



TERMS OF USE AND GENERAL CONDITIONS

feb/13/2019

1. Range of application

These Terms of Use and General Conditions apply to all services and programs of Soccer Interservices (hereinafter "SIS") offered in the national territory (USA) and abroad. These General Conditions have been drafted in accordance with the laws that regulate the defense of Consumers and Users and other complementary laws. Each contractor (consumer), accepts the conditions defined in the "Terms of Use and General Conditions" and links the contracting party / consumer and SIS.

2. Minimum age

The minimum age to enjoy any of our services must be 9, except in case of family trips "family pack", where if one of the accompanying children is below the minimum age set, it will be at the own risk of the contractor. The right to restrict certain services is reserved to SIS.

3. Registration/ Application

The registration and request of services must be made by sending the application corresponding to the desired service (see list of applications here: <https://www.soccerinterservices.com/support>), completed in all fields and signed by the parents or legal guardians of the participant with the corresponding payment (\$ 175 per person and application except in the choice of "family pack" that will require only one fee per family) through the website www.soccerinterservices.com. It is necessary to clearly indicate the dates of interest for contracting the service (start date and end date) as well as the city of departure of the consumer. The submission of the application and its payment is not in itself sufficient to confirm the applicant's place. SIS will take the necessary steps to obtain confirmation of the place. Within 14 calendar days of receipt of the registration request and its corresponding payment (\$ 175 / person), SIS will send confirmation of your reservation by email (the same from which the registration request was received). Once the amount corresponding to the request has been paid, we will issue a final budget based on the services and dates requested, indicating the prices. From your spot confirmation, the services will be contracted. The contractor has **14 days** from the date of confirmation of the reservation, to communicate to SIS possible mistakes in the reservation data. Once this period is over, these data will be validated, so any management related to the modification thereof that may incur expenses will be borne by the contractor. In case the spot cannot be confirmed, the amount delivered till that date, will be returned.

4. Application for registration

To formalize the registration you must pay the amount of \$ 175 / person, (for "family package" will be required just \$ 175 fee per family). The payment must be done to the account number 488062373656, route number 111000025 and SWIFT BOFAUS3N (for US currency) and BOFAUS6S (for foreign currency), addressed to Soccer Interservices LLC, or with a credit card through the web www.soccerinterservices.com following the instructions of payment methods. Indicate clearly on the receipt or transfer, the name of the person, team, group or family who travels and the type of program or services selected to the address info@soccerinterservices.com with the subject "proof of payment". Once your voucher is received, SIS will confirm you the reception of such amount through the same way. Remember that it is the contractor who must support the fees for foreign currency exchanges ... SIS will not consider your reservation closed until has been received 100% of the amount budgeted on the final invoice.

Before to travel, all the passengers must get a medical and travel insurance. This is mandatory, so any person who do not follow this requirement, will be excluded of the trip under no refundable conditions. Therefore, once your place is confirmed, you must send proof of your insurance policy which must cover at least 50000€. The signing of the Registration Application expressly authorizes SIS, its staff ... to take the necessary steps in case of medical treatment, eventual hospitalization and any other necessary procedure. Likewise, the signing of the Application for Registration by the parents or legal guardians (in the case of minors, understanding that they are under the age of 21) consents / authorizes SIS and its staff to use images / videos of the participants in our programs with advertising motifs. The fact of signing the Application for Registration and / or participation implies the acceptance and compliance by the applicant and / or in his case, father, mother or guardian, of all the General Conditions.



5. Price

The price of services / programs will vary depending on the spots demand, dates and services contracted by other consumers on the same dates. Therefore, the prices reflected on the website never correspond to a closed and definitive price; they are only an estimate close to the final price. Before hiring any service, SIS will inform you of the final total price by means a budget in relation to the services requested. If the budget is accepted by the consumer, it must be taken in mind that the final invoice will not exempt from additional surcharges in addition to the termination of the service contracted for damage caused, extra services added after the payment of your invoice ... (See document "The Rules" attached to your registration application).

The price of each program differs from the others in relation to the number of services to be received, the quality of the accommodation, dates chosen and number of people per trip package. In no case the price of our services includes one way, return or round trip airfare. The fact to hire medical, travel and civil liability insurance with a minimum coverage of 50000 € per person is considered mandatory. The hiring of this insurance may be done with SIS if the consumer wishes do it but this service will mean an increase in the final price.

The following are considered included in the price of the service: (i) assistance of SIS staff at the national arrival points, this means that clients will always be received by a member of the SIS staff at the Adolfo Suarez Madrid-Barajas airport or upon arrival to their accommodations . (ii) In case of minors traveling in a group without the guardian, parents or legal guardians, SIS will have a Spanish monitor that will assist and accompany the group during the international trip until the end of it. (iii) Diploma accrediting participation in Spain Round Trip (this will only be carried out for participants of Spain Round Trip). (iv) SIS travel itinerary (this itinerary may be subject to changes along the trip due to the cancellation or modification of the agenda of the participants and / or collaborators in the development and fulfillment thereof). (v) Offer of activities and other information of interest of the country of destination (always in the case of the family pack or personalized package). (vi) Sports equipment (that is, all the equipment necessary for the competition and training of the players, which means that only the players will receive full sports equipment). (vii) SIS personalized accreditation for identification purposes in case of loss or misplacement. (viii) In the combined academic programs (soccer and studies), the participant's supervision is combined with members of the SIS staff, family accommodation with full or half board or lodging in residence or private house with meals according to the previous specifications for each stay.

The following are considered excluded from the price of the service: (i) Registration fee (\$ 175 / person, non-refundable except for exceptional offers); (ii) 24-hour monitor during the national trip; (iii) one way, or round trip airfares; (iv) transportation voucher in destination (the Spain Round Trip formats do have group transfers guaranteed and included in the final price); (v) adjustment price of the program, package or service due to variations, both upwards and downwards, as a result of currency fluctuations; (vi) optional services known as extras, which are not included in the itinerary of the trip as well as leisure activities not marked on the itinerary, special diets, cancellation coverage, insurance ...; (vii) airport taxes; (viii) charges / commissions for payments by credit card; (ix) seasonal supplement for high or very high service demand; (x) any deposit requested by a third party outside SIS for the use or enjoyment of a service required by the consumer. In the same way, inspections of rooms may be carried out by SIS before leaving the place to check the good looking of the room.

Discounts, promotions or offers will be maintained as long as the participant and/ or consumer does not change any essential elements of the course conditions contracted (accommodation, duration, date of departure, type of program or package, services requested ...), and comply with payment terms. These promotions will be subject to limited spots, will be time limited and will not be cumulative with other discounts, promotions or SIS offers.

6. Information needed prior departure

Once the budget has been accepted and the reservation confirmed, the participant will send detailed information related with clause 3 of these General Conditions. Prior to the beginning of the trip, SIS will send each participant a code of conduct "The Rules" and itinerary with basic information as well as a protocol for action in case of emergency (attack, loss with respect to the group, accident ...).

7. Terms of payment and billing

The payment of the application as well as the total amount of the program, package or service contracted, must be fulfilled before arrival at the destination of enjoyment; otherwise, SIS does not undertake to provide any service to the participant or contractor. SIS will provide the contracting party with a supporting document (invoice) stating the amount paid, the concept and the amount pending of payment. Before finalizing the 30 days following the confirmation of payment and receipt of the registration request, you must make a payment of 50% of the total amount according to the budget. Once the payment is made, SIS will deliver the corresponding invoice to the participant who will collect the price information of the program or service



requested, the payment of the amounts already paid, as well as the one that legally corresponds. The payment of the total amount pending must be 100% satisfied with a minimum of 60 days before the scheduled departure date. SIS can cancel any service or trip if the total amount has not been satisfied. It can happen in an extraordinary way, that for commercial purposes, the period of 60 days be reduced and there is the possibility of acquiring services in a shorter period of time; always mediating express and written agreement of SIS towards a specific consumer.

8. Payment methods

The payments can be made by wire transfer or credit card. It is essential to send to SIS via email to info@soccerinterservices.com with the subject "proof of payment", the proof of your payment indicating the name of the participant and the program, trip, package or service contracted.

9. Residence accommodation

If there is any modality with accommodation in residence, participants will be accommodated in rooms up to eight participants. The conditions of accommodation and maintenance will depend on each destination, but will be known by the participant before the arrival. It is very common that laundry services are not included and that participants may be required to make a security deposit.

10. Hotel accommodation

Most of our services and programs include accommodation in high quality hotels. The number of stars and their services, will be always specified. It is possible that upon you arrive there is a refundable fee requested by the hotel (nothing that SIS be responsible) that will be returned 100% in case the stay of the participant had been normal and without causing damage or inconvenience in the facilities or to the rest of guests. Likewise, SIS is not responsible for extra services that the hotel can offer its clients (massages, welcome gifts, private room service, taxi service ...). In these cases, the customer who freely accepted the service, will pay them in full.

11. Itineraries

Each package or program will have an itinerary previously to the arrival at destination. This itinerary may be subject to modifications that remain outside the scope of SIS and that in any case will try to supply with all possible means at its disposal, to fix the modification or cancellation suffered. This modification or cancellation will not affect the final price in any case. The itinerary will mark a specific schedule that will be reviewed by the SIS staff member at the end of each day and where the exact scheduled activities will be marked for next day. For the best development of all the activities planned in each itinerary, extreme punctuality is required by each participant. A warning may be assessed for breach of schedule as an exceptional case but two or more may suppose the expulsion or total cancellation of the contracted services without any refund of price or services left to enjoy as of the sanction. It will be mandatory the use of the identification badge of each participant during the stay in Spain. The use of any uniform indicated by SIS in the itinerary (mainly addressed to the participants of *Spain Round Trip*) will be also mandatory and its non-compliance may involve penalties such as cancellation of contracted services.

12. International travelers

We remind you that the price of SIS services does not include one way or round trip airfares. Likewise, all international participants are reminded of the mandatory possession of a valid passport with a minimum of 3 months validity before the expiration date and starting from the date of departure. Any other necessary documentation (visa, additional documentation ...) will be informed before the start of the trip from the place of origin of the consumer. The international trip will be made in most cases by plane but it will be at the sole and exclusive decision of the consumer. Based on the information that the participant provides to SIS about its date and time of arrival at destination according to the means of transport selected, SIS will provide one of its members for the reception at the point indicated. In case of last minute changes imposed by airlines or other transport companies, SIS will adopt the appropriate solutions for the continuation of the organized trip. The participant will continue the trip with the solutions given by the organizer, except in case he expresses something different.

13. Medical and travel insurance

All participants and contractors with SIS are required to have medical and travel insurance coverage. A copy of your insurance policy must be provided with the air ticket or any other passage before you can start your trip. The minimum coverage of the



policy must cover at least 50000€ per person. If the consumer wishes, he can directly request the contracting of his insurance with SIS, which will be reflected in the invoice.

14. Passport and visa

All participants need a valid passport to travel to any international territory with respect to their place of origin. The passport must be valid for the entire duration of the trip and for at least 3 months after the end date of the trip. SIS does not assume any responsibility for those participants who do not have these documents updated. Likewise, obtaining the personal documentation referred to visas... will be responsibility of the consumer.

15. Contract modification

In case that, prior to the departure date, SIS is obliged to significantly modify any essential element of the contracted conditions, it shall immediately inform the participant or its representatives about the situation. The customer will be entitled to choose between (i) terminate the contract, without any penalty (see clause 17 of these General Conditions) or (ii) accept the contract modification and its impact on the price. In case that the offered trip has a lower price, SIS will reimburse the participant, when applicable, the price difference under the contract, within a maximum period of 30 days. The participant must notify SIS by email to info@soccerinterservices.com with the subject "response to contract modification", the decision that he / she adopts within three (3) days after being notified of the modification. In the event that you do not notify your decision in the terms indicated, it will be understood that you opt for the termination of the contract, without any penalty.

16. Contract resolution

In case that the participant chooses to terminate the contract based on the reasons provided in the previous section (significant modification of some essential element of conditions contracted, and not acceptance thereof), or that the organizer cancels the trip before the date of departure agreed, for any reason that is not attributable to the participant, he will be entitled to reimbursement of the amounts paid. There will be no obligation for reimbursement by SIS if during the trip and for reasons of force majeure, natural disasters and / or fortuitous event, is obliged to cancel the activities scheduled in the itinerary. If the participant or his representative cancels the contracted services, for any other circumstance that is not force majeure, once the trip has begun, he must notify SIS by email to generalmanager@soccerinterservices.com with the subject "resolution of services for third party cause" and the participant will lose all rights to reimbursement for the services missed. The termination of the contract for this reason shall be considered imputable to the participant and the provisions of clause 22 of these General Conditions shall apply.

17. Surcharges for changes

Once the initial reservation is registered and confirmed, all changes in departure dates or accommodations, will be considered as additional services and will suppose \$85 fee per change as a rescheduling fee, due to the additional costs that the service change has **just in case the change can be provided**. If a program has few participants, SIS reserves the right to offer the participant other options. In this case, SIS will inform the participant as soon as possible, and at least 25 days before the beginning of the trip. The option may consist of changing dates, duration, departure, location of residence or type of program, which may result in a price variation. For the case in which the participant expressly accepts the new conditions and in the event that the amount of the course increases, the participant will be entitled to cancel the course, with a refund of 100% of the amounts paid.

18. Claims

The claims that in opinion of the participants arise during the trip, program or service, must be communicated by email to info@soccerinterservices.com with the subject "claim" if the claim is taking place when the trip, program or service is not ended in order SIS can try to solve it before it ends. The claims submitted once the trip is over, must be addressed to generalmanager@soccerinterservices.com with the subject "final claim" within 20 days from the date of return, and SIS will provide a response within the next 15 days.

19. Dates

The dates will be selected by the customers except in case of special editions previously marked in the calendar by SIS. The starting and ending dates will be those that in each case are defined in the itineraries. However, the dates may be subject to modification (with the always and final express consumer acceptance), even after contracting. For its part, SIS will not be liable for



any changes in the contracted flights or any other transportation, for reasons beyond its control, including damages caused by delays in the arrival/return time flight and / or loss of flight connection, when they have already been reserved by the participant or when the reservation has been made by SIS at the express request of the consumer. For organizational reasons SIS reserves the right to make changes in the duration of the programs, starting and ending dates in relation to the information contained in www.soccerinterservices.com before the application for registration is formalized by the participant.

20. Discipline and rules acceptance

The hiring of SIS programs, packages and services implies the acceptance of each and every one of the rules contained in "The Rules" and also implies the acceptance of the host country laws. Failure by participants, during their stay at destination, of the rules contained in the code of conduct or the laws of the host country, duly accredited by any means of proof admitted by law, will be cause for termination of the contract attributable to the participant and therefore not reimbursable in any case the part of the services not perceived by such resolution. In any case, the purchase, possession, and / or consumption of alcoholic beverages and / or illegal substances will determine the immediate termination of the contract for reasons attributable to the participant. The termination of the contract for cause attributable to the participant will determine the termination of the contractual relationship and its return to the place of departure, without any charge to SIS. All expenses and costs produced by the contractual resolution shall be paid by the parents and / or guardians of the minor, without prejudice to the compensation for damages caused to SIS.

21. Evaluation

Every SIS customer may be surveyed through a brief list of questions related to the service received and the experience lived with us in order to improve our services quality. This survey will be sent to the same email address that the contractor provided at the time of filling out the registration application.

22. SIS Responsibility

SIS will be liable for damages suffered by the participant as a consequence of the non-execution or poor execution of the contract. However, this responsibility will cease: a) when the defects observed in the execution of the contract are attributable to the participant or at his own decision to resolute the contract (see clause 16 of these General Conditions); b) when the defects are attributable to a third party unrelated to the provision of the services provided for and these are unpredictable c) when the defects are due to force majeure (meaning those circumstances beyond the party invoking them); abnormal and unpredictable whose consequences could not have been avoided, despite having acted with due diligence (such as fire or natural disaster, act of terrorism, etc) and; d) when the defects are due to an event that SIS, despite having put all the necessary diligence, could not foresee or overcome. It will be the responsibility of the parent or legal guardian to provide SIS with any relevant medical information of the participant, including allergies or medical treatments. You will also have the responsibility to provide the correct postal address, email address and telephone number of the parent or legal guardian if important notifications by SIS are necessary.

23. Representation

The services related to individual sports programs, collective or family, are organized by Soccer Interservices LLC and its collaborating companies (Getafe Football Club, Alcorcon Sports Association, Real Madrid Foundation, Real Madrid Football Club and Atletico of Madrid Club) in relation to a part of the services offered.

24. Personal Data Protection

The contractor and participant personal data provided in the registration application or any other information required after or during the trip, will be treated by SIS in order to complete your reservation, provide the requested products and services (including coverage of travel insurance), to be able to assist you through our customer service or for whatever is necessary to fulfill the contract. We base our right to treat your personal data in the need to do so to provide the services or products you have requested, or when there is a legitimate interest for us to use your personal data, for example for additional marketing activities about similar products or services who has already contracted with us. In case of using sensitive personal data, we will base its use on your explicit consent. In the event that we use your personal data to send you offers that we believe may be of interest to you, we will base such use on your consent. SIS may share personal data (these include the reproduction of your image, voice... rights contained in "the agreement"), of participants or contractors with their affiliates, or claimers. SIS has adopted adequate guarantees for the transfer of personal data. SIS and its affiliates may use personal data together with information about consumers obtained from third parties to promote SIS products and services, including special promotions based on the interests



of the consumer. The consumer has the right at any time to withdraw their consent or to oppose SIS using their personal data for direct marketing purposes by contacting info@soccerinterservices.com with the subject "cancel consent to transmit my data".

SIS will only retain the necessary personal data of each participant for the purposes for which they were collected or in accordance with the terms stipulated by the regulations and good market practices, unless it is necessary to keep them further for compliance of legal obligations. SIS will keep your personal data for marketing purposes until the user withdraws their consent. If the consumer wishes to obtain a copy of the information that SIS deals with, or wishes to rectify their data, delete them, limit their treatment, oppose the treatment carried out by SIS or exercise their right to the portability of the data, please contact to info@soccerinterservices.com. Please review the privacy policy available at www.soccerinterservices.com to read all the complete information about how SIS handles your personal data and your rights. By accepting the SIS terms and conditions, the participant accepts that SIS may freely use any photograph, audiovisual or sound recording created by SIS or by SIS staff during the program in which its image appears, without requiring an additional approval. The participant also accepts that SIS can freely use any photograph, audiovisual or audio recording that the user has uploaded to social networks, such as Instagram and Twitter, under the hashtag #SpainRoundTrip, #Soccerinterservices, #SiS or another hashtag created or promoted by SIS, for advertising and marketing purposes of the products and services of SIS, for which it grants a license for free, worldwide use and until its passage into the public domain, on the intellectual property rights of said materials so that SIS can use them with said purposes through their incorporation in advertising and / or promotional materials of their products and / or services, which implies their reproduction, distribution, communication to the public (including its making available to the public) and transformation.

25. Price variations

SIS reserves the right to vary the programs, packages and services prices shown at www.soccerinterservices.com according to the demand, dates...

26. Conflicts resolution

The parties (SIS and the contracting party), agree by means of these Terms of Use and General Conditions, that any conflict or discrepancy related to the contracted services will be resolved through arbitration.

27. Terms of Use and General Conditions update and acceptance

These Terms of use and General Conditions are valid from February 13th, 2019 until new update, which must appear at the beginning of these terms. All the information contained in www.soccerinterservices.com is property of SIS. The sign of any registration application form by the participant or customer implies the acceptance and compliance of all General Conditions included in these pages.