the Client's telephone number/e-mail address; if they fail to do so the defaulting party shall bear the resulting consequences.

4. If the Client renounces on any of the paid services of its own accord during the travel, or does not take certain services for any reason attributable to the Client, then the Client shall not be entitled to compensation for damages, nor to refund. If the Client does not take the airport-hotel transfer service as per the travelling contract, of its own accord, during the travel, or the Client desires to take the hotel services for fewer nights, then the Client shall immediately inform the local representative. If the Client fails to do so, then the Client shall pay to the travel organizer the resulting extra costs.

5. The Client acknowledges that in case of a bus trip it is obligatory to present itself 15 minutes prior to departure. If the Client is late, the bus shall wait for an additional 10 minutes following the planned departure time, when after recording minutes, it shall depart. The Client shall bare all resulting damages and costs, related claims for compensation of damages shall not be initiated against KT. It is forbidden to carry baggage in the passenger area under the seats and between the lines for the avoidance of accidents! The Client shall itself take care of the hand baggage taken in the passenger area. During the travel the service provider shall be responsible for baggage deposited in the luggage hold only if baggage is lost or deteriorated because of the service provider's fault. It is forbidden to transport pets, domestic animals, perishables, materials potential to harm human life or nature, or illegal products! Smoking is prohibited on the bus! A person who might present a danger for the other passengers, the security of the travel (e.g. contagious, under the influence of alcohol or drugs) might be excluded from the trip.

6. The Client acknowledges that in case of a travel with boat or ferryboat, the general terms and conditions of the relevant boat or ferryboat company are included in the travelling conditions of the travel agency. The boat companies reserve the right to change the time of departures and travelling fees without any prior notification; our agency cannot take responsibility for this. KT always applies the relevant boat company's payment conditions, and modification and cancellation fees.

7. If the Client observes any breach of the contract related to any travel services included in the travelling package, then – considering all circumstances – the Client shall immediately inform the

8. KT's local representative or the travel organizer or agency using the contact details defined in the travelling contract. In case of failure or delay, KT shall be exonerated from compensation for damages.

9. The Client shall be entitled to cancel the travelling contract at any time before the commencement of the travelling package in accordance with the conditions determined by Clause V.

III. Rights and obligations of KT

1. KT shall deliver to the Client all documents related to the travel following the payment of total participation fee as follows:
 - 1.a. KT shall deliver at least one week prior to the departure the documents including the exact information of the travel (e-tickets, vouchers), by post or in electronic way by e-mail, on the address given by the Client. By request of the Client, personal receipt of the documents shall be available at the KT offices or travel agencies.
 - 1.b. If the travel information fails to be delivered within deadline, the Client shall immediately report it.
2. KT shall provide exclusively the services listed in the contract, in accordance with the conditions defined in the programme guide, on the webpage or in other instructions. KT cannot take responsibility for Clients' individual desires that are not included in the contract as obligatory services.
3. KT reserves the right to modify or cancel the trip in case of vis major, such as: natural disasters, strikes, wars, political changes, flight delays, flight cancellations, temporary closure of road traffic, train or flight routes.
4. If KT cannot provide the services determined by the contract after the commencement of the travel, then KT shall offer substitute services to the Client in similar quality and value. The Client shall cooperate in order to execute the contract, but if justified, the Client is entitled to refuse the substitute services.
5. KT reserves the right to diverge from the instructions in exceptional and justified cases.
6. KT reserves the right to cancel the travel contract, with a written notice given 20 days prior to the commencement of the travel, if the number of participants does not reach the minimum level published. Minimum number of participants in case of a bus trip: 35 person; in case of flights: 120 persons. If the number differs, KT shall communicate it when the reservation is made (e.g. round-trip travels).
7. If individual reservation of foreign accommodation or other services are managed by KT, the office accounts a fee of HUF 3,000 as reservation fee which amount will be included in the participation fee if the reservation is confirmed, and which might be withheld if the reservation fails. In case of individual reservation of foreign accommodation the conditions of payment, modification and cancellation of the partner office shall apply. KT shall inform the Client on these conditions when the reservation is made.
8. The organization of boat trips might depend on weather conditions. KT reserves the right to modify the date of boat trips for bad weather conditions or if the organization becomes impossible, to cancel it.
9. KT cannot take responsibility for inconveniences or damages resulting from the inadequate weather conditions or from the extraordinary change of natural environment of the services.
10. KT occasionally sells the places remained before the commencement of the travel with a discount. In this case, the Clients initially paying an integral or higher price are not entitled for refund. The discounts published in the course of the sale cannot be ensured for the Clients who made a reservation and concluded a contract previously.
11. KT reserves the right to amend the present General Terms and Conditions, of which the Client shall be informed in case of contracts already ordered, but not yet executed.

IV. Payment conditions

1. The Client shall pay an advance fee of participation simultaneously with the signing of the contract (or with the online reservation). The so paid advance guarantees that KT will not sell to other Client the places already reserved. The total fee and the fee of related services are due to payment on the 30th day prior to the commencement of the travel. The payable advance participation fee is 40% (in lack of contradictory agreement) of the total fee. The Client acknowledges that failing the above deadline results in the termination of the travelling contract. In this case the travel agency considers that the Client cancelled the travel and the cancellation conditions shall apply. If the travelling contract is concluded in the 30 day period prior to the commencement of the travel, then the Client shall pay the total amount (100%) of the participation fee simultaneously with the signing.
2. If the Client is entitled to an eventual discount, it shall inform KT and certify the discount when the reservation is made. Notices following the conclusion of the contract may not be considered by KT.

V. Cancellation

1. If the Client cancels the travel for other reason than those listed above, it shall pay to KT a compensation as follows (the countdown shall begin from the day prior to the travel):

If cancelled from the conclusion of the contract before the commencement of the travel:

- for 65 days: 10.000 Ft/person –
- from the 65th day to the 30th day, 30% of the participation fee
- from day 29 to day 21, 50% of the participation fee
- from the 20th to the 15th day, 70% of the participation fee
- from the 14th day to the 7th day, 80% of the participation fee
- from 6th day to 3rd day, 90% of the participation fee
- 2 days before the commencement date of the trip or when the trip does not start, 100% of the participation fee

In case of travels including a scheduled flight, the cancellation fees differ, considering the fact that the flight tickets included in the travel package can be cancelled only if 100% of cancellation fee is paid. In case of this kind of contract the Client shall reimburse the KT's effective costs in case of cancellation. In case of relevant travels KT will always give exact information to the Client on the cancellation conditions when the contract is concluded.

2. In case of cancellation of the travel by any of the parties KT will refund the participation fee or its refundable part as per follows:
 - 3.a. by way of bank transfer to the Client's bank account latest within 14 days based on the Client's declaration
 - 3.b. in cash if requested by the Client and if justified, at the travel agency's office at the time jointly appointed.

VI. Modification

1. In case of modification of the reservation, the Client shall pay HUF 5,000 per person modification fee, in lack of contradictory provision.
2. If the travelling contract is modified by the Client within 45 days prior to the commencement of the travel and the modification refers to the date of the travel, destination or hotel, the modification is considered by KT as cancellation and CANCELLATION CONDITIONS shall apply.
3. If the Client makes a reservation for a discounted travel and requests an additional change (name, date, hotel, insurance, visa management, extra charges etc.), then the Client shall not be entitled to the discount anymore.
4. In case of a travel with scheduled flight, any flight modification might be made only in accordance with the rules, conditions and fees of the respective airline.

VII. The prices include

(In case of a reservation of a travel package included in the programme guide.)

1. Flight ticket round-trip (Baggage rules differ by airline. Please ask for detailed information at the office.) In case of a child younger than 2 years no separate seat is available.
2. Shuttle services, transfer from airport to the hotel and back (except for sports equipment, e.g. surf, kite transport from the airport to the hotel which can be included if previously ordered for an additional fee).
3. Services determined in the programme:
 - a. Accommodation fee of room type and category ordered
 - b. Dining as ordered: breakfast: continental, buffet type; half pension: breakfast + Swedish, a'la carte menu dinner; whole pension: breakfast + Swedish, a'la carte menu lunch + dinner; all-inclusive: as defined in the programme guide and as per ordered.

Drinks are included in the prices only in case of all-inclusive dining, or if specifically referred by the programme.

- c. Sports and entertainment as described in the programme guide.
- d. Appointed Hungarian representative if listed at the respective destination. In case of certain programmes in addition to the Hungarian representative a local guide is also accompanying the group in accordance with national law. Hungarian assistance: 24 hours availability on telephone in Hungarian on the spot, in case of urgency/important matter personal help, one informational hour / arrival. The duration of the organized programmes commences when meeting at the airport and lasts until return to Budapest. The prices are calculated based on the night for which a reservation was made for, not based on the days spent at the resort. The first and last days frequently pass by travelling and do not count as holidays.

VIII. Optional programmes

1. The KT programme guide and the local representative give information regarding available optional excursions. The optional excursions are always organized by local travel agencies. The application and payment for the optional excursion shall be made on the spot and in foreign currency. As a result, the contract regarding the facultative excursion is concluded by and between the Client and the local agency. Detailed information regarding the method of payment of the optional excursions will be given by the local representative. It might occur that no Hungarian attender will be available or the excursion is cancelled due to lack of adequate number of participants. During the

travels organized by KT, the local travel agency organizing the optional programmes is not a KT partner; KT does not have an impact on the details and arrangement of the programmes. KT cannot accept any complaints regarding the optional programmes.

IX. Air transport

1. In case of a flight, rules regarding air transport and air carriage of persons applicable at the execution of transport, shall apply. Liability of KT and airlines is limited by international convention of Warsaw of 1929, published by law XXVIII of 1936 and amended by ordinance 19 of 1964 and laws XXXIV and XXXV of 2005; and by international convention of Montreal of 1999, published by law VII of 2005; and EU regulation 261/2004/EC (2004.02.11).
2. According to international air transport rules, the carrier airline and KT reserves the right to change the departure time, place, destination, transfer options, airline, airplane type, and to include an intermediary flight, the related information are referential.
3. KT shall inform the Client on eventual changes as soon as possible, considering the circumstances.
4. The Client acknowledges that in case of scheduled flights and sale of discount airlines' tickets, the conditions of the respective airline will be included in the office's travel conditions, on which the Client is informed when the contract is concluded. Our office always applies the payment conditions of the respective airline. The Client acknowledges that according to the airlines' conditions, change and cancellation of the flight tickets is available only with payment of the total (100%) cancellation fee. Unannounced landing, change of airplane or airline might occur. In case of flight cancellation, lack of flight due to technical reasons, KT is not entitled to offer transport, this is the airline's obligation.
5. If baggage is lost or deteriorated during the air transport, the fact shall be immediately reported on the airport's Lost and Found department. The certifying record of minutes is necessary for latter discussions with the airline. KT is not responsible for lost, deteriorated, plundered baggage, any claim for damages shall be initiated at the airline.

X. Hotels and accommodations

1. KT is entitled to change the named hotel if justified (e.g. crowded hotel), in this case it shall ensure accommodation for the Client in a similar category hotel. KT is not obliged to satisfy the Client's requirements which are depending on the hotel and are not listed in the catalogue and are not defined separately in the contract (e.g. room with a view to the sea).
2. Some of the hotels listed in KT's offer dispose of a main building, outbuilding consisting of a complex of more buildings, and bungalows (or bungalow style rooms) as well. The foreign partners consider both accommodations as equal value and offer them at an equal price. The Client is entitled to choose between accommodation in main or outbuilding if the hotel is listed in the catalogue when KT is obliged to include the choice in the contract and ensure it.
3. Discount travels might include hotels not listed in the catalogue. The travelling conditions are applicable for these hotels as well.
4. KT can take only optional reservations made for a room with view to the sea due to the crowded summer season, even if an additional fee is paid, in case of hotels listed in the catalogue. If the hotel cannot ensure the room with view to the sea, even when an additional fee is paid, then the Client shall record minutes on the spot, with the local representative, and KT shall refund the additional fee immediately after the travel.

XI. Default

1. KT is responsible to provide the services in accordance with the travelling contract. In case of default the Client is entitled to validate the warranties. The relevant law for the validation of warranties is the Civil Code and the Government ordinance no. 472/2017 (XII.28.).
2. KT is not responsible for damages resulting from default or failure in execution if the default or failure cannot be related to KT's or its collaborator's behaviour. KT shall compensate the Client for damages caused during the travel, except if it proves that KT acted reasonably and as generally expected in order to execute the travelling contract.
3. KT limits the damages and compensations payable to the Client in the tripled amount of the participation fee.
4. If the Client desires to validate warranties in accordance with the above, then the Client shall immediately notify the local representative on the objection. Damages resulting from delay of notification will be borne by the Client and the burden of proof shall fall to the Client.
5. The objection shall be recorded in minutes, and one signed original shall be delivered to the Client. The Client shall send the record of the minutes with its claim for damages within 8 days from the termination of the travel by registered mail or e-mail to the travel agency. KT examines exclusively the individual claims. The receipt of the record of minutes by our local representative does not mean the confirmation of the objections.
6. If the travelling package is provided by a travel agency, the Client is entitled to make its observations, claims and complaints related to the execution of the travelling package directly to the travel agency from which the Client acquired the travelling package. The travel agency shall immediately forward the Client's observations, claims and complaints to the travel organizer. For terms and prescriptions the communication to the travel agency shall be considered as communication to the travel organizer.
7. Damages resulting from the omission of record of objections or from delay in communication shall be borne by the Client, and KT shall be exonerated from obligation to compensate.
8. KT will respond within 30 days to complaints filed within term.
9. In order to protect the Client's personal rights, the Client's personal data (name, address, telephone number) or its accommodation will not be given to any third person, not even in case of urgency, except when the Client itself required so. Costs related to transmission of communication and messages shall be borne by the Client.
10. The compensation for damages does not include the damages resulting from the loss or deterioration of baggage which claim shall be validated and immediately reported by the Client.
11. The Client shall itself take care of its baggage and values during the travel. KT cannot take responsibility for objects forgotten at the airplane, bus, boat or hotel.
12. The Client shall be directly responsible for damages caused by the Client to third persons during the travel.
13. The parties shall aim to get an arrangement regarding issues related to the travel organized by the Travelling Office. In lack of an arrangement the Client is entitled to file its complaint at the competent Mediation Corporation, as per the Client's address or Kartago Tours Zrt.'s seat (postal address of the latter: H-1253 Budapest, Pf.: 10), also the parties undertake to submit under the exclusive competence of the Court of Budapest District II. and III. (address: H-1035 Budapest, Miklós u. 2.). In case of a breach of customer protection rules, the Client is entitled to turn to competent

regional authorities (available at: <http://jarasinfo.gov.hu>; Ministry of National Development (address: H-1011 Budapest, Fő utca 44-50, central postal address: H-1440 Budapest, Pf. 1., <http://www.kormany.hu/hu/nemzeti-fejlesztési-miniszterium>).

XII. Provisions regarding passport, visa, customs, foreign currencies and public health

The Client shall be responsible for the validity of the passport and compliance with rules regarding passport, visa, customs, foreign currencies and public health. KT shall draw the Client's attention to these regulations when the contract is concluded. In case of foreign citizens' travel it is advisable to contact the embassy of the country of destination before making the reservation to be informed regarding the conditions to enter the country. If the Client cannot participate on the trip due to breach of these regulations it shall be considered as if the Client did not commence the travel, at the same time cancellation conditions shall apply.

XIII. Insurance

1. The travel office shall adequately inform the Client on possibilities to secure with travel insurance (for accidents, illness, baggage) and for inability to travel, also on the main conditions of the insurance contract, especially risks covered by travel and cancellation insurance and insurance fees.

2. The insurance for inability to travel (so named storno insurance) can be made exclusively when concluding the travelling contract, not later, and its fee might be repaid until the 61st day prior to the commencement of the travel. The risks shall be borne by the Insurance Company from the moment of conclusion of the travelling contract in case of insurance for inability to travel, and from the moment determined in the travelling contract in case of travel insurance, but in both cases not earlier than the payment of the insurance fee to KT or its mandate.

The fee of insurance for inability to travel is 1.3% of the participation fee (in case of travelling package including a scheduled/low cost flight, 2%). According to this the Insurance Company undertakes to refund the compensation with a reduction of 10% (but at least HUF 5,000 per person), if the Client is not able to commence its travel – for any event specified by the Insurance Company – and if the documents listed by the insurance conditions are filed and the legal ground still stands.

3. The insurance conditions for travel insurance and inability to travel are published on the KT's webpage and in the sale offices. By this, KT ensures that these conditions are known by the Client prior to the conclusion of an insurance contract, and the Client is informed unequivocally and comprehensively on the terms and conditions of the insurance contract. The insurance contract includes the insurance conditions marked with EUB204-92KTU in case of travel insurance and EUB2014-93KTS in case of insurance for inability to travel.

4. The Client hereby declares that the travelling contract is concluded with knowledge of the insurance regulations and contractual conditions.

5. Asset security of KT is provided by the company "Európai Utazási Biztosító Zrt." (H-1132 Budapest, Váci út 36-38.). The asset security covers all foreign travel packages organized by KT in Hungary. Bond number of the insurance: 28672/KE-02/2018; the amount of it: on one hand HUF 1,000,000,000 (one billion) which covers the cases determined by article 10 of the Government's ordinance no. 213/1996 (XII.23) (repayment of advances), and on the other hand HUF 200,000,000 (two hundred million) which covers the cases determined by article 9/A paragraph (2) of the Government's ordinance no. 213/1996 (XII.23) (transport to home, costs of forced foreign stay).

XIV. Protection of personal data

1. KT processes personal data related to Clients and third persons included in the respective reservation (hereinafter: Clients). Kartago Tours manages identification and contact data of the Clients provided by the Clients and received by KT during the conclusion and execution of the contract between the Clients and KT. KT receives all questions related to personal data processing on the ugyfelkapcsolat@kartagotours.hu contact address.

Information on data processing related to personal data not affecting the travelling contract can be found on the page <https://www.kartagotours.hu/adatvedelmi-tajekoztato>.

2. If the Clients provide to the KT personal data regarding their health conditions then the Clients acknowledge and expressly approve by signing the contract that KT manages these data during the execution of the contract in accordance with clauses 5.1 and 5.2 of the present terms and conditions.

3. During the process of personal data KT complies with the general mandatory laws, especially the REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (hereinafter: “GDPR”) and takes into consideration the protection of personal sphere and private life of the affected persons. Supervisory authority: National Authority for Data Protection and Freedom of Information. Data management registration numbers: NAIH-61687, NAIH-61688, NAIH-61689, NAIH-61690, NAIH-61691, NAIH-61692, NAIH-61693

4. The Clients are not obliged to provide their personal data to NAIH; they provide their personal data with free-will. However, KT is not able to conclude and execute the travelling contract in lack of knowledge and process of personal data.

5. KT shall use the personal data exclusively for the below purposes:

- 5.1. execution of the contract; ground of data management is art. 6 par. (1) point b) of GDPR;
- 5.2. protection of rights and legal interests of KT, especially realization and execution or protection of KT’s legal claims; ground of data management is art. 6 par. (1) point f) of GDPR;
- 5.3. fulfilment of mandatory obligations by KT; ground of data management is art. 6 par. (1) point c) of GDPR (e.g. obligation to maintain accounting and tax documents);
- 5.4. marketing; ground of data management is art. 6 par. (1) point f) of GDPR. The data processing for marketing purposes includes the processing of personal data for any fidelity programme.

6. KT shall keep the personal data only until it is necessary for the purpose of the data management. If KT processes personal data for two or more purposes, then the data will be kept until the fulfilment of the latest purpose. However, KT terminates the use of data for a purpose already fulfilled even if the use of data continues for other purpose(s). Accordingly, it is necessary to manage the personal data of the Clients, as follows:

- 6.1. in order to execute the contract, until termination of contractual obligations;
- 6.2. in order to protect KT’s rights and legal interests, until 5 years following the termination of contractual obligations. In court, administrative or other procedures against the affected persons, regarding KT’s right and/or obligations, the processing of personal data will be closed when these procedures are finished;
- 6.3. in order to fulfil the respective mandatory obligation, for the duration of the respective mandatory obligation;

6.4. for marketing purposes until Client's objection or request for termination of data management is received.

7. KT deletes or makes the personal data of its Clients unidentifiable, latest within three months following the year of termination of data management terms.

8. In order to fulfil its obligations resulting from the contract, KT transfers the personal data of the Clients to third parties who provide the services listed in the contract or who alleviate to provide these services. These service providers participate in the process as separate data managers of personal data and will be responsible for the management of data.

The below listed services providers are particularly included in the above category:

1.8.1. accommodation service providers

1.8.2. transport service providers

1.8.3. insurance service providers

1.8.4. state embassies (for procurement of visa)

1.8.5. other contractual service providers (e.g. car rental, transfer or parking services).

We hereby draw your attention that different conditions might apply for certain destinations from the viewpoint of the airline's data management, which can be found on the following page:

<https://www.kartagotours.hu/legitarsasagi-informaciok>

By signing the travelling contract, our Clients acknowledge and expressly confirm the data management provided by the airline.

9. KT is entitled to transfer the Clients' personal data to collaborators who provide the data processing for and in the name of KT. List of Kartago Tours's data processors includes the outsourced service providers, also our partner travel agencies. According art. 6 par. (1) point f) of the GDPR and preamble (48) KT is entitled to share the Clients' personal data with its affiliates and connected entities within EXIM GROUP for internal administrative purposes. EXIM GROUP includes EXIM HOLDING a.s. and its affiliates in Check Republic and other countries, also the Der Touristik Group GmbH and its affiliates in Germany and other countries.

10. Furthermore, KT is entitled to transfer the Clients' personal data to certain authorities if by this KT fulfils a mandatory obligation (e.g. obligation ordered court or military authorities). These authorities perform the data management of the personal data independently.

11. If the Client travels to a third country outside the CEE region, its personal data will be transferred to this third country. In these cases KT will make all reasonable steps in order to ensure the secure transfer and confidentiality of the personal data. However, if our Clients travel outside the EU or CEE region, then by signing the travelling contract they acknowledge and expressly approve that KT transfers their personal data to the respective data providers, even in lack of a decision of conformity as per the art. 45. par. (3) of the GDPR based on the adequate securities as per the art. 46. of the GDPR.

12. Our Clients are entitled to the below listed rights related to their personal data. However, we draw your attention that due to certain applicable exceptions these rights cannot be exercised unlimitedly in any situation. If you exercise your rights as per the GDPR we will take the appropriate measures within one month following the receipt of your request without any unjustified delay and in any case (this term may be prolonged with two further months if necessary because of the complexity of the respective case and/or high number of cases).

The rights of the Clients providing their personal data:

- 12.1. Access: Our Clients have the right to access their personal data kept by KT.
- 12.2. Modification: They can request to modify their incorrect personal data.
- 12.3. Deletion: If art. 17 of GDPR applies, they can request to delete their personal data.
- 12.4. Limitation: If art. 18 of GDPR applies, they can request to limit the management of their personal data.
- 12.5. Objection: If their personal data is processed based on our legal interest, our Clients have the right to object the processing of the respective personal data.
- 12.6. Transferability: Our Clients may require to transfer their personal data processed in electronic way to them or to third parties.
13. If you assume that the processing of personal data is against the laws, please contact us to be able to immediately remediate the objected issue. This practice does not harm our Clients' right to turn directly to the authorities with their complaints.
14. By signing the contract the Client confirms that the present provisions regarding the processing of personal data were delivered and understood. If the Client concludes the contract on behalf or in the name of a third person, it confirms that the Client is entitled to provide the third person's personal data to KT and the third person was informed accordingly.

KT's emergency telephone number (please call this number only in case of an urgent matter or problem):

06-20-669-03-18

Registration number of Kartago Tours: U-000834

Kartago Tours is a member of the Association of Hungarian Travel Agencies.

Department of reservations on telephone / Monday-Sunday: 8:00-20:00 / +36 1 462-8-462

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