

# GENERAL CONDITIONS

- Portuguese is the official language of the trip.
  - It will not be allowed, under any circumstances, the diversion of a participant to separate programs during the trip.
  - It is mandatory to bring an original identity document (original passport OR original identity card – RNE. Protocols and copies are NOT valid).
  - It is mandatory to have health insurance, with coverage in the national territory, for the period of the trip. If you don't have one, contact your exchange organization.
  - Belo Brasil Tours can help purchase round-trip airline tickets for the participant, after the official confirmation of the trip. We remind you that you must arrange for the payment of the ticket to Belo Brasil Tours within 5 calendar days after its issuance. If the participant requests the exchange of the ticket after it has been purchased, it will be his sole responsibility to bear the exchange expenses, including any displacements and fines.
  - If the participant buys the ticket alone, without authorization from Belo Brasil, and before the official confirmation of the trip, we will not be responsible for fees for changing airline tickets. The company defines, for all trips, official arrival and departure times for participants, in order to schedule monitors to receive them at airports and bus stations.
  - **IMPORTANT 1: BRAZILIAN LAW FOR UNACCOMPANIED MINORS (under 16 years old)**
  - According to Brazilian law, young people under the age of 16, who reside in Brazil and wish to travel without the company of their parents or Brazilian legal guardian, must have a special authorization, signed by the host family and with a notarized signature to that they can do it. In addition, the unaccompanied minor must complete all airline/bus company requirements. You must request this special authorization from your nearest registry office.
  - **NOTE:** Travel authorizations that are not issued and recognized by a notary in Brazil ARE NOT VALID. It is MANDATORY that young people under 16 years old have with them an original copy of the authorization document signed by the host family, with a notarized signature and authenticated by the notary. Without this authorization and any other documents required by the airlines/bus companies in question, these companies have the right to deny you boarding and not reimburse you for the lost ticket. It is important to mention that each airline/bus company has its own rules and requirements for transporting unaccompanied minors under 16 years old, and you should check with these companies before purchasing any ticket. Companies also have the right to demand additional documents,
  - **IMPORTANT 2:** It is the responsibility of the families of children under 16 who are traveling unaccompanied by a legal guardian, to check the rule of each airline/bus regarding boarding. In addition, families have the obligation to obtain the necessary and recognized authorizations, including verifying each additional documentation that may be required by each airline/bus company directly with them. Belo Brasil is not responsible for any occurrences resulting from the delivery of incorrect documentation, for failure to comply with the necessary requirements for boarding airlines/buses or any decisions made by airline agents that may result in cancellation/delay of flights, or loss of contracted travel schedule.
  - **IMPORTANT 3:** Belo Brasil is not responsible for any delays or cancellations of flights resulting from the decisions of the airlines, nor for flights that are purchased disrespecting the official arrival and departure times of each trip, the participant having to bear any costs of these unforeseen events, such as possible monitor fees (approx. R\$150.00/day), hotel/airport/hotel or hotel/bus station/hotel transportation (between R\$50.00 and R\$200.00 – prices may vary according to each city and location) and also the costs with any daily hotel (prices may vary according to each city and hotel, and will be informed to the participant who must pay his/her daily rate(s) directly at check-in).
  - **IMPORTANT 4:** It is MANDATORY to buy Amazon Expedition flight tickets with Belo Brasil. Air tickets are part of the travel package, but are NOT included in the price of the trip, and flight prices will be informed to each participant after the official confirmation of the trip, by e-mail. As it is a trip with complex logistics, Belo Brasil reserves the right to have control over all arrivals and departures of the Amazon Expedition. If any participant insists on purchasing flights on their own and without Belo Brasil's consent, their trip will be automatically cancelled.
  - It is expressly forbidden to carry or use any kind of drugs, legal or illegal. It is expressly forbidden to consume alcoholic beverages of any kind, smoke cigarettes, cigars, cigarillos, straw cigarettes, or other cigarettes of any kind, during the trip, even if the participant is over 18 years old, under penalty of early return to their city hostess and communication to the exchange program and family(ies).
  - Participants are prohibited from piercing and tattooing during the trip.
  - "Pranks" of taking something from supermarkets, stores, hotels, etc. will be severely punished.
  - The schedules established in the trip are indicated in the program and must be respected. The organization reserves the right to make changes to the schedule, provided they are made for the benefit of the group or due to force majeure.
  - Accommodation does not include expenses such as phone calls, minibar expenses, couriers, laundry, etc. Any extra expenses must be paid by you.
  - Take as little luggage as possible, as you will have to carry it and be responsible for it at all times. The maximum allowed is a suitcase weighing up to 23 kg. Remember to bring a small backpack to take inside the plane, respecting the legislation of products that can be shipped, with everything you need to use during the trip.
  - The return times for our activities will be defined by the trip coordinators, depending on the subsequent activities.
  - Vacancies will be filled in the order in which each registration form is received.
  - There must be a minimum number of 35 registrations to open the trip. The maximum number of participants depends on each trip.
  - Belo Brasil Tours reserves the right to operate the routes in reverse, if necessary, for reasons of number of subscribers and/or availability of airline tickets.
  - Swimming: even if you know how to swim, BEWARE! You don't know the places well. Never go too far.
  - In the case of the Nordeste trips – Viagem do Sonhos – Half Trip, there is a limited number of vacancies that can be filled, in accordance with the Brazilian legislation on land transport. Each trip can have a maximum of 4 to 7 pairs per bus. Applications will be confirmed in the order in which they are received and according to the availability of pairs.
- EXTRA EXPENSES**
- They vary from person to person and from trip to trip. Remember to bring your credit/debit cards to purchase snacks, meals not included in the travel program, gifts, etc.
  - Bring some cash in Reais (cash) to be used in places where debit/credit cards are not accepted. In some locations, you will not have easy access to banks (eg in the Pantanal and in the communities we will visit in the Amazon).
  - Traveler's-checks: in Brazil they are not very used. Commercial houses generally do not accept. Do not bring traveller's checks.
  - The hotels where we will be staying will have breakfast included. We recommend having a good breakfast so that you can start the day well fed.

# GENERAL CONDITIONS

- Round trip transfers from your home or host city to the nearest airport, where you will board to reach the meeting point of the trip, as well as transfers from bus stations to an airport and vice versa ARE NOT INCLUDED. This also applies to your return from the end point of the trip to your home or host city!
- All "optional" programs mentioned in the itinerary have an extra cost, therefore, they are not included in the trip price.

## HEALTH

- Yellow Fever: It is recommended that participants are immunized against yellow fever. The vaccine must be taken at least 10 days before the start of the Amazon Expedition. It is not necessary to bring proof of vaccination for the trip.
- COVID-19: We recommend bringing proof of full COVID-19 vaccination. A negative PCR test may also be required.
- If you take any medication regularly, bring enough for the entire duration of your trip, at least. All participants will have to fill out a medical form containing name, address, blood type, allergies, etc. Attention: your health is extremely important for you to make the most of your trip. Take care of her! We will be exposed to the sun most of the time. Very careful. Always use sunscreen.

## CANCELLATION/ABANDONMENT AND REFUND POLICY

- Common sense must reign. If the conduct of any participant is considered incorrect or harmful to the smooth running of the tour, or if any of the rules of the trip and/or the exchange program are broken, you may be immediately returned to your city, with communication to those responsible and at your own costs.
- If the minimum number of participants is not reached, Belo Brasil Tours reserves the right to cancel the trip, as well as to transfer the date and/or offer other itinerary options, in agreement with the client. In this case, the full refund of the payment already made will be made, except for bank fees (10% handling fees and taxes) and other costs of returning to the country of origin.
- In the case of cancellations requested due to illness or critical health conditions that prevent the participant from going on the trip, Belo Brasil Tours will refund the full amount paid for the trip (land portion), except for bank fees (10 % handling fees and taxes) and other return costs to the country of origin. It is mandatory that the participant or family present the medical justification, duly authenticated, in writing, for the cancellation to be made.
- Belo Brasil Tours is exempt from and is not responsible for the refund/cancellation policies of each airline or bus company, which are responsible for defining them. This also includes, but is not limited to, the policy for charging ticket fines, denial of boarding due to lack of necessary or mandatory documentation, flight cancellations for any reason, etc. It is the responsibility and exclusive decision of these companies to return the value or offer compensation, which correspond to each ticket and/or passenger. The rule for each ticket can be consulted directly on the website of the respective company.
- All refunds of amounts paid to Belo Brasil for the trip (land part) will be made, whether in full or not, in accordance with the rules presented in these general conditions, and in accordance with the current legislation on cancellations (described below), excluding bank fees (10% handling fees and taxes) and other return costs to the country of origin. The refund and return amounts will also be calculated based on the amount received in foreign currency (USD) and converted into the official Brazilian currency (BRL), taking into account the closing day of the exchange rate of the international transaction, and not the exchange rate on the day of making the refund or return. The exchange rates that must be considered will be those published as the "official quotation of Banco do Brasil".
- The amounts will be returned in accordance with tax legislation, that is, in the same way as the payment was made. Incoming international transfers can only be returned to the participant's home country.

- If the passenger gives up on the scheduled trip, or is returned due to breach of rules, he will be subject to the payment of a fine that will vary according to the advance of his written cancellation request, and with agreed price, as well as with the Decision EMBRATUR Regulation No. 161/1985 in the following percentages:

1. **Cancellation more than 30 days before the start of the trip: 10% penalty on the amount paid.**
2. **Cancellation between 29 and 21 days before the start of the trip: 20% penalty on the amount paid.**
3. **Cancellation between 20 and 07 days before the start of the trip: 40% penalty on the amount paid.**
4. **Cancellation within 06 days or less of the start of the trip: 100% penalty on the amount paid.**

- Participants who have registered and paid for a trip and wish to change to another may do so, provided there are still spaces available on the requested trip.
- The participant who, during the trip, desists from continuing the full program or part of it will not be entitled to any refund or reduction of the amounts already agreed.
- The request for cancellation or withdrawal must be made in writing, by the participant or family, to Belo Brasil Tours.
- We remind you that boarding is only possible with an original identity document.

- **IMPORTANT:** Trip cancellation due to events/developments related to the COVID-19 pandemic may occur. In these cases, there will be a fine of 10% on the amounts paid for the cost of fees.

## LOST AND FOUND

- The belongings found during the trip will be sent to the Belo Brasil Tours office and kept until 30 days after the end of the trip. The participant who has any lost item must send an email to Belo Brasil Tours, within the period stipulated above. The cost of shipping the item via Sedex is the responsibility of the participant.

## IMAGES AND VIDEOS

- Image use right: the travel participant grants the right to use the image for the production of travel videos, if any, as well as the linking of photos on our website, Instagram and company social media. Images can also be used in printed travel programs.

## OTHER ISSUES

- In the case of complaints regarding the provision of services, the client will send them, in writing, to Belo Brasil Tours, within 30 (thirty) days after the end of the services, pursuant to art. 26, item I, paragraph 1 of the Consumer Protection Code. If you do not do so, after this period, the contractual relationship will be considered perfect and terminated, releasing the Operator from any responsibility.
- Agreement: when requesting enrollment in any travel program organized by Belo Brasil Tours, the client declares to know and agree with all the terms of these "general conditions", which can be found on our website.
- When a participant is late for the predetermined time by the departure coordination for the tours and any other trip activity, a team member will be waiting for his arrival, while the group will proceed to the schedule sequence at the predetermined time. The late participant must take a taxi/uber (buses are prohibited) or a chartered van, depending on the number of participants and the logistics of the location, and must meet the group. The cost of this transport is the sole responsibility of the participant and must be paid directly to the carrier.

# GENERAL CONDITIONS

## **EARLY RETURN (BREACH OF RULES OR DISEASES)**

- The early return of participants due to health issues or breach of rules will comply with the following conditions:
- The participant who breaks a travel rule or is in fragile health conditions and unable to continue the trip may have their activities interrupted and their early return to their city in Brazil.
- This decision is taken by the trip coordinator and the participant will be informed immediately.
- All expenses arising from the early return (travel, food, accommodation, accompanying guide, etc.) are the sole responsibility of the participant.
- The participant who is returned from a trip due to breach of the rule will not have a partial reimbursement of the trip, having the responsibility of settling the installments to expire, if this is the case.
- Participants from different rooms are prohibited from staying together or crowding into the same hotel room.
- It is not allowed to date another person during the period of the trip.
- All trips have a time limit for participants to be inside their rooms. The schedule is defined by the trip coordination, and is based on the trip activities and group behavior. If any participant leaves his room after the stipulated time, he will be subject to punishment measures defined by the coordinator.