

NOMADS CANCELLATION POLICY

A. You can no longer travel. What happens now?

As a tour operator we try to be as flexible as possible with regard to cancellations. We know that it is very frustrating when your planned trip cannot go ahead and especially when it has cost a lot of money.

That is why we recommend that you take out cancellation insurance when you register. It is not expensive and can save you a lot of money.

Below you will find the various cancellation conditions.

#1 - Replacement

Have you found someone who wants to take over your trip? Great! Replacement is completely free and does not require cancellation insurance. Please note, replacement is only free for all options that are not nominative. For example, flight tickets are a nominative option and therefore cannot be changed without additional costs.

Terms and Conditions

The replacement must be communicated by email to info@travelbase.eu at least 10 days before departure.

What exactly do you need to do?

You send an email to info@travelbase.eu with the name, first name, date of birth, address, email address and phone number of your replacement (preferably also put that person as CC in your email). We will make sure that your replacement is registered and link your payment to the registration of that person.

Please also let us know if you have booked flights with us. We will then look for a solution together. Please note that there may be additional costs to change the details of your flight tickets at the last minute.

How do you get your money back?

You must arrange the refund between yourself and your replacement.

#2 - Cancellation with cancellation insurance

A. The entire group cancels:

No one from your group can join you anymore and you have not found replacements, but everyone took out cancellation insurance when booking?

- If you cancel at least 80 days before departure, you will receive 100% of the total amount of your registration back (minus the costs for the cancellation insurance, the costs for the transport will be reimbursed).
- If you cancel less than 80 days before departure, you will also receive a 100% refund of the total amount of your registration (minus the costs for cancellation insurance and transport) if you can prove a valid reason for the cancellation (see 'valid cancellation reasons' on the last page).
- If you cancel less than 80 days before departure but cannot provide a valid reason, you will still receive 60% of the total amount of your registration back (minus the costs for cancellation insurance and transport), provided that you have cancelled no later than one day before departure and have already paid the full amount of the trip.

Note about the already booked activities:

When you book a Nomads road trip, you can add optional activities. If you are registered for certain activities, our partners will have been informed for weeks. Whether you participate or not, the activities will be invoiced anyway. So if you cancel less than **10 days before departure**, you are not entitled to a refund. Activities must always be cancelled in writing. If you get injured before or during your trip, please inform us as soon as possible by email and also add a medical certificate.

What happens if you cancel after your trip has started?

Cancellation during your trip is not covered by our cancellation insurance, but it may be covered by your own insurance or travel assistance insurance.

What exactly do you need to do?

You send an email to info@travelbase.eu with the name of your trip and 'cancellation' in the subject line. This must be done at least one day before departure. If you cancel less than 80 days before departure, you must provide a valid reason to claim a full refund (doctor's certificate, new employment contract, court summons, etc.)

How and when will you get your money back?

If you cancel at least 80 days before departure, the costs you have already incurred will be refunded no later than the day of your original departure. If you cancel less than 80 days before departure, the costs you have already incurred will be refunded no later than 60 days after your original return.

B. One or more fellow travelers cancel their trip and only one person remains in the group:

Your travel group consists of at least two participants. This limits the costs you have to pay for the car and overnight accommodation that we have booked for you. If one or more travel

companions cancel their trip and as a result only one traveller remains, the remaining traveller must cover the costs of his/her travel companions (the total amount minus the costs for the activities, if the cancellation was communicated at least 10 days before departure. Do not forget that it is also possible to find a replacement if your travel companions drop out (see conditions above).

What happens if you cancel after your trip has started?

Cancellation during your trip is not covered by our cancellation insurance, but it may be covered by your own insurance or travel assistance insurance.

What exactly do you need to do?

You send an email to info@travelbase.eu with the name of your trip and 'cancellation' in the subject line. This must be done at least one day before departure. If you cancel less than 80 days before departure, you must provide a valid reason to claim a full refund (doctor's certificate, new employment contract, court summons, etc.)

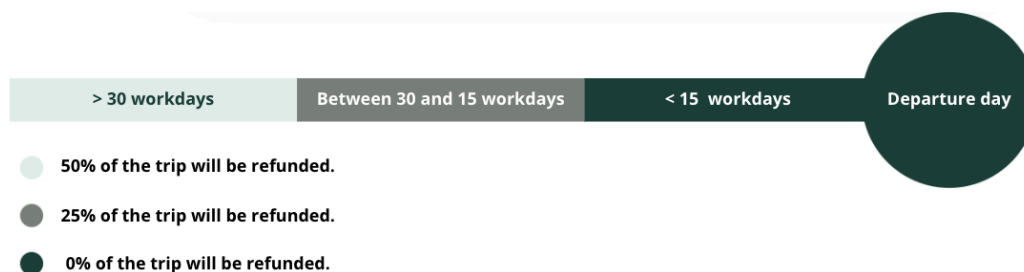
How and when will you get your money back?

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#3 - Cancellation without insurance

No one from your group can join you anymore, you didn't find any replacements and you didn't take out cancellation insurance when booking? Too bad!

If you have not paid the full amount, no refund will be made. If you have already paid the full amount of your trip, you are entitled to a refund if you cancel early enough (see table below).



What about the shipping costs?

If you have booked a trip with flights (which were offered by Travelbase), your flight tickets will not be refunded.

What about vehicle and accommodation costs if there is only one person left in the travel party?

Your travel group consists of at least two participants. This limits the costs you have to pay for the car and overnight accommodation that we have booked for you. If one or more travel companions cancel their trip and as a result only one traveller remains, the remaining traveller must cover the costs of his/her travel companions (the total amount minus the costs for the activities, if the cancellation was communicated at least 10 days before departure. Do not forget that it is also possible to find a replacement if your travel companions drop out (see conditions above).

Note about the already booked activities:

When you book a Nomads road trip, you can add optional activities. If you are registered for certain activities, our partners will have been informed for weeks. Whether you participate or not, the activities will be invoiced anyway. So if you cancel less than **10 days before departure**, you are not entitled to a refund. Activities must always be cancelled in writing. If you get injured before or during your trip, please inform us as soon as possible by email and also add a medical certificate.

B. What happens if we cancel your trip?

If we cancel your trip due to force majeure, we will only do so in the following cases:

- If the government of the country you are departing from prohibits travel to your destination at the time of departure.
- If the government of the country (or region) you are traveling to prohibits travel there.

If you have taken out cancellation insurance:

- You can move your trip to a later date free of charge.
- You can request a full refund (minus the cancellation insurance costs) if you have already paid the total amount.

Refunds will be automatically transferred to the account number you used to pay for your trip.

If you have not taken out cancellation insurance, you can also move your trip to a later date free of charge or receive a Travelbase voucher (of the same value as the amount already paid) that is valid for life.

Valid cancellation reasons

- Illness, death or accident of the insured. The inability to travel must be proven by a doctor's or police certificate.
- The insured must take an exam during the travel period or within 20 days after the travel period. This exam cannot be postponed. The exam must be a re-exam for the completion of a long-term school education.
- Death, illness, life-threatening accident or hospitalisation (at least 48 hours) of a family member up to and including the second degree, where the presence of the insured is required.
- If a family member (first degree) requires emergency care or an existing illness suddenly worsens and the presence of the insured is required.
- If a family member of the insured who is not travelling has to undergo an unexpected emergency medical operation. This event is not covered if the family member concerned is on the waiting list for an operation before the date of registration for the trip.
- In the event of an operation in which the insured person is involved as an organ donor.
- Death, illness or a life-threatening accident or hospitalisation (at least 48 hours) of the insured's only travelling companion.
- New employment contract concluded after the date of registration for the trip.
- If the insured becomes involuntarily unemployed after a period of permanent employment (COD). This must be proven by a document stating the dismissal.
- If the insured is divorced during the travel period. The divorce proceedings may not have been initiated before the date of booking the trip. The termination of a cohabitation agreement is equivalent to a divorce or break-up, provided that this legal cohabitation is in force at the time of booking.
- In case of difficult development of the pregnancy of the insured. This must be substantiated by a medical certificate.
- Local authorities prohibit travel, making travel impossible.