



**COCO**  
TRAVEL BALI

СЕРВИС БРОНИРОВАНИЯ  
ПУТЕШЕСТВИЙ, ЭКСКУРСИЙ  
И БИЛЕТОВ НА ОСТРОВЕ БАЛИ

This agreement is concluded between PT Coco Travel Bali (hereinafter referred to as the "Company") and the Buyer, subject to the Buyer's agreement with the terms of use of the search and booking system for travel services on the website cocotravelbali.com (hereinafter referred to as the "Site").

## 1. SUBJECT OF THE AGREEMENT AND DEFINITIONS

1.1. **Buyer** - an individual who contacted the Site to request the provision of services for searching and/or booking travel services, as well as third parties in whose interests the Buyer acts, including persons accompanying him and minors.

1.2. **Tourist services** — services, information about which and their consumer characteristics are indicated on the Site. These services may include various elements such as accommodation, transportation services, transfers, excursions and other travel services.

1.3. **Search and booking process** — actions that the Buyer carries out independently or with the help of site managers to search for the necessary travel services on the Site, place an order (reservation application) and pay for services for searching and/or booking travel services.

1.4. **Obligations of the Company** — legal and other actions that the Company undertakes to perform on behalf of the Buyer and at his expense, including checking the possibility of providing travel services by the Supplier, booking services, and, if necessary, purchasing services from the Supplier.

1.5. **Formation of tourism services** — creation and provision of a package of travel services by Suppliers on the terms specified by the Buyer in the booking application and confirmed by sending tickets electronically.

## 2. RIGHTS AND OBLIGATIONS OF THE PARTIES

### 2.1. Responsibilities of the Company:

2.1.1. Perform legal and other actions aimed at selecting and/or booking with the Supplier of travel services that meet the characteristics specified by the Buyer in the booking application.

2.1.2. Provide the Buyer with information about the consumer properties of travel services, the possibility of the Supplier providing travel services and other information established by this Agreement.

2.1.3. Accept payment from the Buyer for tourist services and redeem the ordered package of services from the Supplier at the Buyer's expense.

### 2.2. Company Rights:

2.2.1. Request from the Buyer information necessary for the execution of this Agreement.

2.2.2. Use the Buyer's personal data provided by the Buyer when making a reservation application, with the consent of the Buyer.

2.2.3. Refuse to execute the Agreement in the event of failure to provide or untimely provision by the Buyer of information, or provision by the Buyer of false information and/or copies of documents necessary for the execution of the Agreement, violation by the Buyer of the payment procedure, or violation by the Buyer of other obligations established by this Agreement.

2.2.4. Engage third parties to provide services under this agreement.

### **2.3. Buyer's responsibilities:**

2.3.1. Before placing an order (filling out a reservation application), booking travel services and paying for travel services, familiarize yourself with all information about travel services indicated on the Site, including consumer properties, terms of provision, requirements for documents and deadlines for their submission, payment procedures, possible restrictions (age, health conditions, etc.), possible risks. If you need more information, contact the contact managers listed on the Site.

2.3.2. Provide the information necessary for the execution of the Agreement (information about gender, age, passport data, etc.), including indicating the information necessary for the execution of the Agreement in the booking application or provide the specified information to the site managers no later than 36 hours before the provision of tourist services services (desired date and time of travel). Other deadlines for providing information may be specified in the booking conditions.

2.3.3. Provide accurate information about the address and telephone number necessary for prompt communication with the Buyer, as well as accurate information about the date/time of service provision.

2.3.4. Make timely payment for travel services in accordance with the conditions specified on the Site and/or in the electronic ticket.

2.3.5. In advance, no later than 60 hours before the provision of tourist services, inform the site managers in writing about the circumstances that impede the provision of services, including the Buyer's diseases and related medical contraindications. Information is provided by sending a corresponding notification to the Company's email address. After receiving the notification, the question about the possibility of canceling the tour, changing the reservation, returning the payment, etc. is decided by the site manager together with the Supplier.

2.3.6. Receive from the Company before the provision of services the documents necessary to receive them (electronic ticket). Documents are transferred to the Buyer using electronic communication by sending a link to the electronic ticket and/or the electronic ticket itself to the Buyer by email or messenger (WhatsApp, Telegram, Skype, social networks). The buyer is obliged to familiarize himself with the documents received (order details, electronic billet) and notify the Company without delay of any deficiencies found.

2.3.7. Arrive at the collection point (hotel, airport, train station, etc.) in a timely manner. Failure to show up (lateness) is equivalent to the Buyer's refusal to provide travel services, and in this case, the prepayment/payment for services is not refundable.

2.3.8. Have a life and health insurance policy for the period of provision of services, which covers the territory of the Republic of Indonesia. If you apply for the provision of tourism services related to extreme sports, have a life and health insurance policy for the period of provision of services, including life and health insurance for extreme sports.

2.3.9. Follow personal safety rules while traveling.

2.3.10. Treat with care all items and equipment provided to the Buyer by the Supplier during the provision of travel services.

2.3.11. Immediately inform the Company about the Supplier's refusal to provide travel services, failure to provide or improper provision of travel services by the Supplier.

2.3.12. Familiarize all persons specified in the booking application with all information provided by the Company if the Buyer has entered into an agreement on behalf of other persons or in their interests. The Buyer guarantees that he has the authority to carry out a transaction in the interests of others and is responsible to the Company for compliance by these persons with the terms of this Agreement.

2.3.13. By placing an order and leaving a review in the booking system, the Buyer transfers to the Company full rights to use review materials (texts, images), including for marketing purposes.

#### **2.4. Buyer's rights:**

2.4.1. When concluding a contract, receive information provided by the Company and Service Providers.

2.4.2. Refuse to execute this agreement subject to payment to the Company of actually incurred expenses and penalties.

### **3. PROCEDURE FOR PROVIDING SERVICES**

3.1. After receiving a reservation application from the Buyer, containing information about the type of travel services selected, the desired dates for receiving services and the number of people, the site manager notifies the Buyer that the application has been received and is being processed. During the processing of the application, the site manager contacts the Supplier to check the possibility of providing travel services to the Buyer.

3.2. If the Supplier is unable to provide the ordered travel services, the site manager informs the Buyer about this, and this Agreement is considered terminated.

3.3. If the Supplier confirms the possibility of providing travel services, the site manager provides the Buyer with reliable information about the possibility of providing services, their cost and payment procedure, as well as possible dates for the provision of services by electronic notification. The Buyer is obliged to familiarize himself with the information about the consumer properties of tourism services, possible restrictions and risks posted on the Site.

3.4. After familiarization, the Buyer fills out an electronic document, indicating personal data and checks it. Sending an electronic document with personal data by the Buyer constitutes consent to their processing by the Company.

3.5. The buyer pays for travel services in a convenient way by informing the site manager about this; prepayment may be a prerequisite for booking.

3.6. The site manager creates the Buyer's order in the internal booking system and sends it to the Supplier. After confirmation of the booking by the Supplier, the site manager sends the Buyer a confirmation in the form of an electronic ticket indicating all the conditions for the provision of services.

3.7. If it is necessary to change the booking conditions, the Company informs the Buyer about such changes. The buyer may agree to the changes or refuse the services.

3.8. The company has the right to cancel the reservation in the following cases:

- failure to provide additional information and documents by the Buyer;

- provision by the Buyer of false information;
- lack or delay of payment for tourist services.

3.9. The conditions for canceling a reservation depend on the type of travel service and the conditions of the reservation.

#### **4. PAYMENT TERMS**

4.1. The cost of the services specified in clause 1.4 of this Agreement is included in the cost of tourist services provided by the Supplier. The cost of travel services is indicated on the booking page on the Website and on the electronic ticket.

4.2. In the event of a discrepancy between the cost on the Website and in the order details, the actual cost indicated on the electronic ticket is valid.

4.3. Payment terms are specified by sending information electronically to the Buyer.

4.4. Payment is made by the Buyer through electronic payment systems or another agreed method.

#### **5. TERM OF THE AGREEMENT**

5.1. This agreement comes into force from the moment the Buyer submits a reservation application and the site manager confirms receipt of the application. Valid until the parties fully fulfill their obligations or until termination.

#### **6. CHANGE AND TERMINATION**

6.1. The agreement may be changed or terminated by mutual agreement of the parties or on the grounds provided for in this agreement.

6.2. The Company has the right to withhold penalties and the amount of expenses incurred during the execution of the Agreement from the funds paid by the Buyer.

#### **7. LIABILITY AND CLAIMS**

7.1. The company is an information link between the Buyer and Travel Service Providers.

7.2. The Company is responsible for the availability of the reservation and payment of services to the Supplier if this is provided for in the terms of the reservation.

7.3. The company is not responsible for:

- reliability of information provided by Suppliers;
- volume, quality, terms of provision of services by Suppliers;

- weather conditions, road conditions, animals, sea conditions, government actions, acts of God;
- damage to the Buyer's property, personal injury or death resulting from the receipt of travel services;
- failures, delays or other disruptions of systems, vehicle breakdowns, etc.;
- personal injury, death or property damage resulting from an act of war, civil disturbance or hostilities;
- loss or damage to personal belongings.

7.4. The buyer is responsible for the accuracy and timeliness of providing information for booking and payment.

7.5. All disputes are resolved through negotiations. Claims must be submitted in writing within 3 days from the date of completion of services. The period for consideration of claims is 7 calendar days.

7.6. Claims regarding lack of reservation or payment for services are considered by the Company. Claims regarding the quality of services are sent to the Supplier.