

PORTUGAL GREEN WALKS

PARTNER TERMS AND CONDITIONS

DECATHLON EXPERIENCE

These Partner Terms and Conditions set out the general commercial conditions applicable to bookings made by tour operators, travel agencies and other commercial partners (the “Partner”) with Portugal Green Walks, Lda. (“Portugal Green Walks” or “PGW”).

1. SCOPE OF THE PARTNERSHIP

These Terms and Conditions apply to bookings made by the Partner for Portugal Green Walks programmes and services. Specific rates, programmes, inclusions and commercial arrangements communicated in writing by Portugal Green Walks form part of the commercial relationship between the parties.

These Terms and Conditions apply exclusively to individual bookings of up to 6 rooms per booking. Bookings requiring 7 or more rooms are considered group bookings and are subject to separate terms, conditions and commercial arrangements to be agreed with Portugal Green Walks.

Unless otherwise agreed in writing, Portugal Green Walks acts as the local operator responsible for arranging and delivering the services included in the confirmed booking.

2. BOOKINGS AND CONFIRMATION

All booking requests are subject to availability and are only considered confirmed once Portugal Green Walks has issued written confirmation to the Partner.

The Partner must provide all information reasonably required by Portugal Green Walks to operate the booking, including client names, rooming requirements, dietary or relevant accessibility information, bicycle requirements where applicable, arrival and departure details and any other information requested for the proper delivery of the programme.

The Partner is responsible for ensuring that information supplied to Portugal Green Walks is complete and accurate.

3. NET RATES AND RETAIL PRICING

The rates provided by Portugal Green Walks to the Partner are NET rates, unless otherwise stated. The Partner may apply its own commercial margin when determining the final selling price to the client.

However, the final retail price offered by the Partner for the same Portugal Green Walks programme, travel dates and service configuration may not be lower than the corresponding retail price published or offered directly by Portugal Green Walks.

Any special promotion, discount or campaign that would result in a retail price below the corresponding Portugal Green Walks retail price must be agreed in writing with Portugal Green Walks in advance.

4. PAYMENT CONDITIONS - DECATHLON EXPERIENCE

For bookings made through the Decathlon Experience Marketplace, the payment process shall follow the payment terms and procedures established by Decathlon Experience, in particular Article 4.3 of the Decathlon Experience General Terms and Conditions for Marketplace Referrals and the applicable Purchase Order.

Decathlon Experience will collect payments from clients on behalf of Portugal Green Walks and will transfer the amounts due to Portugal Green Walks in accordance with the payment schedule agreed between the parties and specified in the applicable Purchase Order.

Accordingly, the standard Portugal Green Walks requirement for full payment no later than 21 days before the client's expected arrival date does not apply to bookings made through the Decathlon Experience Marketplace.

5. CANCELLATION POLICY

Cancellations must be communicated in writing. The effective cancellation date is the date on which the cancellation is received.

In accordance with Article 4.3 of the Decathlon Experience General Terms and Conditions for Marketplace Referrals, cancellations made up to 30 days before the client's expected arrival date are eligible for a full refund and no cancellation fee will apply. For cancellations made less than 30 days before the expected arrival date, the following Portugal Green Walks cancellation charges apply:

Cancellation received	Cancellation charge
30 days or more before the expected arrival	No cancellation charge
From 29 to 22 days before the expected arrival	50% of the total cost
From 21 to 14 days before the expected arrival	75% of the total cost
Less than 14 days before the expected arrival	100% of the total cost

Where a cancellation results from circumstances that are subject to specific mandatory legal provisions, the parties will apply the relevant legal requirements.

6. CHANGES TO CONFIRMED BOOKINGS

Requests to change dates, accommodation, room types, number of travellers, bicycle requirements, transfers or other elements of a confirmed booking must be submitted in writing and are subject to availability.

Portugal Green Walks will make reasonable efforts to accommodate requested changes. Any additional supplier costs or price differences resulting from a change will be communicated to the Partner before the change is confirmed.

7. PARTNER RESPONSIBILITIES

The Partner is responsible for providing its clients with accurate and up-to-date information about the booked programme, based on the information supplied by Portugal Green Walks.

This includes, where relevant, the itinerary, services included and excluded, accommodation arrangements, activity level, distances, terrain, physical requirements, equipment information, travel documentation, insurance recommendations and pre-departure information supplied by Portugal Green Walks.

The Partner must not make commitments, guarantees or representations concerning Portugal Green Walks programmes or services that differ materially from the information supplied or confirmed by Portugal Green Walks.

8. USE OF PORTUGAL GREEN WALKS CONTENT AND IMAGES

The Partner is authorised to use photographs, programme descriptions, itineraries and other promotional materials supplied by Portugal Green Walks solely for the purpose of promoting and selling Portugal Green Walks programmes.

These materials may be used on the Partner's website, brochures, flyers, newsletters, social media and other promotional channels directly related to the promotion of Portugal Green Walks programmes.

Portugal Green Walks content and images may not be sold, transferred, sublicensed or used to promote programmes operated by other companies or for purposes unrelated to the promotion and sale of Portugal Green Walks programmes.

The Partner may translate, resize or reasonably adapt the materials for its own market and communication channels, provided that such adaptations do not materially alter or misrepresent the programme, its inclusions or the services provided by Portugal Green Walks.

Any substantial modification that could change the meaning, positioning or content of a programme should be agreed with Portugal Green Walks in advance.

9. CONFIDENTIALITY OF COMMERCIAL INFORMATION

NET rates, rate sheets, commercial conditions and other information identified as confidential or clearly intended exclusively for the Partner are confidential commercial information.

Such information may be used internally by the Partner for the purpose of promoting, pricing, selling and managing Portugal Green Walks programmes, but may not be published or disclosed to clients, competitors or other third parties without the prior written agreement of Portugal Green Walks.

10. OPERATIONAL CHANGES AND EXCEPTIONAL CIRCUMSTANCES

Portugal Green Walks may occasionally need to make reasonable operational changes to a confirmed programme due to availability, safety, weather, trail conditions, supplier changes or other circumstances beyond its reasonable control.

Where possible, Portugal Green Walks will provide an equivalent or suitable alternative service and will inform the Partner of significant changes as soon as reasonably possible.

Neither party will be responsible for a failure to perform an obligation where performance is prevented by unavoidable and extraordinary circumstances beyond that party's reasonable control, subject to any mandatory legal obligations that apply.

11. CLIENT SUPPORT AND COMMUNICATION

Portugal Green Walks will provide the operational assistance and client support applicable to the confirmed programme. The Partner should ensure that clients receive the relevant Portugal Green Walks contact information and pre-departure documentation.

If an operational issue arises during a trip, the Partner and/or client should contact Portugal Green Walks as soon as possible so that PGW has the opportunity to assess and resolve the matter.

12. COMMERCIAL RELATIONSHIP

Nothing in these Terms and Conditions creates an employment relationship, joint venture, franchise or exclusive agency relationship between Portugal Green Walks and the Partner.

Unless exclusivity has been expressly agreed in writing, both parties remain free to work with other commercial partners.

13. APPLICABLE LAW

These Partner Terms and Conditions and the commercial relationship between Portugal Green Walks and the Partner are governed by Portuguese law.

The parties will seek to resolve any commercial disagreement in good faith. If a dispute cannot be resolved amicably, it will be submitted to the competent courts in Portugal, subject to any mandatory rules that may apply.

14. CONTACT DETAILS

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- RNAVT No. 3041