

Sports Travel Continent is registered under AMC Tax Tenement no 07810503390001C

The following Booking Conditions together with the General Information contained on our website form the basis of your contract with Sports Travel Continent. Please read them carefully as they set out our respective rights and obligations. By asking us to confirm your booking, we are entitled to assume that you have had the opportunity to read and have read these booking conditions and agree to them.

Except where otherwise stated, these booking conditions only apply to holiday arrangements which you book with us in the India and which we agree to make, provide or perform (as applicable) as part of our contract with you. All references in these booking conditions to “holiday”, “booking”, “contract”, “package”, “tour” or “arrangements” mean such holiday arrangements unless otherwise stated. In these Booking Conditions, “passenger”, “you” and “your” means all persons named on the booking (including anyone who is added or substituted at a later date) or any of them, as the context requires. “We”, “us” and “our” means Sports Travel Continent. If you book a package holiday with us, once your package holiday has been confirmed we will accept responsibility for it in accordance with these Booking Conditions as an “organizer” under the Tour Operator and Travel Agents (Regulation) Act, 2022.

1. MAKING YOUR BOOKING: When you agree to confirm a booking with us, Sports Travel Continent. will issue the booking confirmation and/ or the pro-forma requesting the corresponding deposit. Once the deposit is paid, we will process your request, which implies you have agreed to our Terms and Conditions following the clauses below. The first named person on the booking (“party leader”) must be authorized to make the booking on the basis of these booking conditions by all persons named on the booking and by their parent or guardian for all members who are under 18 when the booking is made. By making a booking the party leader confirms that he/she is so authorized and that all party members agree to be bound by these Booking Conditions. The party leader is responsible for making all payments due to us. The party leader must be at least 18 when the booking is made. Subject to the availability of your chosen arrangements, we will confirm your holiday by issuing a booking confirmation.

The booking confirmation will be sent to the party leader. Please check this carefully as soon as you receive it. Contact us immediately if any information which appears on the confirmation, acknowledgement or any other document appears to be incorrect or incomplete as it may not be possible to make changes at a later date. We regret that we cannot accept any liabilities in case we are not notified of inaccuracies within 24 hours of receipt by you. We will do our best to rectify any mistake notified to us outside these time limits, but you must meet any costs involved in doing so.

The booking information that you provide us with will be passed on only to the relevant suppliers of your travel arrangements or other persons necessary for the provision of your travel arrangements. The information may therefore be provided to public authorities such as customs, police or immigration if required by them, or as required by law. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary and religious requirements.

2. PAYMENT: You will be required to pay a non-refundable deposit or make full payment for your booking at the time of booking. Where you only pay a deposit, you must pay the full balance by the balance due date notified to you, which is never less than 16 weeks before travel. If full payment is not received by the balance due date, we may cancel your booking. The accepted payment methods are bank transfer and credit card subject to a surcharge.

3. TRAVEL INSURANCE: We do not include personal insurance in the booking. In any event, we strongly advise that you take out a policy of insurance in order to cover you and your party against the cost of cancellation by you; the cost of assistance (including repatriation) in the event of accident or illness; loss of baggage and money; and other expenses. Please carry your travel/medical insurance for proof as it is required in case of emergency.

4. FINANCIAL PROTECTION: All package holidays sold to you are financially protected. The packages that are for less than 24 hours, or are for business travel, may not be protected. As a member and sometimes part of the sub agent of International Air Transport Association, all the holidays we sell with flights included come with protection for your money. If you buy packages that do not include any flights, then this might not apply. Package holidays are protected by the package organizer. We arrange full protection for your holidays as part of the registered agent by law.

5. DELIVERY OF DOCUMENTS: All documents (e.g. invoices, tickets, etc.) that require to be posted will be sent to you by First Class post, however in most instances they will be emailed to the address or addresses provided at the time of booking. Once documents leave our offices, either by post or by email, we will not be responsible for their loss unless such loss is due to our negligence. We aim to deliver all the documents on or around 14 days prior to departure, events & games tickets only may be received the day before the event & game day.

6. TRANSFERS: Transfers will be on regular buses and shared with other passengers unless specified. It is allowed to carry one suitcase per passenger with an allocated seat. Waiting time for passengers since flight landing time will be 45 minutes, no exception. Picking up waiting time at hotels will be 10 minutes. Transfers will be coordinated and rechecked at destination, as well as pick-up and drop-off timetables. Services will be delivered on a regular basis. Passengers must comply, at destination, with the timetables scheduled for transfers. Maximum waiting time will be 10 minutes; otherwise, passengers must move on their own. Passengers must respect pick-up and drop-off scheduled points. We recommend reconfirm the actual transfer time the day before at hotel / cruise reception to avoid delay or confusion.

7. HOTELS: Hotels are subject to availability. Double or twin rooms are not guaranteed, no exception. On arrival at the hotel passengers will be asked for their credit card to guarantee any extra costs that may be incurred during their stay. In case of traveling with children, this policy will depend on the hotel allocated. Please ask. Unless otherwise stated, scheduled hotels can be changed by others of higher or of the same category and you will not be charged.

8. TICKETS: Unless stated otherwise, Sports Travel Continent is not and does not hold itself out to be the official ticket seller for the events in any travel package.

Tickets will be given to the Passenger at destination. Tickets can be given to the Passenger until two hours prior to the start of the event. Sports Travel Continent does not guarantee that seats are next to each other, regardless of the fact that the travel program booking has been made in group until confirmed. For Sports Travel Continent to be able to purchase the tickets, you must provide Sports Travel Continent with the passenger's information, in the time scheduled by the account manager. Information required will be a completely legible copy of the passport; full domicile: address, postal code, town, city, country; e-mail; telephone number with the country and city code. In case of failure of Sports Travel Continent to deliver the full quantity of tickets contracted for according to these terms and conditions, Sports Travel Continent will refund the full amount of the order including shipment costs, provided the buyer contacts Sports Travel Continent within ten (10) days after the tickets should have been delivered. Tickets can be paper, electronic or downloaded from a mobile app, therefore the passenger must have access to the internet in the country where the event takes place in order to enter.

Sports Travel Continent does not take any responsibility in case a passenger does not have a smartphone to download the ticket. The price on the ticket is not binding to the sales price, which includes management costs, taxes, etc. The passenger accepts and consents said sale and will have no possibility of complaining about the price at all. Lost, stolen or damaged tickets cannot be duplicated.

9. FINAL TRAVEL ARRANGEMENTS: Please ensure that all your travel, passport, visa and insurance documents are in order and that you arrive in plenty of time for checking in at the airport. Please bear in mind any instructions on the documents issued, especially any instructions for picking up transfers during the course of your holiday.

10. CANCELLATION AND AMENDMENT: Any cancellation or amendment request must be sent to us in writing either by email or by post to customer support, Sports Travel Continent, info@sportstravelcontinent.com or office address by post and will not take effect until received by us. If you cancel or amend your booking, cancellation or amendment charges will apply and which may be up to 100% of the cost of the travel arrangements.

11. CHANGES BY YOU: Should you wish to make any changes to your confirmed holiday, you must notify us in writing as soon as possible. Whilst we will endeavor to assist, we cannot guarantee we will be able to meet any such requests. Where we can assist, an amendment fee of Rs 500 per person/per booking will be payable together with any costs incurred by ourselves and any costs or charges incurred or imposed by any of our suppliers or any third party. Please

note for flight inclusive bookings, you must pay the charges levied by the airline concerned. As most airlines do not permit name changes after tickets have been issued for any reason, these charges are likely to be the full cost of the flight.

12. CANCELLATION BY YOU: Should you or any member of your party need to cancel your chosen holiday once it has been confirmed, the party leader must immediately advise us in writing. Your notice of cancellation will only be effective when it is received by us in writing by email or post at our office. If you notify us by email you should receive a reply within 24 hours; if you do not receive one you should assume your email has not been received and must contact us again immediately.

We start to incur costs and liability to suppliers for your holiday from the time your booking is confirmed. Therefore, if you cancel your holiday, we make a charge to reflect these costs and liabilities. These supplier liabilities include but are not confined to cancellation charges levied by airlines, other transportation companies, hotels, cruise lines and attraction suppliers. Please note your cancellation can only be accepted if it is in writing from the lead name on the booking. Cancellation will be effective from the date it is received. Please note that in the event of cancellation by you no insurance premium, booking fee or credit card charge will be refunded. Please note that a cancellation made within 16 weeks incurs a 100% cancellation fee. The Cancellation cost prior to balance due date will only be loss of deposit. If any interim payments are made prior to the balance due date you will be advised at the time if they are non-refundable.

Please note that certain arrangements that have formed a part of your holiday package may not be changed once they have been confirmed and therefore any alteration or cancellation will result in a loss of 100% of that cost. You will be advised at the point of booking. We always recommend that Travel Insurance is taken out immediately after you make a booking. If the reason for you canceling your holiday is covered under your insurance policy, you may be able to make a claim and so should refer to your policy schedule for further information.

13. CHANGES AND CANCELLATION BY US: It is unlikely that we will have to make any changes to your travel arrangements. However, we do plan the arrangements many months in advance and occasionally, therefore, it may be necessary to make changes and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you of them if practicable and time permitting. Please note that carriers, timings and routings given are for guidance only and may be subject to change. Such changes are deemed to be minor changes. Other examples of minor changes include alteration of your outward/return flights by less than 12 hours, change of accommodation to another one of the same standard, or change of airports within the reachable limit. In the unlikely event that cancellation of your holiday by us becomes necessary, other than for reasons of force majeure, we undertake that notice of cancellation will be given prior to the date when the balance payment for your holiday is due. You will be notified as soon as possible of a cancellation and subject to availability you will be offered the choice of an alternative holiday of comparable quality or a full refund of all monies paid. If we make a major change to your holiday, we will inform you as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements from us, if available (with no amendment fee although subject to any difference in brochure price), or canceling your booked holiday and receiving a full refund of all monies paid except for and/or amendment charges. In all cases, except where the major change arises due to reasons of force majeure, we will pay compensation as detailed below for the period before your departure within which the notice of cancellation or major change is notified to you:

- 56 days or more Nil

- 55 – 43 days Rs 500 per person

- 42 – 15 days Rs 1000 per person

-Less than 15 days Rs 1500 per person

14. CANCELLATION OR CHANGES BY THE EVENT ORGANIZERS: When games or tournaments are held behind closed doors, with change of cities and/or venues, canceled or postponed by the organizers, due to influences out of the power of Sports Travel Continent., you are eligible to retain credit with Sports Travel Continent. for any future sporting events of the client choice. The credit note is valid to use for a maximum of 1 year within the issued date. Please note prices are subject to change, which may incur increases in the cost.

15. COMPLAINTS AND PROBLEMS: In the unlikely event that you have any reason to complain or experience any problems with your holiday whilst away, you must immediately inform our local representative or agent (if we have one) and the supplier of the service(s) in question. Any verbal notification must be put in writing and given to our representative/agent and the supplier as soon as possible. If we do not have or you cannot contact our local representative or agent and any complaint or problem is not resolved to your satisfaction by the supplier, you must contact us in the our head office using the contact details we have provided you with during your holiday, giving us full details and a contact number. Until we know about a complaint or problem, we cannot begin to resolve it. Most problems can be dealt with quickly. If you remain dissatisfied, however, you must write to us within 14 days of your return to home giving your booking reference and full details of your complaint. Only the party leader should write to us. For all complaints and claims which do not involve death, personal injury or illness, we regret we cannot accept liability if you fail to notify the complaint or claim entirely in accordance with this clause. If you fail to follow this simple complaints procedure, yours right to claim any compensation you may otherwise have been entitled to may be affected or even lost as a result.

16. FORCE MAJEURE, EVENTS BEYOND OUR CONTROL: Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by or you otherwise suffer any damage or loss as a result of "force majeure". In these Booking Conditions, "force majeure" means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

17. Government Travel Advice: The Ministry of Tourism publishes regularly updated travel information on its website which you are recommended to consult before booking and in good time before departure.

18. THE COST OF YOUR HOLIDAY: We reserve the right to increase or decrease the prices of unsold holidays at any time. We also reserve the right to make changes to and correct errors in advertised prices at any time before your holiday is confirmed. Once the price of your chosen holiday has been confirmed, then, subject to the correction of errors, we will only increase or decrease the price in the following circumstances. Price increases or decreases after booking will be passed on by way of a surcharge or refund. A surcharge or refund (as applicable) will be payable, subject to the conditions set out in this clause, if our costs increase or decrease as a result of transportation costs or dues, taxes or fees payable for services such as landing taxes or embarkation or disembarkation fees at ports or airports increasing or decreasing or our costs increase or decrease as a result of any adverse or favorable changes in the exchange rates which have been used to calculate the cost of your holiday. Even in the above cases, only if the amount of the increase in our costs exceeds 2% of the total cost of your holiday, will we levy a surcharge. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place. We promise not to levy a surcharge within 30 days of departure. A refund will only be payable if the decrease in our costs exceeds 2% as set out above. Where a refund is due, we will pay you the full amount of the decrease in our costs.

19. SAFETY STANDARDS: Please note, it is the requirements and standards of the country in which any services which make up your holiday are provided which apply to those services and not those of the Indian standard. As a general rule, these requirements and standards will not be the same as the Indian standard and may sometimes be lower.

20. FLIGHTS: We are required to advise you of the actual carrier(s) (or, if the actual carrier(s) is not known, the likely carrier(s)) that will operate your flight(s) at the time of booking. Where we are only able to inform you of the

likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) as soon as we become aware of this. Any change to the operating carrier(s) after your booking has been confirmed will be notified to you as soon as possible.

If the carrier with whom you have a confirmed reservation becomes subject to an operating ban as above as a result of which we/ the carrier are unable to offer you a suitable alternative the provisions of clause 8 "Changes and cancellation by us" will apply. We are not always in a position at the time of booking to confirm the flight timings which will be used in connection with your flight. The flight timings shown on our website and/or detailed on your confirmation invoice are for guidance only and are subject to alteration and confirmation. Flight timings are outside our control. They are set by airlines and are subject to various factors including air traffic control restrictions, weather conditions, potential technical problems and the ability of passengers to check in on time.

The flight timings given on booking are for general guidance only and are subject to change. Specific instructions relating to departure and travel arrangements will be sent with your air or other travel tickets approximately 2 weeks before departure. You must accordingly check your tickets very carefully immediately on receipt to ensure you have the correct flight times. It is possible that flight times may be changed even after tickets have been dispatched – we will contact you as soon as possible if this occurs. Any change in the identity of the carrier, flight timings, and/or aircraft type (if advised) will not entitle you to cancel or change to other arrangements without paying our normal charges except where specified in these conditions.

21. DELAY: In the event of any flight delay or cancellation at your India or overseas point of departure, the airline is responsible for providing such assistance as is legally required by the Denied Boarding Regulations (see below). The ferry, tunnel or rail operator is similarly responsible in relation to any delayed or canceled sea crossing or international rail departure. Except where otherwise stated on our website, we regret we cannot provide any assistance in such circumstances other than information and advice to the extent we are in a position to do so.

We regret we are not in a position to offer you any assistance in the event of delay at your outward or homeward point of departure. Any airline concerned may however provide refreshments etc. We cannot accept liability for any delays. In addition, we will not be liable for any delay unless it has a significant effect on your holiday arrangements.

If your flight is canceled or delayed, your flight ticket is downgraded or boarding is denied by your airline, depending on the circumstances, the airline may be required to pay you compensation, refund the cost of your flight and/or provide you with accommodation and/or refreshments.

Where applicable, you must pursue the airline for the compensation or other payment due to such circumstance on your behalf. All sums you receive or are entitled to receive from the airline concerned by virtue of these Regulations represent the full amount of your entitlement to compensation or any other payment arising from such cancellation, delay, downgrading or denied boarding. This includes any disappointment, distress, inconvenience or effect on any other arrangements. The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. We have no liability to make any payment to you in relation to the Denied Boarding or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding as the full amount of your entitlement to any compensation or other payment is covered by the airline's obligations under the respected airline regulations. If, for any reason, we make any payment to you or a third party which the airline is responsible for in accordance with the Denied Boarding Regulations, you must, when requested, assign to us the rights you have or had to claim the payment in question from the airline. If your airline does not comply with these rules you may complain to the Civil Aviation Authority by e-mail or phone call.

22. BEHAVIOR AND DAMAGE: When you book with us, you accept responsibility for any damage or loss caused by you or any member of your party. Full payment for any such damage or loss (reasonably estimated if not precisely known) must be paid direct at the time to the accommodation owner or manager or other supplier or to us as soon as possible. If the actual cost of the loss or damage exceeds the amount paid where estimated, you must pay the difference once known. If

the actual cost is less than the amount paid, the difference will be refunded. You will also be responsible for meeting any claims subsequently made against us (together with our own and the other party's full legal costs) as a result of your actions. You should ensure you have appropriate travel insurance to protect you if this situation arises.

We expect all clients to have consideration for other people. If in our reasonable opinion or in the reasonable opinion of any other person in authority, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property, we are entitled, without prior notice, to terminate the holiday of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation or other service. We will have no further responsibility toward such person(s) including any return travel arrangements. No refunds will be made, and we will not pay any expenses or costs incurred as a result of the termination.

23. OUR LIABILITY TO YOU: We promise to make sure that the holiday arrangements we have agreed to make, perform or provide as applicable as part of our contract with you are made, performed or provided with reasonable skill and care. This means that, subject to these booking conditions, we will accept responsibility if, for example, you suffer death or personal injury or your contracted holiday arrangements are not provided as promised or prove deficient as a result of the failure of ourselves, our employees, agents or suppliers to use reasonable skill and care in making, performing or providing, as applicable, your contracted holiday arrangements.

Please note it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim against us. In addition, we will only be responsible for what our employees, agents and suppliers do or do not do if they were at the time acting within the course of their employment (for employees) or carrying out work we had asked them to do (for agents and suppliers).

Please note, we cannot accept responsibility for any services which do not form part of our contract. This includes, for example, any additional services or facilities which your hotel or any other supplier agrees to provide for you where the services or facilities are not advertised on our website and we have not agreed to arrange them and any excursion you purchase in resort. In addition, regardless of any wording used by us on our website or elsewhere, we only promise to use reasonable skill and care as set out above and we do not have any greater or different liability to you.

The promises we make to you about the services we have agreed to provide or arrange as part of our contract – and the laws and regulations of the country in which your claim or complaint occurred – will be used as the basis for deciding whether the services in question had been properly provided. If the particular services which gave rise to the claim or complaint complied with local laws and regulations applicable to those services at the time, the services will be treated as having been properly provided. This will be the case even if the services did not comply with the laws and regulations of India which would have applied had those services been provided in India. The exception to this is where the claim or complaint concerns the absence of a safety feature which might lead a reasonable holiday maker to refuse to take the holiday in question. Please note, however, our obligation is to exercise reasonable skill and care. We do not make any representation or commitment that all services will comply with applicable local laws and regulations and failure to comply does not automatically mean we have not exercised reasonable skill and care.

We will not be liable where any failure in the performance of the contract is due to you or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall. Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of 2 times the cost of your travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to: a) the contractual terms of the companies that provide the transportation for your travel arrangements. These terms are incorporated into this contract; and b) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as

having all benefit of any limitation of compensation contained in these or any conventions. Copies of the transport companies' contractual terms, or the international conventions, can be provided upon request. Under the law, you have rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be published at airline responsibility and will also be available from airlines. However, reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us. If any payments to you are due from us, any payment made to you by the airline will be deducted from this amount. If your airline does not comply with these rules you should complain to the International Air Transport Association.

24 PROMPT ASSISTANCE IN RESORT: If the contract we have with you is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provision of the services, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances.

25. PERSONAL DATA PROTECTION: We protect your personal data by ensuring security measures to avoid any mistake due to loss of information, alteration and others, preventing unauthorized use or access to it. Also, we recommend keeping safe and confidential all the documents and access that we provide you with. Notice: all personal details we collect from you or we request to book your holidays where our partners or suppliers are based, might be shared and stored outside India. We take specific care and commitment with suppliers to protect and ensure adequate measure by contract clauses. API DATA are applied to some airline members for immigration purposes. Website Privacy Notice: Sports Travel Continent is the data controller and we are responsible for your personal data referred to "we", "us" and "our". By providing your data, you warrant to us that you are over 18 years old. To know more details about how we collect and process your data, purpose of use, marketing communications, security, retention, legal rights, cookies, etc., please visit our website

www.sportstravecontinentl.com

26. SPORTS TRAVEL CONTINENT is registered in India with registered AMC Tax Tenement no 07810503390001C and GSTIN No. 24AYYPD4072H1Z7, Registered Head Office: Block A 1001, Titanium Business Park, B?H Divya BHasker Press, Makarba, Ahmedabad, Gujarat - 380051.