

CANCELLATION POLICY

1. Activities, Renting Equipment, and Transfers Prices:

- Activities and Renting Equipment: Prices are charged per person.
- Transfers: Prices are charged per trip/group/person.
- Prices include VAT at the legally applicable rate.

2. **Activities Prices for 2026:** For Tripix Azores activities, the prices listed on the website apply and prevail. Tripix Azores reserves the right to update prices throughout 2026 based on inflation or other factors. The prices confirmed at the time of booking are guaranteed.

3. Requirements for Children and Adults:

• Infants (0–3 years):

Free of charge for eligible activities, provided participation is permitted and there are no equipment limitations, technical requirements, safety restrictions, or applicable minimum age requirements.

• Children (3–5 years):

Activities without lunch included (Pico Island): free of charge only for the following activities:

- Pico Half-Day Tour
- Pico Wine Half-Day Tour

Activities with lunch included (Pico, Faial, and São Jorge Islands): a **20% child discount** applies to the adult price; free participation does not apply. This discount cannot be combined with partner commission or other discounts, unless expressly stated otherwise:

- Pico Full-Day Tour
- Pico Wine Full-Day Tour
- Pico Secret Lagoons & Lava Caves Tour
- Pico Foodie Half-Day Tour
- Faial Full-Day Tour
- São Jorge Full-Day Tour
- Faial Farmer for One Day
- Faial Half-Day Horta City Tour (exception: lunch not included)

Not eligible for participation: technical or active activities which, due to their physical demands, operational framework, or safety requirements, do not allow participation by children in this age group, unless expressly stated otherwise:

- Mount Pico Climbs (Day, Night, Sunset, and Overnight Climbs)
- Bike Tours (Pico Vineyards Bike Tour and Pico Volcanoes Bike Tour)
- Stand-Up Paddle (SUP)
- Maritime activities (Whale Watching, Swimming with Dolphins, Scuba Diving, Snorkeling by Boat, Boat Trips, and similar)
- Other technical or active activities on Pico, Faial, and São Jorge Islands (e.g. caving, hiking, diving, snorkeling, canyoning, coastering, climbing, bird watching, and similar), whenever their physical demands, operational framework, safety requirements, or minimum age do not allow participation by children in this age group.

Final note:

Whenever a child is not eligible to participate in a given activity, no pricing policy, discount, or commission shall apply.

• Children (6–11 years):

Activities without lunch included (Pico Island): a **20% child discount** applies to the adult price. This discount cannot be combined with partner commission or other discounts, unless expressly stated otherwise:

- Hikes
- Bike Tours (when eligible by age and equipment)
- Stand-Up Paddle (SUP) (when eligible)
- Pico Caving Half-Day Tour

Activities with lunch included (Pico, Faial, and São Jorge Islands): a **20% child discount** applies to the adult price. This discount cannot be combined with partner commission or other discounts, unless expressly stated otherwise:

- Pico Full-Day Tour
- Pico Wine Full-Day Tour
- Pico Secret Lagoons & Lava Caves Tour
- Pico Foodie Half-Day Tour
- Faial Full-Day Tour
- São Jorge Full-Day Tour
- Faial Farmer for One Day
- Faial Half-Day Horta City Tour (exception: lunch not included)

Non-technical maritime observation activities: a **20% child discount** applies to the adult price; free participation does not apply:

- Whale Watching

- Swimming with Dolphins

Not eligible for participation: due to equipment limitations, technical requirements, safety restrictions, and/or minimum age:

- Mount Pico Climbs (Day, Night, Sunset, and Overnight Climbs)
- Technical maritime activities (Scuba Diving, Snorkeling at Princess Alice Bank, and similar)
- Technical or active activities (e.g. canyoning, coastering, climbing, and similar)

Final note:

Whenever a child is not eligible to participate in a given activity, no pricing policy, discount, or commission shall apply.

In the specific case of **Mount Pico Climbs**, children's participation is generally subject to minimum age, safety, and physical capacity requirements.

In exceptional situations, and subject to prior assessment by **Tripix Azores**, a child may be considered eligible based on previous experience and physical condition.

In such cases, only the standard child discount shall apply, with no additional exceptions or special pricing schemes.

Private tours remain the preferred option whenever a child's eligibility depends on specific conditions.

4. Official Communications: All official communications regarding activity bookings must be made exclusively via email. The email will serve as a written record of information and decisions. Phone calls, SMS, and WhatsApp messages will only be considered as alternative tools for emergencies or urgent matters. We emphasize that Tripix Azores is not responsible for information not documented via email.

5. Booking Confirmation: The reservation will be confirmed upon advance payment, but it will only be considered complete after the receipt of the personal data of each participant: *first and last name, date of birth, ID card or passport number, nationality, weight and height, and phone contact*. Failure to submit this information in a timely manner, which is necessary to ensure the registration of spots at the Mountain House for the Mount Pico Climb activity, will be the responsibility of each participant, and Tripix Azores will not be held liable for this. In such cases, there will be no refund of the amount paid. If the reservation is made through our website and payment is not made, or if the payment is made very late, the reservation will not be considered valid.

6. Nutrition Packs – Mandatory Information: Nutrition Packs are an optional service, associated with selected activities. The selection of the pack type and the communication of any dietary restrictions (standard, vegetarian, vegan or others) must be provided at least 72 hours prior to the activity date.

Requests made or modified outside this timeframe cannot be guaranteed and do not entitle the client to any refund, regardless of the reason.

Tripix Azores reserves the right to refuse the provision of this service whenever operational conditions do not allow its proper execution.

7. Activity Cancellation: Tripix Azores reserves the right to cancel activities without prior notice due to weather conditions that compromise the safety and well-being of participants or due to force majeure. In such cases, Tripix Azores may suggest a new date or alternative activities during the clients' stay on the island, subject to availability. The client may opt to receive a credit for the canceled activity, with a voucher issued for future use. If the client chooses a refund, it will be processed with the necessary adjustments and completed as soon as possible, which may take up to 15 working days.

7.1 Customer Cancellation Policy:

- Cancellations made up to 30 days in advance: 100% refund of the amount paid;
- Cancellations made less than 30 days in advance: Retention of 50% of the total reservation value;
- Cancellations made less than 1 week in advance (up to 4 days): Retention of 65% of the total reservation amount.
- Cancellations made within 72 hours prior to the start of the activity: Retention of 80% of the total reservation amount.
- Cancellations made within 48 hours prior to the activity, no-shows, or issues with air or sea transport: Retention of 100% of the total reservation amount.
- Cancellations due to force majeure: Our cancellation policy does not cover personal situations such as sudden illnesses or family emergencies. However, in cases of force majeure properly proven by documentation, Tripix Azores gives the client the option of a refund or the issuance of a voucher corresponding to the reserved activity, valid for 2 years.
- Rescheduling due to a no-show: Requires a new reservation with full payment.
- Mountain activity cancellations due to weather conditions: €8 per person will be retained for administrative costs.

7.1.1 Cancellation after reading the informational PDF (Climbs to Mount Pico)

- After the booking confirmation for climbs to Mount Pico, each participant receives a document (PDF) with essential information about the climb, including mandatory equipment, appropriate footwear, safety guidelines, and physical preparation recommendations.
- Reading this document is the responsibility of the participant.
- If the client chooses to cancel the booking after reading the PDF, the general cancellation conditions outlined in this policy apply (partial or total retention of the paid amount, depending on the notice period), and no full refund will be issued, since all necessary information was already available on the website and in the document provided.

7.2 Weather changes after the start of the activity: The safety of all participants is always our top priority. However, given the mountain environment and its susceptibility to sudden

weather changes, situations may arise in which the activity must be interrupted after it has begun. In such cases:

- The ascent of Mount Pico is only initiated if conditions are deemed safe by our team of guides;
- If the activity is interrupted after it has started due to unexpected weather changes, it is considered a partial service;
- A 30% refund of the total amount paid will be issued;
- A 70% retention will apply, corresponding to:
 - . operational costs already incurred;
 - . the time and availability of the guide team;
 - . the logistics involved in preparing and carrying out the climb;
- No full refund will be issued in cases where the activity is interrupted after it has begun, even if the summit is not reached.

7.3 Minimum Number of Participants – Overnight Climb

The “Overnight Climb” activity is subject to a minimum number of participants, which varies depending on the season:

Low Season (September to May)

- Minimum of 4 participants to confirm the activity at the regular group rate.
- If this minimum is not reached:
 - . Tripix Azores will attempt to form a group with other participants;
 - . If additional bookings allow the formation of a reduced group, clients may join a shared reduced group with the following rates:
 - * 2 to 3 participants: €250 per person
 - * 4 to 5 participants: €220 per person
 - . Alternatively, clients may choose to:
 1. Reschedule the activity to another available date;
 2. Upgrade to a private experience, with the corresponding rate applied;
 3. Cancel the booking, in which case a credit voucher for the full amount paid will be issued, valid for rescheduling the same activity or for another Tripix experience.

High Season (June, July and August)

- Minimum of 6 participants to confirm the activity at the regular group rate.

- If this minimum is not reached:
 - . Tripix Azores will attempt to form a group with other participants;
 - . If additional bookings allow the formation of a reduced group, clients may join a shared reduced group with the following rates:
 - * 2 to 3 participants: €250 per person
 - * 4 to 5 participants: €220 per person
 - . Alternatively, clients may choose to:
 1. Reschedule the activity for another date;
 2. Upgrade to a private experience, with the corresponding rate applied;
 3. Cancel the booking, in which case a credit voucher for the full amount paid will be issued, valid for rescheduling the same activity or for another Tripix experience.

Important: The shared reduced group option does not correspond to a private experience and is only applicable if there are other clients interested in joining the group.

Attention: Cancellation in case of insufficient participants

If Tripix Azores is unable to confirm the activity due to not reaching the minimum number of participants, and the client does not accept any of the proposed alternatives (rescheduling, shared reduced group, or private upgrade), a credit voucher for the full amount paid will be issued, valid for rescheduling the same activity or for another Tripix experience.

7.4 Boat Tickets (Non-Refundable):

- For activities that involve inter-island sea crossings (e.g., Faial or São Jorge Tours), the cost of boat tickets is strictly non-refundable from the moment of issuance and payment, regardless of the advance notice of cancellation.
- In the event that the activity is canceled by the client, or if the client is unable to participate, Tripix Azores will not reimburse this amount under any circumstances.

8. Reservation Changes: Any changes to a reservation made through the Tripix Azores website must be made exclusively via email. This is essential to avoid duplicating bookings, which can occur when a new reservation request is made with the same data through the website. If the change request is not communicated by email, it may result in the payment of both reservations, without the right to a refund for the duplication. It is recommended that the client contact via email to ensure that all changes are duly registered and processed. Changes will only be considered valid after confirmation from Tripix Azores.

9. Acceptance of Terms and Conditions: When a reservation is paid for, confirmed, and completed, the client acknowledges and accepts the Terms and Conditions of our Cancellation Policy.

10. Payment Methods, Deadlines, and Refunds: We accept payments by cash, bank transfer (TB), credit card (CC), Paypal, Multibanco (for Portuguese debit cards), and MBWay (for Portuguese contacts). Payment deadlines will be applied as detailed in the invoices. Refunds are processed via bank transfer (TB) or credit card (CC) through the Easypay system. Refunds processed by credit card may be subject to administrative and banking fees.

11. Capacity Limitations at Mount Pico: Due to the limited number of available spots and the carrying capacity set by the competent authorities – Regional Government of the Azores / Regional Secretariat for the Environment and Climate Change and the Mountain House (160+40 people simultaneously and 320 people within a 24-hour period), during the high season (May to September), once the activity is confirmed and the reservation at the Mountain House is made by Tripix Azores to secure the participants' spots, if the activity is canceled due to weather conditions, we inform that we may not be able to guarantee a new reservation on the days before or after the scheduled activity due to this limitation. We guarantee Tripix Azores' full commitment to mitigating, in advance, any occurrence without penalizing the client. If a new reservation cannot be made, the amount paid can be transferred to an alternative activity, subject to availability, or if the client prefers, a refund can be requested, which will be paid as soon as possible within a maximum of 15 working days, considering the necessary adjustments.

12. Participation Requirements for Mount Pico Climb: To participate in the Mount Pico Climb, the participant must be in good physical condition, have motor coordination, and preferably have experience on steep trails. Tripix Azores informs that participants with a sedentary lifestyle may not undertake the Mount Pico Climb activity. For adults over 65 who are not accustomed to physical activity, Tripix Azores reserves the right to request a physical stress test and a medical certificate ensuring the necessary health conditions to engage in mountain hiking and other physical activities. Additionally, it is essential to inform Tripix Azores before confirming the reservation if any participant has: Physical restrictions or recent surgeries, especially in the lower limbs (knees and joints); Fear of heights; Mental restrictions; Heart problems, asthma, or respiratory sensitivity; Diabetes, pregnancy, or other health limitations.

Attention: Participants must not have gone diving within the 24 hours prior to the Mount Pico climb. The omission of any relevant information is the sole responsibility of the participant, and Tripix Azores reserves the right to refuse participation without refund or liability for any issues that may occur during or after the activity.

13. Responsibility and Equipment Requirements for the Mount Pico Climb: Tripix Azores informs that it is the client's responsibility to follow all the guidelines provided in the informational PDF regarding the Mount Pico Climb. It is essential that each participant uses appropriate equipment in good condition, including hiking or mountain boots, and brings enough food and water for the entire duration of the activity.

We strongly discourage the use of old or damaged equipment. Participation may be denied if the minimum safety and equipment requirements are not met. In such cases, 100% of the activity fee will be charged, with no right to a refund, as the responsibility lies entirely with the participant.

Additionally, it is the sole responsibility of the client to present themselves in physical condition compatible with the demands of the activity, with no physical or health limitations that could prevent participation. This is a high-intensity activity, extended in duration, and carried out in a mountain environment.

14. Participation Requirements for Bike, Hike, Cave, and SUP Activities: To participate in activities such as Bike, Hike, Cave, and SUP, participants must be in good physical condition and have motor coordination, specifically:

- For the Bike activity, it is mandatory to be over 1.40m in height;
- For the SUP activity, it is mandatory to know how to swim;
- For the Cave activity, it is mandatory not to suffer from claustrophobia.

Tripix Azores informs that participants with a sedentary lifestyle should not undertake physically demanding activities. For adults over 65 years old who are not accustomed to physical activity, Tripix Azores reserves the right to request a physical stress test and a medical certificate confirming the necessary health conditions to undertake mountaineering and other physical activities. Additionally, it is essential to inform Tripix Azores before confirming the booking if any participant has: Physical restrictions or recent surgeries, especially in the lower limbs (knees and joints); Mental restrictions; Heart problems, asthma, or respiratory sensitivities; Diabetes, pregnancy, or other health limitations.

Attention: The omission of any relevant information is the sole responsibility of the participant, and Tripix Azores reserves the right to refuse participation without refund or liability for any issues occurring during or after the activity. For any situation, we always recommend prior physical and mental preparation.

15. Participation Requirements for Pico&Faial Whale Watching, Pico Swimming With Dolphins, São Jorge Full-Day By Boat, Pico & Faial Caves & Cliffs e Pico Snorkeling By Boat Activities: The participant acknowledges and accepts that there are risks associated with whale watching and swimming/interaction with dolphins due to their connection with the marine environment, marine life, and weather conditions. For adults over 80 years old, with back and neck problems, or other medical conditions that may put them at risk during this activity (e.g., osteoporosis), or those suffering from obesity, we ask that you inform Tripix Azores to better understand the situation. Pregnant women will not be allowed to participate in this activity.

Attention: The omission of any relevant information is the sole responsibility of the participant, and Tripix Azores reserves the right to refuse participation without refund or

liability for any issues occurring during or after the activity. For any situation, we always recommend prior physical and mental preparation.

16. Participation Requirements for the activities of Rock Climbing, Rappel, and Canyoning: The participant acknowledges and accepts that there are inherent risks in practicing the activities of rock climbing, rappel, and canyoning. These take place in natural environments, require significant physical effort, and involve technical challenges. It is the sole responsibility of the client to ensure they have no limitations that may compromise their performance or safety — that is, they must be in physical condition compatible with the demands of an activity that is extended in duration and takes place in challenging natural settings, which may include contact with water, uneven terrain, exposure to heights, and varying weather conditions.

Tripix Azores warns that these activities are not suitable for individuals with a sedentary lifestyle or those unaccustomed to physical activity. For adults over the age of 65 who are not regularly active, Tripix Azores reserves the right to request a physical stress test and a medical certificate confirming that they are in adequate health to engage in adventure activities.

Additionally, it is essential to inform Tripix Azores before confirming the reservation if any participant has: Physical restrictions or recent surgeries, especially in the lower limbs (knees and joints); Mental health restrictions; Heart conditions, asthma, or respiratory sensitivity; Diabetes, pregnancy, or other health limitations.

Attention: The omission of any relevant information is the sole responsibility of the participant. Tripix Azores reserves the right to refuse participation without refund or liability for any issues that may occur during or after the activity. In all cases, we strongly recommend prior physical and mental preparation.

17. Exclusion Due to Physical Condition:

- Mount Pico Climb: After the first 30 minutes and up to a maximum of 1 hour of the activity, if it is found that the participant does not have the necessary physical preparation, motor coordination, or endurance to complete the activity safely and within the expected time, the guide may decide to exclude them from the group. This is to safeguard their physical and mental well-being, as well as to ensure the proper flow of a demanding group activity. This decision may, in exceptional and evident cases, be made before the aforementioned time frame.

In any situation of exclusion or withdrawal (whether before, during, or after this evaluation period), 100% of the activity fee will be charged, with no refund applicable.

- Hike, Cave, Bike and SUP: If it is determined at the beginning of the activity that the participant does not have the necessary physical preparation and motor coordination to safely and timely complete the activity, it will be the guide's decision to exclude the participant from the group to ensure their physical and mental safety and well-being, without compromising the group context of the activity with a high physical and mental

demand. In this case, as in the case of withdrawal at any other time, 100% of the activity cost will be charged.

- **Rock Climbing, Rappel, and Canyoning:** If, at the beginning of the activity, it is determined that the participant does not have the necessary physical fitness and motor coordination required to complete the activity safely and within the expected timeframe, the guide has the authority to exclude them from the group in order to ensure their safety and physical and mental well-being. This also prevents disruption to the group dynamic during an activity with a high level of physical and mental demand. In such cases, as well as in the event of withdrawal at any other point, 100% of the activity cost will be charged.

18. Meeting Point for Mount Pico Climb: The meeting point for the Mount Pico Climb is directly at the Mountain House at a time to be arranged. Upon prior request, availability, and for an additional fee, transfer can be arranged from the village of Madalena at the Tripix Store, located in front of the Madalena Maritime Terminal, at a time to be arranged.

19. Meeting Point for Tours and Other Activities: The meeting point will always be communicated by the day before the activity. The meeting point for Tours and other activities is in the village of Madalena, at the Tripix Store, located in front of the Madalena Maritime Terminal, at a time to be arranged. The exception is for Faial or São Jorge Tours, where the meeting point is at the respective Passenger Maritime Terminals in Horta or Velas, or at the accommodations upon prior request, subject to availability and an additional fee. Please note that ferry tickets for the Faial or São Jorge Tours are not included.

20. Meeting Point for Transfers:

- Transfer services (pick-up and drop-off) are available only upon request and subject to availability, with prices on request.
- Tripix Azores does not provide pick-ups or drop-offs at accommodations located in remote areas or locations with limited vehicle access.
- In such cases, clients must meet at the regional road or at a previously agreed meeting point that ensures safe vehicle access.
- It is the participant's responsibility to be present at the agreed meeting point.

21. Activity Schedules: The activity times listed on the Tripix Azores website are indicative only, as they vary depending on the time of year, specifically based on sunrise and/or sunset times, as well as other factors external to Tripix Azores, such as weather conditions, maritime and/or air transport schedules, government restrictions, etc. The exact time and meeting point for activities will always be confirmed via email by the day before the activity.

- For the Daytime and Nighttime Mount Pico climbs, participants should arrive at least 15 minutes before the scheduled start time of their climb. The activity will begin no later than 30 minutes after the meeting point time at Mountain House;

- For the Overnight Mount Pico climb, participants should arrive at least 30 minutes before the scheduled start time of their climb. The activity will begin no later than 1 hour after the meeting point time at Mountain House;

- For other activities, participants should be at the meeting point at least 10 minutes before the scheduled start time of their experience. A 15-minute grace period applies after the scheduled start time, after which the participant will be considered a No-Show and will be subject to the established conditions.

22. Equipment Rental: The equipment rentals offered by Tripix Azores are accompanied by specific contracts that outline the terms of use, responsibilities, and obligations of the client. It is important for the client to read and understand the contract terms before proceeding with the equipment rental. The contracts will include information on:

- The duration of the rental;
- Return conditions;
- Responsibilities in case of damage or loss of equipment;
- Any applicable fees for late returns.

Failure to comply with the rental contract terms may result in penalties, as stipulated in the document.

As part of the cancellation policy and responsibility for equipment rentals, Tripix Azores reserves the right to charge additional fees in the event of last-minute rental cancellations or if the equipment is not returned in the agreed-upon condition. In case of damage, loss, or late returns, a fee will be applied according to the rental contract.

23. Insurance Coverage: All our activities include personal accident insurance, covering medical expenses and other costs in case of injury or unforeseen events during participation. However, we recommend that participants also consider purchasing additional travel insurance for more comprehensive coverage if needed.

24. Partner Sales Responsibility: The sales partner is responsible for informing the final customer about all details related to the booked activity, including schedules, meeting points, physical and equipment requirements, as well as applicable conditions. By confirming the booking with Tripix Azores, the partner declares that the customer has been properly informed and fully accepts the Terms and Conditions of this Cancellation Policy.

25. Partnerships, Commissions and Tripix NET Price: The commissions applicable to Tripix Azores activities may vary depending on the sales partner, distribution channel, or commercial agreement in force. Any changes to previously agreed commissions must be communicated in writing and in advance to Tripix Azores, and shall not have retroactive effect nor be considered valid without the express confirmation of Tripix Azores.

Whenever a partner intends to apply a commission higher than initially agreed, the final selling price to the client must be adjusted in order to ensure that Tripix Azores always receives the correct NET value of the activity, as defined in the respective Price List or commercial agreement.

Tripix Azores assumes no responsibility for value discrepancies resulting from commissions that were not communicated, incorrectly applied, or unilaterally altered by partners.

26. Extra Costs and Non-Included Expenses: Any expenses, charges, or additional costs that are not expressly included in the price of the activity – including, but not limited to, meals, beverages, external transportation, ferry tickets, third-party fees, rental of additional equipment requested by the client, or other services not provided for in the program – shall be the responsibility of the client and/or the sales agency/partner.

Tripix Azores assumes no responsibility for additional expenses incurred by the client outside the scope of the contracted activity, unless expressly stated in writing.

27. Emergency Instructions: In emergency situations during any activity with Tripix Azores, we recommend that you follow the instructions of your guide or activity leader. However, if you require additional assistance or if an emergency occurs beyond immediate control, please use the following emergency contacts:

- Medical Emergency and other emergency situations (including fires, severe accidents, or any event that endangers the population): 112
- Madalena Volunteer Firefighters: 292 628 300
- Madalena Public Security Police: 292 628 300
- These numbers are available 24 hours a day and should only be used in emergency situations.

28. Pandemics, Public Health Emergencies and Governmental Restrictions: In exceptional situations arising from pandemics, public health emergencies, or travel restrictions imposed by governmental authorities that directly affect the operation of the activity, Tripix Azores will seek to apply flexible measures for its clients.

Whenever the activity cannot be carried out due to official restrictions, the following options may be offered, depending on the circumstances:

- rescheduling the activity at no additional cost;
- issuance of a credit voucher with extended validity for future use.

Tripix Azores may request supporting documentation, namely governmental orders, official restrictions, or other appropriate evidence, in order to validate the cancellation request.

In cases where no official restrictions are in force and the client chooses to cancel for personal reasons or as a precautionary measure, the standard cancellation conditions shall fully apply.