

GENERAL CONDITIONS

It should be noted that when buying a product from another tour operator, through BrasilMix, the conditions will be as per those written by the other operator.

1. Reservations

The contract with Brasilmix is valid from the time the booking confirmation is sent to the customer. The reservation can be made by email.

2. Payment

A minimum deposit of 25% of the cost of the trip must be paid a maximum of working 5 days from the confirmation being issued. The remainder must be paid at least 30 days before your departure. In the case of late payment, Brasilmix can refuse to provide any service. In the case of a reservation made less than 30 days before the trip commences, or in some special circumstances, the total value of the trip must be paid immediately upon confirmation.

3. Alterations to the booking after confirmation

Is charged at a fee of \$ 40,00 per person, maximum \$ 70,00 per document requiring change. An alteration less than 31 days before the trip is considered a cancellation.

4. Cancellation

In case of cancellation by the customer, the following percentages will be charged from the total cost:

Up to 31 days before date of travel 25%,

30 - 21 days 40%,

20 to 14 days before 60%,

13 to 08 days before 80%,

07 to 02 days before 90%,

less than 2 days before start of travel; 100% of the total cost of travel.

Cancellation is considered to be the day we received your cancellation in writing. In cases of cancellation being received on Saturdays, Sundays and holidays, we count them as received on the next business day. If the minimum number of passengers required for group travel is

not reached, then Brasilmix can cancel the trip. In this case, the lead passenger is informed at least 31 days before the date travel is to commence. If a smaller group still wishes to travel on the original dates then Brasilmix will offer the trip at a revised higher price, accordingly. Alternative dates of travel will also be offered, and revised prices accordingly, depending on the numbers wishing to travel and the required and available dates.

5. Flights

To alter or cancel flights with confirmed tickets, a fee will be charged as per Article 3 above. In addition to these conditions the passengers are subject to the terms and conditions of the particular airline company. Changes to the cost of air travel from the airline company are to be paid by the passenger up until issue of the tickets. Passengers are responsible for confirming the flights with the airline company at least 2 days before the date of travel. Any costs in case of 'No Show' are to be paid by the passenger. We advise all passengers to take out appropriate insurance for such events.

6. Alterations to prices

In case of unexpected changes in rates, taxes, contributions, currency exchanges, etc, BrasilMix has the right to pass any increase costs to the passenger, if they are communicated at least 31 days before travel commences. In the case of an increase of more than 10%, the passenger has the right to cancel the contract.

7. Alteration the programme

In special cases: natural disasters, government decisions, as well as other cases of force majeure, that may result in a necessary change to the programme, then BrasilMix will do everything they can to offer an equivalent or reasonable alternative. If in the case of one or all of these cases it is impossible to travel, the passenger will be notified as soon as possible.

8. Responsibility

BrasilMix is responsible for planning and organising, and the selection of the services for the confirmed travel arrangements. Brasilmix, together with its service providers, follow the general conditions in the legislative decisions of Embratur, ref Number 161, 09/08/1985, and are not responsible for any act, default or events where the responsibility, legal or contractual, is that of any other persons or legal entities, directly or specifically, as in the case of air, land, sea, waterway or rail transports services, hotel services, and any local

companies. BrasilMix are not responsible for delays, alterations, changes in flight schedules and connections, and the cancellation of tours due the weather, or natural disasters, torments, earthquakes, seaquake, hurricane, government decisions, acts of terrorism, criminal acts and robberies, or any other reasons of force majeure. If any such event results in any personal expenses to the customer such expenses shall be the responsibility of the customer. The transport services contracted, whether they be by air, water or land, are expressly not responsible for any accidents involving passengers, baggage and belongings, during the time that they are not on board their aircraft, boats and vehicles.

Passengers, whether in their free time, or on days where they have arranged their own programme, or when on local tours, visiting museums, theatres, churches and other such places frequented by tourists, or on any excursions, are responsible for their own integrity and safety and that of their belongings.

9. Complaints

In cases of proven (receipted) services not rendered or received by fault of the organisers, costs will be returned relating to any particular service not received. The customer must send any complaints, in writing, to the Operator within 30 (thirty) days of the end of the service, as Art.26, section 1, paragraph 1 of the Code Consumer Protection. After this time, the contractual relationship will be considered complete and finished, BrasilMix having no further obligation or any responsibility. Complaints should be sent reservas@brasilmix.com

NB. The above conditions are an english translation of the original conditions witten in Português; the interpretation of the Português languauge version takes precedent over the English version in the event of any ambiguity or doubt..