

14 - 17
NOV
2019

H&H FESTIVAL

PORTO DE
GALINHAS
BRAZIL

RULES & CONDITIONS – H&H 2019

INTERNATIONAL PACKAGES (ENOTEL RESORT & SPA):

- Sales of Regular Packages (International Audience): valid for any passengers without restrictions, provided the availability, lots and quantities of Apartments or Suites offered in each of the categories. All online pre-reservations will only be confirmed and will continue to be paid on a first-come, first-served basis through the H&H Tour service system. Pre-reservations online that do not respect the deadlines for payment after confirmation will be automatically canceled without prior notice. Pre-reservations online that are in Waiting List must wait their respective confirmation for processing. Only after confirmation of the Reservation and its payment will be issued the Voucher/Travel Agreement and sent to the customer.
- Package from Nov, 14 until 17 (3 nights/4 days – Thursday to Sunday) with accommodation at ENOTEL Resorts & SPA.
- Superior Room with resort view; and Luxury Room ocean view/front (up to 4 people - see bedding policies).
- Master Suites with ocean front up to 50 square meters, two balconies and jacuzzi; and Presidential Suites with ocean front and Resort view up to 84 square meters, king size bed, panoramic balcony, two rooms, jacuzzi and special check-in with private elevator (up to 3 people - see bedding policies).
- Premium All-inclusive system (breakfast, lunch, dinner, snacks and alcoholic and non-alcoholic beverages – except during the parties) and welcome drink during check-in.
- 2 or 3 possible reservations at thematic restaurants for dinner (Asian, Regional, Portuguese and Pizzeria).
- Free access to leisure, sports and fitness centers (except SPA).
- Tickets to all parties of H&H 2019 festival (full program to be announced: www.planetahh.com.br/en).
- Exclusive benefits for Master Suites: Exclusive and differentiated check-in at ENOTEL Conventions & SPA; 2 possible reservations at exclusive Gourmet restaurant for dinner (Italian); Day SPA exclusive to be used during the period of the festival (access to SPA wet area); Access to the VIP area of main parties for each guest in this category (see program) with no consummation voucher, including amenities and possible tasting invitations (to be confirmed); Gratuity of 1 bottle of national champagne per Master Suite.
- Exclusive benefits for Presidential Suites: Exclusive and differentiated check-in with private elevator at ENOTEL Conventions & SPA; 3 possible reservations at exclusive Gourmet restaurant for dinner (Italian); Day SPA exclusive to be used during the period of the festival (access to SPA wet area); Access to the VIP area of main parties for each guest in this category (see program) with no consummation voucher, including amenities and possible tasting invitations (to be confirmed); Exclusive table with drink combo (03 bottle of national champagne, 15 energetic drinks, 15 soft drinks and 15 waters) for all festival along with 05 additional wristbands to access VIP area, apart from bracelets to each guest in this category.
- Payment with International credit card (Visa, Mastercard and Amex only - prices subject to change in the date of the reservation due to exchange rates USD 1.00 = R\$ 4,00 by Dec, 14 of 2018 – the price of your reservation will be processed in Brazilian R\$). Copy of passport and credit card (front and back) along with authorization term filed and signed is required.
- Prices per person in Single, Double, Triple or Quadruple (limited and restricted – see extra beds conditions) room basis, with lodging between ENOTEL Conventions and Acqua hotels according to category and at the discretion of the organization, subject to change, variability or availability.
- Check-in at 3:00 PM and Check-out at 11:00 AM. Passengers who do not release room until this time are subject to a fine of R\$ 500,00 (USD 125.00) and exempts H&H from any liability in this regard. Guests must be 18 or older.

OFFICIAL TOUR OPERATOR:

H&H TOUR

H&H Entretenimento e Eventos Ltda

Rua Augusta, 3000 – São Paulo | SP – BRAZIL – ZIP 01412-100

+55 11 3280-6001 - info@hhtour.com.br or atendimento@hhtour.com.br

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- Triple or Quadruple (limited) packages are with extra single beds (smaller than the traditional bed) and/or sofa bed and/or double bed already fixed and pre-allocated in the Apartment without possibility of change, as well as limited twin beds, subject to availability.
- Cancellation policy: from now until 30 days to travel, 50% of penalty; 29 days to travel, 80% of penalty; 15 days or less to travel, 100% of penalty. Prices subject to change without notice and confirmation of availability, as well as optional on request and confirmation.
- Policy of nomination and passenger changes: only nominations and passenger changes will be accepted within 10 working days prior of travel. Nominations without additional fees, passenger changes subject to payment of R\$ 300,00 (USD 75.00) for each change and passenger changed.
- Check all rules and conditions for International Packages: www.planetahh.com.br/en! To further information about ENOTEL Resorts & SPA visit: <https://www.enotel.com.br/hotel/12/enotel-convention-spa-porto-de-galinhas/>.
- International packages do not accept discounts and/or promotions and/or partners promocodes.
- See all benefits included in your package category in the Product PDF, booking voucher or hotsite.
- Other additional services (such as: Transfers, VIP Upgrade, among others) must be purchased separately and exclusively for those who have already their official festival package, and can be included at any time, as well as exclusive responsibility of its third-party suppliers, the customer exempts any liability of H&H Entretenimento in this regard. Extended Experience Extra Day limited, valid exclusively for the night of November 13-14 (activities of this day subject to change without notice, choices of program subject to RSVP, raft ride with dive subject to tide board) with extra prices per apartment (regardless of category, but the settings of the original package must be maintained in this previous night). Amounts in pre-fixed and referential US dollars (USD) - exchange USD 1.00 = R\$ 4.00 from Dec, 14 of 2018 subject to variation on the day of closing the extra product in Brazilian R\$. See all the rules and conditions of these extra and additional products.
- Reservation: all online pre-reservations will only be confirmed and will continue for payment by order of arrival in the H&H Tour form system. Pre-reservations that do not respect the deadlines for payment after confirmation (automatic term of 3 days, subject to change) will be automatically canceled without prior notice. Pre-reservations that are in Waiting List must await their respective confirmation for processing. Only after confirmation of the Reservation and its respective payment will the Voucher / Travel Agreement be issued.

INTERNATIONAL NEW HOTEL PACKAGES (MARUPIARA by GJP HOTEL OR OTHERS):

- Sales of New Hotel Packages (International Audience): valid for any passengers without restrictions, provided the availability, lots and quantities of Apartments offered in each of the categories. All online pre-reservations will only be confirmed and will continue to be paid on a first-come, first-served basis through the H&H Tour service system. Pre-reservations online that do not respect the deadlines for payment after confirmation will be automatically canceled without prior notice. Pre-reservations online that are in Waiting List must wait their respective confirmation for processing. Only after confirmation of the Reservation and its payment will be issued the Voucher/Travel Agreement and sent to the customer.
- Package from Nov, 14 until 17 (3 nights/4 days – Thursday to Sunday) with accommodation at Marupiara by GJP Hotel.
- Standard Room with hotel or partial ocean view (up to 4 people - see bedding policies).
- Premium Full Board system (Breakfast at Marupiara and other meals at ENOTEL Resort – lunch and dinner) – except during the parties.
- Free access to leisure at Marupiara by GJP Hotel and ENOTEL Resort & SPA infrastructure.
- Circular Transfers between Hotels and Resort (to be confirmed).
- Tickets to all parties of H&H 2019 festival (full program to be announced: www.planetahh.com.br/en).

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- Payment with International credit card (Visa, Mastercard and Amex only - prices subject to change in the date of the reservation due to exchange rates USD 1.00 = R\$ 4,00 by Dec, 14 of 2018 – the price of your reservation will be processed in Brazilian R\$). Copy of passport and credit card (front and back) along with authorization term filed and signed is required.
- Prices per person in Single, Double, Triple or Quadruple (limited and restricted – see extra beds conditions) room basis, with lodging at Marupiara by GJP Hotel, subject to change, variability or availability.
- Check-in at 3:00 PM and Check-out at 11:00 AM. Passengers who do not release room until this time are subject to a fine and/or extra daily rate to be applied directly by the Hotel. Guests must be 18 or older.
- Triple or Quadruple (limited) packages are with extra single beds (smaller than the traditional bed) and/or sofa bed and/or double bed already fixed and pre-allocated in the Apartment without possibility of change, as well as limited twin beds, subject to availability.
- Cancellation policy: from now until 30 days to travel, 50% of penalty; 29 days to travel, 80% of penalty; 15 days or less to travel, 100% of penalty. Prices subject to change without notice and confirmation of availability, as well as optional on request and confirmation.
- Policy of nomination and passenger changes: only nominations and passenger changes will be accepted within 10 working days prior of travel. Nominations without additional fees, passenger changes subject to payment of R\$ 300,00 (USD 75.00) for each change and passenger changed.
- Extended Daily rate valid for Enotel guests on the night of November, 13 exclusively (however, if you opt to purchase the regular extra night from the new Hotel on the night before the festival, you will automatically have access to H&H activities). Other Extras Daily rates before or after the festival with prices per apartment, according to Marupiara by GJP Hotel at “Extras”, including exclusively Breakfast at the respective hotel.
- Check all rules and conditions for International Packages at Second Hotel of H&H Festival 2019, as well as extra products: www.planetahh.com.br/en! To further information about Marupiara by GJP Hotel visit: <https://www.gjphotels.com/resort-em-porto-de-galinhas/marupiara-by-gjp/>.
- International packages do not accept discounts and/or promotions and/or partners promocodes.
- See all benefits included in your package category in the Product PDF, booking voucher or hotsite.
- Other additional services (such as: Transfers, VIP Upgrade, among others) must be purchased separately and exclusively for those who have already their official festival package, and can be included at any time, as well as exclusive responsibility of its third-party suppliers, the customer exempts any liability of H&H Entretenimento in this regard. Extended Experience Extra Day limited, valid exclusively for the night of November 13-14 (activities of this day subject to change without notice, choices of program subject to RSVP, raft ride with dive subject to tide board) with extra prices per apartment (regardless of category, but the settings of the original package must be maintained in this previous night). Amounts in pre-fixed and referential US dollars (USD) - exchange USD 1.00 = R\$ 4.00 from Dec, 14 of 2018 subject to variation on the day of closing the extra product in Brazilian R\$. See all the rules and conditions of these extra and additional products.
- Reservation: all online pre-reservations will only be confirmed and will continue for payment by order of arrival in the H&H Tour form system. Pre-reservations that do not respect the deadlines for payment after confirmation (automatic term of 3 days, subject to change) will be automatically canceled without prior notice. Pre-reservations that are in Waiting List must await their respective confirmation for processing. Only after confirmation of the Reservation and its respective payment will the Voucher / Travel Agreement be issued.

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GENERAL:

- The online Booking form must be filled 1 (one) per room (up to 4 people in the same room). In case of a group of people traveling together, you must fill more than 1 online Booking form. Fill up all required fields, because this Booking does not guarantee availability and only holds the category of your room rate until payment confirmation.
- The customer already agree that the only way to start your Booking process with H&H Entretenimento is through the online Booking form, exempting from now on H&H of any negotiations or previously understandings conducted by email, telephone or other channels and/or representatives or third parties interlocutors.
- When you stay at the festival Resort (or others Official Hotels – in this case), the client further states that:
 1. Declare not be carrying any type of illegal substance and I am aware that I may be expelled from the festival without any refund if found with me or in my apartment or bungalow such substances, subject to penalties of Brazilian law;
 2. Declare that I am aware that if I have at least one passage through the Medical Centre of the festival and it is verified by the competent medical team (evidenced by official medical record, signed by the responsible of the Medical Centre) any type of disorder caused by illicit substances, I will be automatically blocked from purchasing any type of H&H product, event or festival in the future or if I have already purchased it, I accept that my package is canceled without any refund. I further declare that if I am recidivist at the Medical Centre of the festival with two or more times for the same reasons, besides being blocked for any future purchase, I will also be immediately expelled from the current festival and the Resort not being entitled to any kind of refund;
 3. I declare to be aware that the festival uses the cashless system of a rechargeable bracelet and/or card where I can place credits for consumption (bars, shops, among others). I declare that I am aware and in accordance with the Rules and Conditions of the Cashless system of the festival, including but not limited to: Refunds are EXCLUSIVE for those who have pre-paid in advance, according to a tax of R\$ 5,00 per transaction, realized in up to 45 (forty five) days, after the festival. Opening accounts, activation of wristbands and/or cashless cards or even recharging throughout the festival are NOT refundable! There will be an activation and opening fee of R\$ 15,00 per card and/or bracelet. This amount will not be refunded. No refunds and/or consumptions of VIP Upgrades or Packages in Suites are also reimbursed. The festival reserves the right to change the rates without notice. The festival is not responsible for the use of the card and/or cashless bracelet, as well as for its loss, and in these cases, no refund of values. The event will not refund or replace damaged cards and/or wristbands when it is not possible to check your balance and/or the identity of the holder. I hereby release to H&H Entretenimento and its partners from this operation any liability for chargeback requests or refunds that go beyond herein. I further declare to be aware and agree that if my cashless bracelet is violated and lost I will only be entitled to a new bracelet upon payment of the fee of R\$ 1,199.00. If my bracelet is violated and I bring it for replacement I will be exempt from this fee.
 4. Declare not be carrying any restricted item of the festival, either before, during or after the events, as well as public areas of the hotel or in my apartment or bungalow, including but not limited to portable generator, professional sound equipment, microwave, light equipment or any other equipment that goes beyond the rules of noise pollution and the environment, being aware that I can be expelled from the event without any refund;
 5. Exempt from now on H&H Entretenimento and its festival partners of any acts against property of the hotel or the physical or moral integrity of other participants of the festival, and I can be expelled from the Resort, and I agree to pay all my extra expenses or services that were not hired directly from the organization of the festival or its partners;
 6. I authorize immediately the use of my image for commercial purposes or festival's official release, being aware that I can be filmed or photographed at any time during the festival or other planned activities;
 7. I declare to be aware that in the case of force majeure that motivates the non-attendance of any previously announced artists I will not have right to any refund by contractors and services;
 8. Exempt H&H Entretenimento from any weather or meteorological changes (rains, strong winds or derivatives) that makes it impossible to perform safely any of the events scheduled for the festival;
 9. Aiming the proper handling of the festival, I declare that I am responsible for all my actions in the meantime.
- At the end of the sales process the customer will receive its full Voucher and already accepted such document as final, replacing any kind of receipt and/or services contract.
- All the rules and conditions of the festival and its product/package may be changed at any time without prior notice as well as all other rules and additional conditions on the products and/or methods of payment are better detailed the documents supporting the sales process.

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