

## **TERMS OF SERVICE**

These Terms of Service (hereinafter – "Rules") regulate the conditions for the provision of travel, consulting, information, and intermediary services (hereinafter – "Services") by the "TravelLand" Agency (hereinafter – "Agency") to Clients (hereinafter – "You"). By purchasing Services or paying for consultations, You confirm your unconditional acceptance of these Rules and agree to comply with them.

### **1. GENERAL PROVISIONS**

1.1 In its activities, the Agency is guided by the legislation of Ukraine regulating the spheres of tourism, informatization, and the provision of consulting services, as well as international legal acts and these Rules.

1.2 Services include, but are not limited to: travel bookings, digital service consultations, assistance with registration in banking and state institutions, and other intermediary services.

1.3 The Agency reserves the right to change these Rules at any time without prior notice. The current version is always available at <https://traveland.com.ua>.

### **2. SERVICE PROVISION PROCEDURE**

2.1 The procedure for providing each specific Service is determined by its nature and the conditions of the direct Service Providers (accommodation owners, carriers, banking institutions, state services, IT platforms, etc.).

2.2 For information and consulting services (consulting, "Digital Bridge" services, registration assistance), the Service is considered fully rendered at the moment the Client is provided with access to the information or the consultation is completed.

2.3 Any requests phrased as "if possible" or "on request" are not guaranteed for execution by third parties.

### **3. PRICING AND PAYMENT**

3.1 Prices for Services (especially travel services) are dynamic and valid only at the time of the request.

3.2 Payments are accepted in UAH. For non-resident Clients, payments are made in freely convertible currency (EUR, USD) according to the details specified in the issued Invoice.

3.3 Service and consulting fees are non-refundable, as they compensate for professional expertise and the specialist's time, regardless of the final outcome (e.g., a third party's refusal to provide a service or a bank's refusal to open an account).

### **4. DATA ACCURACY AND CHANGES**

4.1 You bear full responsibility for the accuracy of the data provided (passport details, banking details, contact info).

4.2 Changes to already booked Services are made according to the Service Providers' tariffs and usually involve penalty fees.

## **5. BORDER CROSSING AND INSTITUTIONAL POLICIES**

5.1 You are independently responsible for complying with entry/exit rules, as well as possessing valid visas and documents for all countries along the route.

5.2 The Agency is not liable for decisions made by border services, customs authorities, or government institutions of any country.

## **6. SUPPORT AND CONSULTATION**

6.1 The Agency provides maximum consulting support throughout the duration of the Service.

6.2 The Agency is not liable for the quality of services provided by third-party Service Providers and performs only an auxiliary function in communication.

## **7. PROMOTIONS, CERTIFICATES, AND LOYALTY**

7.1 The Agency reserves the right to introduce, modify, or cancel any promotions and bonus programs at its own discretion.

7.2 Any gift certificates and loyalty cards (e.g., TravelLand Classic/VIP Card) remain the property of the Agency. Their terms of use are outlined on the Agency's website.

## **8. LIABILITY OF THE PARTIES**

8.1 Full liability for the actual provision and quality of the final product (transportation, accommodation, banking services, IT platforms, etc.) lies with the Service Provider.

8.2 The Agency is not liable for technical failures in third-party systems, weather conditions, road situations (traffic jams, accidents), or changes in the legislation/policies of third parties.

8.3 In case of loss or damage to Your original documents due to the Agency's fault, the Agency will compensate only for the official state fee required for their restoration. The Agency is not liable for any indirect damages.

## **9. CLAIMS**

9.1 Claims regarding the Agency's performance are accepted in writing or electronic form at [info@traveland.com.ua](mailto:info@traveland.com.ua) within 30 calendar days.

9.2 Complaints regarding the quality of Service Providers' work must be documented at the time of the occurrence and directed to the Service Provider.