

# Contract of Cooperation

between

and

**EURONET**<sup>®</sup>  
Travel

EuroNet Travel Ltd.  
Sterneckstraße 19  
5020 Salzburg

## 1) Validity:

This agreement shall be valid for an initial period of one year, after which it will be renewed automatically for successive terms of one year, if neither party terminates this agreement

## 2) EuroNet Business Hours:

Monday – Friday 09:00 – 17:00  
CET - except official holidays

## 3) Booking Procedure:

### Request/Offer:

EuroNet guarantees a reply within 24 working hours as per above business hours

### Invoices:

Invoices will be emailed prior to clients arrival. No vouchers will be attached to the invoice

## 4) Passwords for Website:

Please contact us to provide you with your complimentary passwords for online hotel bookings as well as viewing and downloading of our full product.

## 5) Rates structure:

**a) Group rates** and services not included in our printed material are generally net of discount.

**b) FIT-rates** printed in our website/brochures/sales sheets: **Your discount is 13 %, if you pay case by case, or 15 % after receiving a floating deposit of € 3.000,-.** All itemized rates in our offers, confirmations and invoices show the grossrates under „pp or p.unit“ prior to the deduction of your discount. The final total price shows the net amount payable to EuroNet (your discount already deducted).

## 6) Tickets:

Ordered tickets (culture or train) are nonrefundable; a full cancellation fee would apply.

## 7) Jurisdiction: Salzburg.

## 8) Vouchers:

**a) Hotel only bookings:**

**For EuroNet Travel Ltd.:**

Please issue your vouchers mentioning „Reservation & payment through EuroNet“.

## b) Package bookings:

EuroNet will issue all vouchers and deliver them to clients at their first hotel.

## 9) Free Places for Groups:

1 pax free of charge on half twin for every 20 full paying pax (max. 4 free pax per group.).

## 10) Handling Fee:

For any services booked without a hotel reservation (transfers, tours, trains, etc.) a handling fee of € 40,- per booking will be charged.

## 11) Cancellations:

Must be sent by e-mail or fax and must be confirmed from EuroNet, otherwise fees may apply.

### a) FIT – Cancellations:

#### City Hotels:

Free of charge, if we receive the cancellation more than 24 working hours prior to arrival (please see business hours above).

#### Resort Hotels & Packages:

Free of charge, if we receive the cancellation more than 7 working days prior to arrival (please see business hours above)

### b) Group – Cancellations:

30-15 days prior to arrival date 50 % of total charges.

14-8 days prior to arrival date 70 % of total charges.

7 days or less prior to arrival date 100 % of total charges.

Minor changes are possible up to 3 days prior to arrival.

Above CXL periods are valid unless otherwise mentioned in the offer

## 12) No Show:

No Show fees of up to 100 % can occur.

## 13) Complaints:

Must be registered during clients stay.

## 14) Refunds – Unused services:

There is no refund for unused services unless authorized previously by EuroNet during clients stay. The written refund request must be received latest 1 week after clients departure. EuroNet Travel is not obliged to guarantee promises (written or verbal) made by local hotel staff or guides,etc.

## 15) Apartments:

Bookings for private apartments can only be processed with the following information: Date of arrival & departure, number of adults, number and age of children. Any cancellation will be subject to a high cancellation penalty (up to 100%)

## 16) Payment:

### a) FIT

Without deposit: prior to arrival. With deposit of € 3.000,-: within 14 days after issue of invoice.

### b) Groups

50 % deposit from total amount prior to CXL period, balance prior to arrival.

## 17) Mode of payment:

a) By bank draft or

b) Swift transfer **free of fees for beneficiary** = all fees to remitter.

Payment from Euro-account directly to EuroNet account:

Beneficiary: EuroNet Travel  
Name of Bank: Raiffeisenverband Salzburg.  
Beneficiary Bank BIC: **RVSAAT2S056**  
IBAN (Bank account no): **AT893505600001028570**

**For.....**

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Signature,stamp,date)