



## Booking terms and conditions

**By accessing Easy Market services, the User agrees to be subject to the following General Conditions and Privacy Policy.**

### **Content and use of Easy Market website**

The terms of booking and purchase of the products and services available on **Easy Market** website are governed by the terms and conditions of the contract with the suppliers of the products and services. To finalize the booking/purchase, each user shall acknowledge and accept these General Conditions.

The collection, processing and any other operations in relation to the data collected in connection with the purchase shall comply with the Privacy Policy and the General Conditions. The User agrees to use **Easy Market**, Easy Market tools and services exclusively for legal purposes, in compliance with the General Conditions and the contract terms which govern the supply of services.

### **External Links**

**Easy Market** provides hyperlinks to websites of Easy Market's business partners or third parties' websites. The disclosure of hyperlinks on **Easy Market** website is intended for information purposes and to support users browsing. The hyperlinks disclosure should not be construed as an endorsement or approval of their contents. **Easy Market** is not responsible for the accuracy of the content and the information contained in the hyperlinks nor constitute an endorsement.

Easy Market is not responsible for the hyperlinks' contents and information nor for the services and/or products offered therein. Easy Market is not responsible and no guarantee is given that the information provided in the hyperlinks is correct, accurate and up-to-date. Unless otherwise indicated, disclosure on **Easy Market** website of hyperlinks to other internet sources of information shall not constitute any commercial association and/or partnership between Easy Market and the operators of the linked websites.

**Easy Market** shall not be responsible for the obligations undertaken by the suppliers of the products and services. **Easy Market** is an intermediary in the provision of products and services and is only responsible for the obligations arising out of Easy Market acting as such and in any event within the limits set forth by law pursuant to Italian **Legislative Decree n.62/2018 transposing Directive (UE) 2015/2302**.

**Easy Market** adopts secure networks and implements any security measure against damages, misuse, alteration of users' data. Only authorized personnel is granted access to personal data. For example, **Easy Market** employees, who are allowed to access personal data, shall abide by strict rules.

### **Copyright**

This website is solely for non-commercial users. The website cannot be amended, copied, reproduced, distributed, displayed, sold, or, more in general, exploited for commercial purposes. It is furthermore forbidden any illegal or prohibited use of this website.

**Easy Market** can amend these conditions at any time.

### **Other**

No reservations, payments or other activities for Cuba-bound Travel Services may be facilitated, arranged or conducted by or through any person or entity residing in the United States unless authorized by US sanctions laws. The Travel Agent purchasing through EM Revolution acknowledges that travel to Cuba by US citizens and residents is subject to US laws relating to the US embargo on Cuba and therefore requires a US government license. No refunds or compensation will be made in connection with any travel arrangements made by citizens or residents of the United States without the required licenses.

The parties declare that they will comply with all applicable Indian laws and the requirements of the Foreign Exchange Management Act, 1999, including the collection of PAN Details of all Indian customers who would use hotel facilities abroad and whose transactions are subject to reporting under the Liberalized Remittance Scheme.

Easy Market can amend these conditions at any time.

## Terms and Conditions: Scheduled Flights

**Easy Market** acts exclusively as an intermediary of products and services.

The travel agency shall acknowledge that **Easy Market** is the intermediary in the provision of scheduled flights. The travel agency shall also acknowledge that this shall not be construed as distribution of travel packages and that it is subject to the terms and conditions of the single service offered with this contract. Moreover, **the travel agency shall acknowledge the terms and conditions of carriage for passengers and baggage applicable by the selected airline.**

The booking and/or combination of flights and other products and/or services supplied by Easy Market is at the discretion of the final client, who is therefore responsible for such combination.

The user shall be solely responsible for errors in the personal data shared during the booking process and **Easy Market** shall not be deemed liable in any case.

As a consequence, only the user shall be liable for any error in the insertion of personal data. Easy Market acts as an intermediary in the process of realizing the sale of flight tickets on behalf of airlines. With reference to the product FLIGHTS, **Easy Market** acts as an intermediary of the airlines in the sale of the flight ticket.

Prior to the issuance of flight ticket, the flight fare can be subject to changes.

Easy Market is not responsible for the obligations undertaken by the suppliers of the travel products/services, but is solely responsible for the obligations arising out of its role as intermediary and in any case within the limits for such responsibility provided by articles 1, no. 3 and no. 6, from 17 to 23, from 24 to 31 of the Law No. 1084 of 27.12.1977 ratifying and implementing the relevant International Convention on Travel Contracts (CCV) executed in Brussels on 23.4.1970 (only in relation to the provisions which do not refer to the contract of sale of touristic packages and until its abrogation pursuant to article 3 of Legislative Decree no. 79 of 23 May 2011 – Tourism Code) and article 51, paragraph II, articles 62 and 65 of the Italian Legislative decree no. 21 of 21.02.2014, enforcing the European Directive 2011/83/UE on consumer rights in relation to passengers carriage.

**Easy Market**, as an intermediary of travel services, shall not be deemed liable for any total or partial violation of the contract executed between the clients and the supplier of the products and/or the services in relation to travels and accommodations. Travel agencies represent and warrant to keep **Easy Market**, its affiliates, subsidiaries, representatives, employees, contractors and business partners fully indemnified and to hold them harmless against any causes of action and damages, including any legal fees, arising out of the use of the products and/or services purchased on the website.

**Easy Market** does not guarantee any baggage allowance which is only subject to the terms discretionally applied by the airline company and shall be verified directly with the airline, which may not include it in the ticket fare. The authorization and conditions are determined by the airline. In compliance with applicable laws, travel agencies shall indemnify and keep **Easy Market** harmless in relation to potential delays, damages or loss in relation to transports, cancellation of flights or other inconvenience caused by the airlines also in compliance with Regulation 261/04/CE which sets forth common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights.

### Information available on the website

The intermediary shall use reasonable endeavour to make sure that the information available on the website are accurate and updated. However, the information available on the website are provided by third parties suppliers. Therefore, subject to applicable laws, the intermediary shall not be considered responsible for the accuracy of the information.

### Travel documents

The travel agent shall make sure that the user holds valid ID document, visa and health provisions necessary to entry the destination country. It is the user sole responsibility to comply with the laws and regulations of the departure, transit and destination countries.

Easy Market waives any liability arising from or related to the absence of any such requirements. During the booking process, specific attention must be paid in filing in the passengers' names and family names, that must exactly match those stated in the ID document. Airlines accepts to board only passengers whose personal details are displayed on the ticket. Whether boarding is denied as a consequence of the absence or of the possession of invalid documents, the passenger shall not be entitled to any refund.

The passenger only is responsible for the possession of valid travel documentation.

For more information on passport and visa information and requirements to access the country of destination, we strongly recommend that you visit the Ministry of Foreign Affairs website of the nationality or place of residence of the passengers before finalizing the purchase.

## **Ticket collection, check-in and boarding**

The passengers shall comply with the check-in by the time stated by the airline and in possession of a valid passport. It is recommended to proceed to check-in at least 2,5 hours before flight departure time. If the flight destination is the USA, passengers are recommended to check-in at least 3 hours before flight departure time and to proceed to gates. Information on the flight departure time is available on the booking; in the event of delay in the check-in, in reaching the gate or in the absence of the required travel documentation, the airlines are entitled to refuse boarding and the flight departure shall not be delayed. Easy Market waives any liability and the passenger shall bear all responsibilities and costs or damages suffered as a consequence of the foregoing.

## **E-tickets**

E-tickets are automatically sent by the airlines and identified through a PNR (Passenger Name Record). Once the booking is finalized, the PNR is sent by the airline via email to the address provided with the booking.

We remind you that flight tickets are valid for a year from the date of issue. The expiration of this period makes it impossible to use the ticket and/or to apply to it any type of variation and/or refund.

## **Changes and Cancellation**

The User can cancel or modify the Booking, sending a request to EM via email to [voli@easymarketcrs.it](mailto:voli@easymarketcrs.it) or contact EM by Zendesk form.

Once the email is received, Easy Market shall verify if the specific airlines allows changes and/or cancellation in accordance with the fare's rules communicated by the airline at the time of purchase of the tickets.

If changes and cancellations are allowed, information on possible penalties and applicable fares are disclaimed. Tickets are issued in the name of the person and cannot be assigned to third parties. If the passenger's name is not correct, changes to the name details may not be allowed and it may be necessary to cancel the ticket and purchase a new one. Certain bookings cannot be changed. **Easy Market** is not responsible if the passengers name is not correct.

## **Ticket cancellation within the day and replacement with a different PNR:**

The final client or the travel agent must ascertain with Easy Market, under their sole responsibility, that the booking can be cancelled at no additional costs. If yes, a new booking shall be finalized at the available fares, obtained opting out for a new PNR. To this purpose, the travel agency shall insert the following note:

**"Please proceed with the cancellation of the following PNR .....** ", by inserting the details of the PNR to be cancelled. Alternatively, cancellation may be required also by email. Please make sure that you receive an email confirmation of such request confirming the cancellation and that the PNR has been "Flew", meaning not effective anymore. Please adopt this procedure to avoid mistakes.

## **Refunds**

The airline discretionally decides on tickets' refunds and relevant timing. If the amount has been paid by credit card, the amount of the ticket price shall be credited on the same credit card used for the purchase. If the amount has been paid by bank transfer, the client service shall get in touch with the final client to obtain the bank account details. Agency costs and the possible insurance costs cannot be refunded.

## **Flight segments**

Flight segments shall be used on a continuous basis. In the absence of the foregoing, the whole itinerary can be automatically cancelled and the ticket shall not be refunded.

## **Additional requests**

Any additional request such as boarding pets, special assistance for passengers with disability, boarding weapons, sport equipment, unaccompanied minors and any other specific boarding request can be presented at the time of the booking or at the time of the flight ticket issuing. In any event, the request will be submitted to the airline only at the time of the request to issue the flight ticket. It will be airline discretionary decision to agree on the request of additional service.

For Easy Market to issue the ticket, the airline shall confirm accordingly. Sometimes the airline is free to apply additional costs at the airport facilities. In the absence of airline confirmation, Easy Market shall notify you before issuing the ticket and you can choose to confirm the issue or request cancellation of the booking.

## **Unaccompanied minors**

Each airline applies its own procedures and rules on unaccompanied minors. Usually the minor shall be accompanied by a supervisor, who shall present himself as such at check in and boarding. The supervisor shall be over 18 years old and, if the supervisor is not one of the minor's parents, shall be the tutor or other person having parental authority who shall have a valid proxy and the travel documents required for the same travel of the minor and travel on the same flight. **Easy Market** is not responsible for issues arising out

of violations of rules and policies on boarding of unaccompanied minors. In any case, it is the passenger sole responsibility to acknowledge the airline rules and policies on boarding of unaccompanied minors. The passenger will be liable for any damage or cost arising out of violations of rules and procedure on boarding unaccompanied minors.

### **What to carry on board**

For more information on cabin baggage, passengers can visit [Enac](#) website to find any relevant information Regulation (EC) No 2006/2004 of the European Parliament and of the Council of 27 October 2004.

### **Disruptions**

In the event of disruptions, please acknowledge the passengers' rights visiting the following links: [passenger rights when travelling by air](#), <https://www.enac.gov.it/en>, Regulation (EC) No 2006/2004 of the European Parliament and of the Council of 27 October 2004.

## **Terms and conditions: Low Cost Flights**

**Easy Market** acts exclusively as an intermediary of products and services.

The travel agency shall acknowledge that **Easy Market** is the intermediary in the provision of scheduled flights. The travel agency shall also acknowledge that this shall not be construed as distribution of travel packages and that it is subject to the terms and conditions of the single service offered with this contract. Moreover, **the travel agency shall acknowledge the terms and conditions of carriage for passengers and baggage applicable by the selected airline.**

The booking and/or combination of flights and other products and/or services supplied by Easy Market is at the discretion of the final client, who is therefore responsible for such combination.

The user shall be solely responsible for errors in the personal data shared during the booking process and **Easy Market** shall not be deemed liable in any case.

As a consequence, only the user shall be liable for any error in the insertion of personal data. Easy Market acts as an intermediary in the process of realizing the sale of flight tickets on behalf of airlines. With reference to the product LOW COST FLIGHTS, Easy Market acts as an intermediary of the airlines in the sale of the flight ticket. Prior to the issuance of flight ticket, the flight fare can be subject to changes.

**Easy Market** is not responsible for the obligations undertaken by the suppliers of the travel products/services, but is solely responsible for the obligations arising out of its role as intermediary and in any case within the limits for such responsibility provided by articles 1, no. 3 and no. 6, from 17 to 23, from 24 to 31 of the Law No. 1084 of 27.12.1977 ratifying and implementing the relevant International Convention on Travel Contracts (CCV) executed in Brussels on 23.4.1970 (only in relation to the provisions which do not refer to the contract of sale of touristic packages and until its abrogation pursuant to article 3 of Legislative Decree no. 79 of 23 May 2011 – Tourism Code) and article 51, paragraph II, articles 62 and 65 of the Italian Legislative decree no. 21 of 21.02.2014, enforcing the European Directive 2011/83/UE on consumer rights in relation to passengers carriage and subsequent entry into force of Legislative Decree 62/2018 in implementation of directive (EU) 2015/2302.

**Easy Market**, as an intermediary of travel services, shall not be deemed liable for any total or partial violation of the contract executed between the clients and the supplier of the products and/or the services in relation to travels and accommodations. Travel agencies represent and warrant to keep **Easy Market**, its affiliates, subsidiaries, representatives, employees, contractors and business partners fully indemnified and to hold them harmless against any causes of action and damages, including any legal fees, arising out of the use of the products and/or services purchased on the website.

In compliance with applicable laws, travel agencies shall indemnify and keep **Easy Market** harmless in relation to potential delays, damages or loss in relation to transports, cancellation of flights or other inconvenience caused by the airlines also in compliance with Regulation 261/04/CE which sets forth common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights.

### **Information available on the website**

The intermediary shall use reasonable endeavour to make sure that the information available on the website is accurate and updated. However, the information available on the website is provided by third parties suppliers. Therefore, subject to applicable laws, the intermediary shall not be considered responsible for the accuracy of the information.

With reference to Low Cost Flight bookings, please note that Revolution is a technological system that makes the contents of airlines belonging to this type available: however, operating as an intermediary and unable in any way to interfere with the policies applied by carriers, please refer to them for the confirmation

and management of reservations; for this reason strongly recommend to read in advance the Terms and Conditions of each selected company.

The total cost indicated on Revolution may include ticking fees applied by our suppliers, that in case of cancellation will not be refundable.

In case of cancellation of the reservation, the refundable amounts may differ from that indicated at the time of issuing due to the currency exchange rate which, although not visible on Revolution, is regulated between Easy Market and its suppliers.

The aforementioned terms and conditions are therefore understood to be accepted at the time of booking, unless otherwise communicated.

### **Travel documents**

The travel agent shall make sure that the user holds valid ID document, visa and health provisions necessary to entry the destination country. It is the user sole responsibility to comply with the laws and regulations of the departure, transit and destination countries. **Easy Market** waives any liability for any breaches in relation to any of the following requirements.

- ✓ During the booking process, specific attention must be paid in filling in the passengers' names and family names, that must exactly match those stated in the ID document. Airlines accept to board only passengers whose personal details are displayed on the ticket.
- ✓ Whether boarding is denied as a consequence of the absence or of the possession of invalid documents, the passenger shall not be entitled to any refund. The passenger only is responsible for the possession of valid travel documentation.
- ✓ For more information on passport and visa information and requirements to access the country of destination, we strongly recommend that you visit the Ministry of Foreign Affairs website of the nationality or place of residence of the passengers before finalizing the purchase.

### **Ticket collection, check-in and boarding**

The passengers shall comply with the check-in by the time stated by the airline and in possession of a valid passport. It is recommended to proceed to check-in at least 2,5 hours before flight departure time. Information on the flight departure time is available on the booking; in the event of delay in the check-in, in reaching the gate or in the absence of the required travel documentation, the airlines are entitled to refuse boarding and the flight departure shall not be delayed.

**Easy Market** waives any liability and the passenger shall bear all responsibilities and costs or damages suffered as a consequence of the foregoing.

### **Check-in online**

ATTENTION: some low cost airlines mandatorily requires to check in online within a specific time prior to departure.

Passengers who do not show the boarding pass printed online to the airport security staff and at the gate shall check in again at the airport (if possible) and shall pay an additional amount as required by the airline.

The airlines which mandatorily require the check in online are indicatively: Ryanair, Volotea, Wizz Air e Bluair.

### **E-tickets**

E-tickets are automatically sent by the airlines and identified through a PNR (Passenger Name Record). Once the booking is finalized, the PNR is sent by the airline via email to the address provided with the booking.

We remind you that flight tickets are valid for a year from the date of issue. The expiration of this period makes it impossible to use the ticket and/or to apply to it any type of variation and/or refund.

### **Tickets' issuing**

Low cost airlines usually use e-tickets. This means that no paper ticket will be printed, but when the booking is finalised, you will receive a confirmation email with the booking number of your low cost flight.

Please print this email and show it together with your ID document when you check in.

Please note that for all Ryanair flights it is mandatory to check in online directly on Ryanair website and print the boarding pass to be shown at the airport; to this end, please read carefully on Ryanair website the time frame within which it is mandatory to print the boarding pass, given that after such deadline the airline provides for a penalty to be paid by the passenger.

### **Ticket charge**

We inform you that the flight ticket will be charged by two separate transactions.

Low cost airlines shall charge the ticket (ticket price, airport taxes, hold baggage's fare and possible surcharges for the credit card) while **Easy Market**, acting as intermediary, shall charge the service tax and possible optional travel insurance (if requested). In the bank statement, therefore, you will notice two

separate charges, but the sum of the two will exactly correspond to the whole amount as stated in your confirmation email.

### **Cancellation**

Low cost tickets are usually non-refundable except when the airline cancels or significantly delays the time for departure. For more information please read the terms and conditions of each airline. It is advisable for passengers who book some time in advance to confirm the booking between 24 and 72 hours before departure, by directly accessing the selected airline's website.

### **Change of names**

Any change of name is allowed by paying a penalty imposed by the low cost airline in addition to the payment of the difference between the original amount paid and the minimum fare available at the time of the change. In any event, changes of names shall be directly requested to the low cost airline.

### **Change of date, time and itinerary**

The date, time and itinerary can be modified if there is availability and upon payment of a penalty for the change, in addition to the payment of the difference between the original amount paid and the minimum fare available at the time of the change. If the total fare is lower than the one originally paid, no refund is provided. In any event, the changes shall be directly requested to the low cost airlines.

### **Safety rules for hand baggage**

From 6 November 2006, the European Union has adopted new safety rules which limit the quantity of liquid which are allowed through and after the security checks at the airport. Passengers are allowed to carry only small amounts (max. 100 ml for each container) of liquids, gel, creams and gas as hand baggage and these shall be put in a transparent plastic bag which cannot exceed 1 litre (with dimensions equal for example to approximately cm 18 x 20). Medications and liquid prescription dietary products, as well as food for infants, are not subject to volume restrictions and are not required to be placed in the plastic bag. There are no restrictions for hold baggage. Source: ENAC.

### **What to carry on board**

For more information on cabin baggage, passengers can visit [Enac](#) website to find any relevant information.

### **Unaccompanied minors**

Each airline applies its own procedures and rules on unaccompanied minors. Usually the minor shall be accompanied by a supervisor, who shall present himself as such at check in and boarding.

The supervisor shall be over 18 years old and, if the supervisor is not one of the minor's parents, shall be the tutor or other person having parental authority who shall have a valid proxy and the travel documents required for the same travel of the minor and travel on the same flight. (Ryanair does not allow transport of non accompanied minor - under 16 years of age in any event it is advisable to check on the website of such airline before proceeding with the purchase). Minors under 16 years of age shall always be accompanied by a passenger of at least 16 years of age.

Accompany service and other special services are NOT available.

**Easy Market** is not responsible for issues arising out of violations of rules and policies on boarding of unaccompanied minors. In any case, it is the passenger sole responsibility to acknowledge the airline rules and policies on boarding of unaccompanied minors. The passenger will be liable for any damage or cost arising out of violations of rules and procedure on boarding unaccompanied minors.

### **Disruptions**

In the event of disruptions, please acknowledge the passengers' rights visiting the following links: [passenger rights when travelling by air](#), <https://www.enac.gov.it/en>, Regulation (EC) No 2006/2004 of the European Parliament and of the Council of 27 October 2004.

## Terms and Conditions: Hotels

### Article 1 Definitions

Easy Market: provider of the Revolution booking system

Travel Agency: user of the Revolution booking system

Supplier: reseller of the travel service

Accommodation facility/hotel structure: supplier of the product and/or travel service.

### Article 2 Products and services

In this Hotels section, the Travel Agency can exclusively purchase hotel services consisting of stays at accommodation facilities. Any services/mandatory fees to be purchased/settled directly on site are excluded, unless otherwise specified.

### Article 3 Easy Market's role

Easy Market acts exclusively as an intermediary of individual travel services and the simultaneous booking and/or combination of hotel services and additional and different products and/or services, including of an ancillary nature, which can be purchased in another section of the booking system, is at the full discretion of the Travel Agency, which shall assume all responsibility, including as an organiser, arising out of any combination thereof.

Easy Market, in its capacity of intermediary, shall not be responsible for the obligations of the supplier/accommodation facility/third party suppliers of ancillary products and services relating to the supply and execution of the services and/or products purchased and shall not be liable for the breaches of such subjects, but shall be solely responsible for the obligations relating to its status as an intermediary and, in any case, within the limits established by law. Where the ancillary products and/or services are purchased directly by the end customer from the accommodation facility or from third party suppliers of the latter, Easy Market shall not in any way and in any capacity be responsible for the supply and execution of such products and/or ancillary services.

### Article 4 Type of booking

By accessing the Hotel section of the Revolution booking system, the agent expressly acknowledges that the same can and should only be used for individual bookings. Group bookings are not allowed.

**Group bookings** shall refer to those bookings made by the agency, including not at the same time, for stays at the same accommodation facility, on the same dates (check in-checkout), which considered as a whole includes a minimum of 15 guests or more, regardless of the number of rooms booked

The agency also acknowledges and expressly accepts that individual bookings made at the same hotel in the same period (check in-checkout) **could be considered by the accommodation / provider / Easy Market as "group bookings" regardless of the number of rooms booked, number of people and/or date of booking.** In relation to such reservations, the accommodation facility and/or the supplier expressly reserve the right to reconfirm and/or adjust the price and/or modify the conditions of sale or **cancel them, even with the possible application of a penalty which will remain the responsibility of the booking travel agency.**

### Article 5 Holding Space / Blocking spaces

The booking agency is absolutely forbidden from using the Revolution Hotels section for blocking rooms for future sales (blocking spaces). Easy Market and its Suppliers and/or hotels reserve the right to cancel, change the conditions and sale price of any reservation identified, at their sole discretion, as relating to blocking spaces, without this involving any of the same obligations or responsibilities.

### Article 6 Prices - Errors in the contents of the system

The travel agency acknowledges that the information and prices shown within the Revolution platform may be incorrect and/or inaccurate.

Any error in connection with the information/descriptions, the terms of sale and the prices charged (including errors relating to content/print, topographical errors, errors in the calculation of currency conversions, errors in price in general, etc.) shall not in any way be binding for Easy Market and its suppliers and/or the accommodation facilities.

The travel agency acknowledges that as acquired from third parties, the product and/or service descriptions, the terms of sale and the prices charged are subject to change at any time without notice.

Under these assumptions, Easy Market and its suppliers and/or accommodation facilities reserve the right to cancel reservations made by the agency, which acknowledges and expressly accepts that in case of cancellation the travel agency and/or the end customer shall be entitled only to a refund of the price already paid and collected, with the express waiver to request any additional compensation or reimbursements.

Once the error has been detected, without acknowledgments and/or obligations of any kind, Easy Market reserves the right to propose alternatives, where possible, at the same cost. Any extra costs shall, in any case, be borne by the agency and/or customer.

#### **Article 7 Taxes**

Unless otherwise specified, the hotel rates available on the Revolution platform typically include the following types of taxes: state, federal, municipal.

By way of example and not limited to, the following types of taxes are always excluded from the final price and must be paid on site by customers/guests (unless expressly or otherwise indicated in the policies of the hotel structure booked): the following types of tourist taxes (by way of example but not exhaustive), e.g. in Italy: Rome, Naples, Rimini, Siena, Florence, etc. and abroad in the USA, resort fees, etc.

All additional costs shall be charged to customers/guests or may not be requested in any way or for any reason from Easy Market and / or to the supplier and / or hotel structures.

It should be noted that in relation to duties and taxes and other taxes to be paid locally, since the relative amounts are imperatively decided by the local authority without any obligation of publicity or prior notice and are sometimes not easy to obtain, Easy Market, despite carrying out continuous and periodic checks with the suppliers of the accommodation facilities, cannot be held liable in the event of a sudden deviation of such public charges from the time of its offer.

#### **Article 8 Payments**

The Agency is required to pay the prices of the tourist products and services booked and the management fees for individual bookings, when requested by Easy Market, and in any case before the start of the booked stay and/or service (unless otherwise agreed upon in writing with Easy Market).

Failure to pay within the terms indicated above and/or agreed upon (if prior to the start of the stay and/or service) shall result in the cancellation of the booking, with application of penalties, as also applied by the supplier/accommodation facility/third party provider of the service and/or ancillary product, which shall remain the responsibility of the travel agency.

#### **Article 9 Customer's age**

The agent acknowledges that all bookings made in the Hotels section of the Revolution system require that at least one of the guests for each room booked are 18 years of age or older, in any case exempting and holding Easy Market harmless from any consequence connected to the non-observance of this condition.

#### **Article 10 Names**

All bookings made in the hotel section of the Revolution system, require the insertion in the appropriate forms of the name and surname of all guests (name indicated in the guest's identification document) who will be part of the stay. Abbreviations, partial names or made up names may be rejected by the hotel structure, resulting in the cancellation of the reservation.

The travel agency shall take note of the above and expressly accepts that Easy Market and its suppliers and/or accommodation facilities cannot in any way be considered responsible for any inconveniences and/or disruptions related to the incorrect insertion of names during the booking phase.

#### **Art. 11 Bed Configuration**

The agency hereby acknowledges and accepts, without raising any objections, that:

- a) The types of rooms booked (single, double, triple, etc.) are not guaranteed and may vary by hotel structure, subject to availability at check-in.
- b) In the case of bookings with "children" (infant: 0 to 2 years of age, child: 2 to 11 years of age or 2 to 17 years of age, depending on the supplier and on the accommodation facility and not determinable during the booking phase), it is up to the supplier and/or to the accommodation facility to accommodate the child in pre-existing beds or to eventually confirm an extra-bed at check-in, with a supplement that remains the responsibility of the customer. Moreover, in case no extra charge was applied to the extra-bed, an extra charge may be requested on site, which shall be charged to the customer, for the child's breakfast and meals.

#### **Article 12 Customer requests:**

- a) Requests made by the customer (by way of example but not limited to):
  - Smoking/non smoking rooms
  - Rooms located on upper/lower floors
  - Rooms not located on the ground floor
  - Honeymoon stays
  - Rooms close to each other or adjoining rooms

Such requests are not guaranteed and shall be considered as mere considerations that Easy Market shall send to the supplier. The accommodation facility reserves the right to accept or refuse the request, at its sole discretion and subject to availability. The agency takes note of the above and expressly agrees that in no event shall Easy Market be held liable for the accommodation facility's failure to accept the specific preferences expressed by the customer.

b) Customer requests that require written confirmation (by way of example but not limited to):

- Rooms for disabled guests
- Guests travelling with pets
- Confirmation of a double bed or two single beds
- Cribs

This type of service requires written confirmation from the supplier of the requested service. Easy Market shall bring the request to the attention of the supplier and shall communicate to the agency any tariff adjustments or supplements to be paid, which, in any case, shall remain the responsibility of the customer.

#### **Article 13 Credit card as guarantee**

The hotel structures reserve the right, including in the case where the price of the stay has already been settled, to request a credit card to guarantee the reservation and any damage to the structure, as well as for the payment of any extras and/or taxes to be paid on site.

In the event that customers are not credit card holders or refuse to provide a credit card for such purposes, the hotel structure reserves the right to cancel the reservation. Easy Market and its suppliers shall not be liable for any inconveniences and/or damages arising from the foregoing.

#### **Article 14 Changes and cancellations**

In case there is a need to make changes or to cancel the services and/or products booked through the Revolution system, the Agency shall have to make said request to Easy Market by sending an email to:

[hotel@easymarket.travel](mailto:hotel@easymarket.travel)

Upon receipt of such notification, the relevant department shall verify if changes and/or cancellations are allowed for the specific service and/or product purchased.

If such changes and/or cancellations are allowed, according to the contractual conditions established in the information for the products and/or services booked, provided to the Agency at the time of purchase, any supplements and/or penalties applied that shall be charged to the Agency will be communicated.

#### **Article 15 Late arrival (no show):**

In case of expected arrival at the accommodation facility after the check-in time indicated in the booking documents, or, in the absence of an express indication, after 8:00 PM on the day of the beginning of the stay, the agency and/or the end customer shall be required to give notice to the structure. In case of failure to notify the structure in this regard, the hotel reserves the right to mark the non-arrival at the times indicated as a "no show" on the part of the customers, cancelling the reservation, resulting in unavailability of the room and charging a penalty in the amount of 100% of the price of the stay, which shall remain the responsibility of the Agency and/or customer.

The agent acknowledges and expressly accepts that Easy Market has no decision-making power in this respect and therefore cannot be held responsible in case of cancellations or disruptions.

#### **Article 16 Refunds**

In the case of refunds, if payment for the product and/or service was made using a credit card, the amount, less any expenses and without interest, shall be refunded directly to the same credit card, if allowed by the payment circuit used. The amount shall show up on the customer's bank account 2/3 months following the request. Alternatively, Easy Market shall contact the Agency directly to define the reimbursement mode.

If payment was made by bank transfer (only possible for hotel stays), the Agency shall be contacted by our Customer Service department for communication of the bank details to be used to process the refund.

#### **Article 17 Documents**

It is the Agency's responsibility to ensure that their customer is in possession of valid identity documents, visas and health requirements necessary to enter the countries included in the itinerary. Easy Market declines any responsibility for non-fulfilment due to the absence of such documents.

#### **Article 18 Referral**

For any matters not covered by this document, reference shall be made to the supply contract of the Revolution booking system entered into with the agency and any eventual addendums to the agreement in question, to be understood here as fully incorporated.

## Terms and Conditions: Excursions and transfers

**Easy Market** acts exclusively as an intermediary for products and/or services.

The hotel reservation and/or the combination of hotels and the various products and/or services offered by Easy Market is at the full discretion of the client Agency, which therefore assumes all responsibility arising from the possible combination of the same.

The hotel service, as well as excursions and transfers, are not configurable as negotiable elements for the organisation of travel packages and are therefore governed by the terms and conditions of the individual service covered by the agreement, as specified below.

**Easy Market** shall not, in any case, be responsible for incorrect personal data entered by the customer during the purchase process.

The Agency is therefore responsible for the consequences deriving from the incorrect insertion of said data.

In this scenario, with regard to the Hotel, Excursions and/or Transfer products, **Easy Market** shall act as an intermediary of the various suppliers exclusively in the sale of hotel accommodations or ancillary services.

**Easy Market** also acts as an intermediary for products and/or services in relation to the sale of other ancillary and optional services, so-called activities (e.g. tourist guides, shows, sporting and recreational events in general, catering, cultural services, etc.) and so-called transfers (from and to hotel or airport or other travel station), available for purchase by the end customer separately and provided directly by the hotel or by its third party suppliers, according to the contractual conditions established in the purchase form provided by the hotel or by the latter's third-party suppliers to the end customer, as these are not configurable as negotiable elements for the organisation of travel packages and Easy Market shall not in any way be liable for the supply and execution of such activities or transfers.

**Easy Market** shall not, in any case, be responsible for the obligations imposed on suppliers of individual products and/or services, but shall be solely responsible for those arising from its capacity as an intermediary and, in any case, within the limits established by law pursuant to Articles 1, no. 3 and no. 6, from 17 to 23 and from 24 to 31 of Law no. 1084 of 27/12/1977, ratifying and implementing the International Convention on Travel Contracts (CCV) signed in Brussels on 23/04/1970 and **Legislative Decree 62/2018 implementing Directive (EU) 2015/2302**.

**Easy Market**, acting as an intermediary, shall not be liable for the total or partial non-performance of trips, holidays or other products and/or services covered by the agreement concluded between the customer and the supplier of the relative products and/or services.

### Changes and cancellations

In case of the need for changes or cancellations of hotel accommodation and/or ancillary services (activities or transfers), the Agency shall have to make the request to Easy Market by sending an email [hotel@easymarketcrs.it](mailto:hotel@easymarketcrs.it) or contact Easy Market by Zendesk form.

Upon receipt of such notification, the relevant department shall verify if changes and/or cancellations are allowed for the specific hotel reservation, excursion or transfer purchased.

If such changes and/or cancellations are allowed, according to the contractual conditions established in the information provided by the hotel or by the service, at the time of purchase, any penalties applied by the hotel provider shall be communicated.

### Refunds

If payment was made by credit card, the amount shall be refunded directly to the credit card used to place the order, depending on the payment system used. The amount shall show up on the customer's bank account 2/3 months following the request.

If payment was made by bank transfer (only possible for hotels), the Agency shall be contacted by our Customer Service department for communication of the bank details to be used to process the refund.

### Documents

It is the Agency's responsibility to ensure the their customer is in possession of valid identity documents, visas and health requirements necessary to enter the countries included in the itinerary.

**Easy Market** declines any responsibility for non-fulfilment due to the absence of such documents.

During the booking process, special attention is required when filling out the fields relating to the name and surname of the passengers, which must correspond exactly to those reported on the personal identity document thereof.

## Terms and Conditions: Car Rentals

**Easy Market** hereby informs the agency that it carries out exclusively the intermediation activity for all services offered through this section, and to this end, invites the agency to carefully read the **General Terms** of this website, as applicable. This travel car rental service is not configurable as a negotiable element for the organisation of travel packages and is therefore governed by the terms and conditions of the individual service covered by the agreement, as specified below. **Easy Market** acts exclusively as an intermediary for products and/or services.

The car rentals reservation and/or the combination of car rental and the various products and/or services offered by **Easy Market** is at the total discretion of the agency, which therefore assumes all responsibility arising from the possible combination of the same.

**Easy Market** shall not, in any case, be responsible for incorrect personal data entered by users during the purchase process. The agency is therefore responsible for the consequences deriving from the incorrect insertion of said data. During the booking process, special attention is required when filling out the fields relating to the name and surname of the passengers, which must correspond exactly to those reported on the personal identity document thereof.

**Easy Market** shall not, in any case, be responsible for the obligations imposed on suppliers of individual products and/or services, but shall be solely responsible for those arising from its capacity as an intermediary and, in any case, within the limits established by law pursuant to Articles 1, no. 3 and no. 6, from 17 to 23 and from 24 to 31 of Law no. 1084 of 27/12/1977, ratifying and implementing the International Convention on Travel Contracts (CCV) signed in Brussels on 23/04/1970 (exclusively with respect to the parts of those provisions that do not refer to the agreement for the sale of travel packages and until its repeal, pursuant to Article 3 of Legislative Decree no. 79 of 23 May 2011, the Tourism Code) and Articles 51, second paragraph, 62 and 65 of Legislative Decree no. 21 of 21 February 2014, implementing EU Directive 2011/83, relating to consumer rights, limited to the passenger transport service.

For the **AUTO** service, **Easy Market** acts as an intermediary between the MicronNexus GmbH car rental company, partner in the provision of car rental service and the customer.

### CAR RENTAL SERVICE PROVIDER:

MicronNexus GmbH  
Haus am Domplatz  
BuceriusstraBe 2 20095  
Hamburg  
Germany

**Easy Market** shall not, in any case, be responsible for the obligations imposed on suppliers of individual products and/or services, but shall be solely responsible for those arising from its capacity as an intermediary and, in any case, within the limits established by law pursuant to Articles 1, no. 3 and no. 6, from 17 to 23 and from 24 to 31 of Law no. 1084 of 27/12/1977, ratifying and implementing the International Convention on Travel Contracts (CCV) signed in Brussels on 23/04/1970 and subsequent D.lgs 62/2018 implementing (EU) directive 2015/2302.

**Easy Market**, acting as an intermediary, shall not be liable for the total or partial non-performance of trips, holidays or other products and/or services covered by the agreement concluded between customers and the supplier of the relative products and/or services. The agency declares and guarantees to hold harmless and indemnify Easy Market, as well as the subjects connected to it or controlled by it, its representatives, employees, collaborators, as well as its partners from any obligation of compensation, including legal fees, that may arise against them in relation to the use of the products and/or services purchased on the site.

### Payment of the car rental service

The charge shall be made through the Revolution.travel website, for the full amount of the car rental. The cost of any extra services reserved must be paid on site.

### Documents required to pick up a car

In order to pick up the car, the customer must present the following documents:

- **Valid credit card used at the time of booking and in the name of the person who will pick up the car**, with a credit limit high enough to make the required payment. ATM or debit cards are not valid for this purpose. It is mandatory that the person who picks up the car is the same person who made the reservation. Cars will not be rented to anyone who is not in possession of a valid credit card.
- **Voucher relating to the car rental reservation**: after the booking is completed, a confirmation email will be sent with the booking code, at the email address specified at the time of booking. The customer shall receive confirmation of their car rental company within two working days. From this

email, the customer will be able to check the status of the reservation by clicking on a link which will open a page with their voucher, which must be printed and presented when picking up the car.

- **Valid driver's license:** drivers must be in possession of a valid driver's license for at least 1 year and must not have committed any serious traffic offenses.
- **A valid identification document.**

**Easy Market** declines any responsibility for non-fulfilment relating to the absence of any of the above mentioned documents or for the presentation of an invalid document.

## **ADDENDUM - GENERAL TERMS AND CONDITIONS OF INDIVIDUAL TRAVEL SERVICES**

### **A) REGULATORY SOURCES:**

1. Agreements concerning the offer of individual passenger services such as only transport, only accommodations, only car rental or other motor vehicles or only travel services, which do not form an integral part of one of the travel services defined pursuant to Article 3, paragraph 1, letter a) of these General Terms and Conditions, are not regulated by the Tourism Code, as they do not constitute a travel package or a connected travel service as defined pursuant to Article 3, paragraph 1, letters c) and f) of these General Terms and Conditions.
2. These individual services referred to in paragraph 1 shall be governed by the Legislative Decree no. 206 of 6 September 2005 (the Consumer Code) , by the Italian Civil Code for those aspects which are not covered by the Consumer Code, by Articles 1 no. 3 and no. 6, from 17 to 23 and from 24 to 31 (exclusively with respect to the parts of those provisions that do not refer to the organisation agreement), by the International Convention on Travel Contracts (CCV) of 23 April 1970, (enforced by Law no. 1084 of 27 December 1977), until such time that it is repealed, starting from the time when the denunciation of this Convention by the Italian State takes effect, in accordance with the provisions of Article 37 thereof, as well as the contractual clauses of the individual travel service in question.
3. The seller who undertakes to provide to third parties a single travel service, which may also be purchased remotely, shall issue the documents relating to such service to the traveller and the relative contractual elements and cannot be considered as an organiser or otherwise be responsible for the execution of the single travel service sold.

### **B) CONDITIONS OF THE AGREEMENT:**

1. With respect to agreements concerning the offer of the single travel service referred to in the previous letter A), the following Articles shall apply: Article 6 (PURCHASE PROPOSAL), Article 8 (PRICE) and Article 14, paragraph 1 (CHANGES AFTER THE BEGINNING OF THE TRAVEL PACKAGE), it being understood that the terminology of this clause must always be understood with reference to the sales agreement for single travel services, as disciplined.

## **POLICY**

PRIVACY POLICY STATEMENT **EASY BOX PRO** pursuant to Article 13 of EU Regulation 2016/679 ("Regulation") - GDPR (Italian Authority for the Protection of Personal Data)

Easy Market Spa, with registered office in Strada Statale Consolare 51/c 47900 Rimini (RN), Italy, in its capacity as Data Controller, hereby informs you that your data shall be processed to facilitate the management of the travel package/connected travel service/individual travel service. The provision of data is optional, but necessary for the performance of the agreement.

*Update to: March 4, 2024*