

GENERAL TERMS & CONDITIONS OF THE CONTRACTING SERVICES

The following Terms & Conditions apply to all the services provided by CTM
- Custom Travel Makers, **unless otherwise stipulated under the program:**

- The hiring of services is subject to availability by those suppliers providing the services.
- The minimum number of people required to hire our services is 2 (two) paying passengers.
- All the services must be paid before the passengers arrival.
- Every passenger must obtain a traveler's medical insurance, which can be bought in their country of origin or in Argentina upon arrival.

Accommodation

- Check In Time: 3.00 p.m.
- Check Out Time: 10.00 a.m.

Rates:

- Rates per passenger are net and payable in American dollars.
- Rates are subject to changes without prior notice due to changes in the currency exchange rate or because of reasons beyond our control.
- The rates published do not apply for special dates/periods such as: winter and summer holidays, Easter, Christmas, New Year, national long weekends, and important holidays in neighboring countries.

Menus:

- Menus for lunch and dinner include starter or dessert and main course.

Transport:

- The vehicles used for the transport of passengers depend on the number of passengers as follows:

- Up to 2 (two) passengers: Volkswagen Passat or similar model.
- From 3 (three) to 19 (nineteen) passengers inclusive: Mercedes Benz van Sprinter.
- From 20 (twenty) to 23 (twenty three) passengers inclusive: Minibus.
- From 24 (twenty four) to 42 (forty four) passengers inclusive: Bus.
- The maximum amount of luggage allowed for land transport, is 1 (one) handbag and 1 (one) suitcase per passenger.
- On domestic flights, you are allowed to carry a maximum of 15 kilograms (33 pounds) of checked luggage and 5 kilograms (11 pounds) in handbags.

Liability:

- CTM will not be held liable for flight changes or cancellations due to bad weather conditions or any other causes beyond its control.
- In case of cancellations or re-scheduled services by Air Companies, Hotels, Transport Companies or other Suppliers, passengers will be assisted by CTM, and any extra cost arising from this assistance will be charged separately and paid in-situ.
- If the program and/or the service package are or should be modified due to weather conditions, the activities will be re-scheduled by mutual agreement between the client and CTM.
- Expenses incurred during the trip and/or the stay of an individual passenger or group passengers, or during an incentive travel or an event, will be charged separately as an extra cost.

PRIVATE SERVICES

The following General Service Contracting Conditions apply to all the private services provided by CTM - Custom Travel Makers, **unless otherwise stipulated under the program:**

- All private transfers depart from and return to the hotels located in the city centre. If passengers are staying in hotels situated in the suburbs or outside the city center, an additional cost will apply, which shall be duly specified in the quotation for the services.
- All private excursions depart from and return to the hotels located in the city centre. If passengers are staying in hotels situated in the suburbs or outside the city center, an additional cost will apply, which shall be duly specified in the quotation for the services.
- As regards to nautical excursions, the navigation is provided in regular service and the transfers will be private with a bilingual guide.
- Public places visited during the tour, such as national parks, ports, restaurants, museums and other buildings, will not be closed to the general public for the exclusive use of the passengers, unless otherwise stipulated under the program, in which case the corresponding additional cost will be informed in the quotation for the services.

PRIVATE SERVICES INCLUDE:

Unless otherwise stipulated under the program, all private services include:

- Private transport with driver.
- Bilingual guide in Spanish and French, English, German or Portuguese.
- Tolls.
- VAT (value added tax).
- Parking.
- Breakfast.
- Lunch and/or dinner.

- National Parks' entrance tickets.
- Excursions.
- Accommodation.

CTM guarantees:

- 24-hour assistance.
- Organization and production (*).
- Logistics and Coordination in situ (*).
- The presence during the trip and/or event of a Responsible Coordinator from CTM (*), with land and/or air transport expenses and accommodation paid (*).
- A Motor vehicle available for the coordinators (*).

CTM also provides:

- Personalized signs with the logo and/or slogan of the hiring company (*).
- Personalized menus in every restaurant (*).
- Pre-check in of luggage, when contracting porter services from CTM (*).
- Pre-printing of boarding cards for domestic flights (*).
- 1 (one) free Passenger or Tour Conductor (i.e.: free of cost) for every 25 paid rooms, with a maximum of 4 (four) free Passengers or Tour Conductors. Applies only to land services.

(* Services only included for Incentive Travel.

PRIVATE SERVICES DO NOT INCLUDE:

Unless otherwise stipulated under the program, no private services include:

- Tips.
- Airport taxes not included in the plane tickets.

- Beverages during lunch or dinner
- Extra expenses not included in the program.
- Porter services.
- Free accommodation or plane tickets.
- Flights.
- Site inspection trips

REGULAR SERVICES

The following General Service Contracting Conditions apply to all the regular services provided by CTM - Custom Travel Makers, **unless otherwise stipulated under the program:**

- All regular transfers depart from and return to the hotels located in the city centre. If passengers are staying in hotels situated in the suburbs or outside the city center, transportation between the hotel and the place of departure and return of transfers shall be the exclusive responsibility the passenger.
- All regular excursions depart from and return to the hotels located in the city centre. If passengers are staying in hotels situated in the suburbs or outside the city center, transportation between the hotel and the place of departure and return of the excursions shall be the exclusive responsibility of the passenger.

REGULAR SERVICES INCLUDE THE FOLLOWING:

Unless otherwise stipulated under the program, all regular services include:

- Transport with driver.
- Bilingual guide.

- Tolls.
- VAT (value added tax)
- Parking.
- Accommodation.
- Excursions.
- National Parks' entrance tickets.

CTM also guarantees:

- 24-hour assistance.

REGULAR SERVICES DO NOT INCLUDE:

Unless otherwise stipulated under the program, no regular services include:

- Tips.
- Extra expenses not included in the program.
- Porter services.
- Food and drinks.
- Flights.
- Airport taxes not included in the plane ticket.