



## **RULES & CONDITIONS – H&H FESTIVAL 2020 (postponed to 2021)**

### **REGULAR INTERNATIONAL PACKAGES:**

- Sales of Regular Packages (International Audience): valid for any passengers without restrictions, provided the availability, lots and quantities of Cabins/Staterooms 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 Dec, 11 until 14 of 2020 (3 nights and 4 days) with accommodation at Costa Fascinosa cruise ship.
- Departure and return to/from Port of Santos (Sao Paulo - Brazil), with 2 exclusive stops.
- Internal Staterooms with 14.3 square meters (up to 4 people) with no view.
- External Staterooms with 17.7 square meters (up to 4 people) with view (partial/obstructed) to sea (window does not open).
- External Staterooms with Balcony with 20.2 square meters (up to 4 people) with private balcony and view (total) to sea.
- External Staterooms with Balcony Plus - Samsara with 23.2 square meters (up to 2 people) with private balcony and view (total) to sea, as well as larger cabin with pre-allocated high floor of the ship (SB cat. - Samsara SPA, Decks 10 and 11).
- Mini Suites from 26.6 to 32.8 square meters (up to 2 people) with private balcony and view (total) to sea, as well as pre-allocated intermediate floor of the ship (MS cat. - Decks 6, 7 and 8) at the back of the ship positioning.
- Gran Suite from 31.3 to 42.4 square meters (up to 4 people) with private balcony and view (total) to sea, bathroom with double tub and bathtub or chromotherapy shower, as well as pre-allocated intermediate floor of the ship (S/GS cat. - Decks 7 and 9) at the center and front of the ship positioning, in addition of Premium Service Package included (see).
- Master Suite from 31.3 to 42.4 square meters (up to 2 people) with private balcony and view (total) to sea, bathroom with double tub and bathtub or chromotherapy shower, as well as pre-allocated high floor of the ship (SU cat. - Samsara, Deck 10) at the front of the ship positioning, in addition of VIP Premium Service Package included (see).
- Presidential Suite with 47.3 square meters (up to 2 people) with two private balconies (limited) and view (total) to sea, balcony jacuzzi, bathroom with double tub and bathtub or chromotherapy shower, as well as pre-allocated high floor of the ship (SV/SG cat. - Samsara, Deck 10) at the front of the ship positioning, in addition of VIP Premium Service Package included (see).
- Premium Full Board System (breakfast, lunch and dinner, excluding drinks - see special pre-packs to purchased beverage, exclusively on board) - note: some suite categories have Premium and VIP Premium service with open bar included (see).
- Possibility to book a la carte restaurants (payment separately - VIP Restaurant Samsara, Italian Barilla, Burger D'Autore, Pummid'ouro pizzeria, among others).
- Unrestricted access to all leisure centers, sports and fitness/gym (except Samsara SPA - see separate package), as well as various special activities of Experiential Line-ups, Casino, shows, among others - note: some suite categories have VIP Premium service with "Samsara SPA package" included (see).
- Ticket Package for all H&H Festival 2020 parties and events, both onboard and at land, as well as possible special Experiential Line-up tastings and activations (full schedule coming soon: <http://www.planetahh.com.br/en/>).
- TravelAce Travel Insurance (see all basic income for international audience insurance rules and conditions included on the official website) and also port and service charges included, as well as pre-fixed values in USD (subject to variation from R\$).

### **OFFICIAL TOUR OPERATOR:**



H&H Entretenimento e Eventos Ltda

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

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- Exclusive Premium Service Package for Gran Suites: Exclusive and differentiated check-in at the Port of Santos (Sao Paulo – Brazil); Exclusive Butler Concierge service and special VIP Welcome Kit; Costa Club Private Restaurant (breakfast, lunch and dinner) with exclusive and differentiated menu; Standard Beverage package included with open bar: selection of unlimited alcoholic and non-alcoholic beverages (unlimited consumption within the limited pre-set menu), during meals and onboard events (exclusively), served by the glass (ex beer, water, soda, spirits in general - Red Label whiskey, Stolichnaya vodka, Cuervo tequila, Beefeater gin, as well as long drinks, wines by the glass, liqueurs, coffees and hot drinks). Does not include energy drinks (ex. Red Bull), bottles, fridge items and cocktails (see conditions, based on "Brindiamo" package, subject to change directly by Costa Cruises); Individual access bracelet for each guest on this suite category to VIP Areas of land events (to be confirmed) and onboard events, including private deck area within the ship and amenities with possible tasting invitations (to be confirmed). Subject to change directly by H&H and Costa Cruises.

- Exclusive VIP Premium Service Package for Master and Presidential Suites: Exclusive, differentiated and priority check-in at the Port of Santos (Sao Paulo – Brazil); Exclusive Butler Concierge service and special VIP Welcome Kit; Costa Club Private Restaurant (breakfast, lunch and dinner) with exclusive and differentiated menu; Premium Beverage package included with open bar: full and unlimited selection of alcoholic and non-alcoholic beverages during meals and onboard events (exclusively), including all drinks on the menu up to USD 10.00 (ex. beer, water, soda, spirits in general - Chivas whiskey, Absolut vodka, Cuervo Gold tequila, Beefeater and Gordons gin, as well as long drinks, wines by the glass, liqueurs, coffees and hot drinks), includes also energy drinks (ex. Red Bull), items of fridge and cocktails. Does not include only bottles (see conditions, based on "Intenditore" package, subject to change directly by Costa Cruises); Samsara SPA Package included: unlimited access to Samsara SPA thermal area (private pools), Thalassotherapy and Saunas. Includes preferential reservation at Samsara a la carte restaurant (extra, separate payment). Does not include services (ex. massages, treatments, among others). Subject to change directly by Costa Cruises; Individual access bracelet for each guest on this suite category to VIP Areas of land events (to be confirmed) and onboard events, including private table and private deck area within the ship and amenities with possible tasting invitations (to be confirmed). Subject to change directly by H&H and Costa Cruises.

- International credit card (Visa, Mastercard, Amex and Elo only - prices subject to change in the date of the reservation due to exchange rates USD 1.00 = R\$ 4,10 from Sep, 5 of 2019 – updated: USD 1.00 = R\$ 5,73 from Apr, 30 of 2020 – the price of your reservation will be processed in Brazilian R\$ with the equivalent in USD as above price tables). Copy of passport and credit card (front and back) along with authorization term filed and signed is required. Total amount referring to the festival's share of tickets, lodging and tourism.

- Prices per person in Cabin/Stateroom or Special Suite (according to categories and ship codes) in Single, Double, Triple or Quadruple room bases (see rules and conditions of extra beds previously allocated in each cabin/stateroom), with cabin allocation on the ship's floors on a random basis according to category and organization's discretion, subject to change, variation and availability. Cabin/Stateroom or Suite numbers (even those with preferential pre-allocation) will be provided only days before the departure with Check-in Documentation and final Voucher for boarding.

- Check-in will be from 12:00 (noon) until 06:00PM from the date of departure and Check-out will be from 08:00AM until 10:00AM from the date of arrival. No Show passengers will not be refunded and who do not release the cabins by this time are subject to a fine and exempt H&H of any liability in this regard.

- Guests must NOT be under 18 years old.

- Triple and Quadruple packages (limited) with extra single / auxiliary bed (smaller than traditional bed) and/or sofa bed and/or fixed double bed already pre-allocated in each Cabin, without possibility of alteration, as well as limitation of single beds, subject to availability on double/twin beds.

- Cancellation and confirmation policy: 50% penalty from the moment of purchase up to 30 days of travel; with 29 days of travel, 80% fine; with 15 days of travel or "No Show", 100% fine. Prices subject to change without notice and confirmation of availability, as well as optional upon request and confirmation. Note: "ship desertion" at stops are not refundable.

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- 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 74.00) for each change and passenger changed.
- 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.
- Optional/Extra Services and Products: Standard Beverage Package: extra per person (IMPORTANT: individual sale is not valid, all passengers in the same cabin/stateroom must purchase together the "Standard" beverage package) - selection of unlimited alcoholic and non-alcoholic beverages (unlimited consumption within the limited pre-set menu), during meals and onboard events (exclusively), served by the glass (ex beer, water, soda, spirits in general - Red Label whiskey, Stolichnaya vodka, Cuervo tequila, Beefeater gin, as well as long drinks, wines by the glass, liqueurs, coffees and hot drinks). Does not include energy drinks (ex. Red Bull), bottles, fridge items and cocktails (see conditions, based on "Brindiamo" package, subject to change directly by Costa Cruises); Premium Beverage Package: extra per person (IMPORTANT: individual sale is not valid, all passengers in the same cabin/stateroom must purchase together the "Premium" beverage package) - full and unlimited selection of alcoholic and non-alcoholic beverages during meals and onboard events (exclusively), including all drinks on the menu up to USD 10.00 (ex. beer, water, soda, spirits in general - Chivas whiskey, Absolut vodka, Cuervo Gold tequila, Beefeater and Gordons gin, as well as long drinks, wines by the glass, liqueurs, coffees and hot drinks), includes also energy drinks (ex. Red Bull), items of fridge and cocktails. Does not include only bottles (see conditions, based on "Intenditore" package, subject to change directly by Costa Cruises); Samsara SPA Package: extra per person (IMPORTANT: individual sale is not valid, all passengers in the same cabin/stateroom must purchase together the "Samsara SPA" package) - unlimited access to Samsara SPA thermal area (private pools), Thalassotherapy and Saunas. Includes preferential reservation at Samsara a la carte restaurant (extra, separate payment). Does not include services (ex. massages, treatments, among others). Subject to change directly by Costa Cruises; Individual VIP Upgrade: extra per person - individual access bracelet to VIP Areas of land events (to be confirmed) and onboard events, including private deck area within the ship and amenities with possible tasting invitations (to be confirmed). Subject to change directly by H&H and Costa Cruises; In/Out Transfers to/from Sao Paulo Airport (GRU or CGH) / Port of Santos - Cruise Passenger Terminal / Sao Paulo Airport (GRU or CGH): extra per person (round trip at predetermined hours, on request); Promotional Domestic Airfares Origin / Sao Paulo (GRU or CGH) / Origin: on request; Extra Days, Early Check-in and Late Check-out: not applicable. The passenger by purchasing additional services and products acknowledges that in the case of these services are third party suppliers and exempts now H&H from any liability in this regard. Please consult all additional rules and conditions of these products with the respective suppliers indicated at the time of purchase or at the official hotsite.
- 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.

#### TRAVELACE INSURANCE:

- See all the details and full TravelAce Basic Travel Insurance for international audience policy included in your package (Insurance for passengers up to 70 years old): <https://www.travelace.com.br> or [http://bit.ly/HH2020\\_SeguroTravelAce](http://bit.ly/HH2020_SeguroTravelAce).
- The following categories of insurance are covered in your policy (see deductibles, rules, conditions and amounts covered): Medical and hospital expenses on national travel (DMH - includes preexistence, per event); Dental expenses on national travel; Pharmaceutical Expenses; Total permanent disability due to accident in national travel; Hotel reservation coordination for companions in case of hospitalization; Early Return; Round-trip air ticket reservation coordination for a family member;

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Financial assistance; Minor accompaniment; Assistance in locating luggage; Guidance in case of loss of documents or credit card; Urgent message transmission; Legal assistance; Advance on bail; Baggage- Expenses Derived from delayed baggage; Luggage - Damage to the Suitcase; Accidental death on the road; Body transfer; Medical transfer; Coordination of hotel reservation by convalescence; Early return for problems in residence; Consultation lines 24hs.

- IMPORTANT: All attendances at the ship's Medical Post are charged separately from the passengers and TravelAce Insurance reimburses such visits, provided they are covered in your policy. It is noteworthy that the use of illicit substances is not insured and any actions arising from them are on behalf of the passengers.

### GENERAL:

- The online Booking form must be filled 1 (one) per room (up to 4 people in the same stateroom). 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 stateroom 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 Cruise Ship, 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 Cabin/Stateroom such substances, subject to penalties of Brazilian law and subject to safety on board. I understand that I will go through customs, under the control of the Federal Police of Brazil, and all my bags and belongings will be searched (by "x-ray", sniffer dog and / or physically) by competent authority before boarding;
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 the above scenario is found, the Ship Security Authority may expel me from the Festival and the Ship at any time at any stop, not being entitled to any refund or future claim. I hereby exempt H&H Entretenimento from any responsibilities in this regard, since all security and medical station (medical practice) on board a Ship are solely and exclusively the responsibility of the Ship's own Officers and the Brazilian Federal Police;
3. I further declare that I am aware that I have read and agree to all the rules and conditions of TravelAce Basic Travel Insurance included in my package (Insurance for passengers up to 70 years of age), also exempting H&H Entretenimento from any responsibilities in this regard, as well as all attendances at the ship's Medical Post are charged separately directly to my onboard account and TravelAce Insurance reimburses such attendances at a later date, provided they are covered in my policy, emphasizing the use of illegal substances are not covered. Unlawful actions are not insured and any actions arising out of these are my entire responsibility;
4. I declare to be aware that all shipboard transactions will be in US Dollars (USD) in cash upon international credit card qualification upon check-in. In addition, the festival will use the cashless wristband and / or rechargeable card system exclusively at land events where I can place credits for consummation (bars, shops, among others). I declare to be aware of and in accordance with the festival's Cashless System Rules and Conditions, including but not limited to: Refunds are EXCLUSIVE to those who have pre-loaded in advance, subject to extensive prior notice, at a discounted rate of R\$ 5,00 per transaction, performed within 45 (forty five) days after the festival. Account opening, activation of bracelets and / or cashless cards or recharge throughout the festival are NOT refundable! There will be an activation and account opening fee of R\$ 15,00 per card and / or bracelet. This amount will not be refunded. Also no bonuses and / or consumptions for VIP Upgrades or Suite Packages are refunded. The festival reserves the right to change the rates without prior notice. The festival is not responsible for the use given to the card and / or cashless bracelet, as well as for the loss or theft of it, in this case, no refund of values. The event will not refund or replace damaged cards and / or bracelets when your balance and / or cardholder's identity and identity cannot be verified. I hereby exempt H&H Entretenimento and its partners from this operation from any chargeback or reimbursement responsibilities that deviate from the model hereof;
5. Declare not be carrying any restricted item of the festival, either before, during or after the events, as well as public areas of the cruise ship or in my cabin/stateroom or suite, including but not limited to commercial goods, live animals, weapons, ammunition, explosives, flammable, toxic or other hazardous substances, illegal drugs and any electrical equipment, including, without limitation, iron, water heater, kettle, electric cooker, hair dryer, oven or 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. I am also aware that any shipment and disembarkation of the ship (either in port or on land stops) will be subject to x-ray and metal detector equipment;
6. In addition, passengers declare on board the ship that their behavior does not endanger safety or discipline or may cause serious disturbance to other passengers on the cruise, in accordance with reasonable care and due diligence, as directed by the ship. or by the Commander, and with the regulations and laws in force in the States of port of call. When boarding the ship, the passenger undertakes to participate in all emergency

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exercises and activities related to instructions organized on board. The passenger undertakes to board the ship to comply with the Commander's orders and to follow all safety regulations and rules; to this end, also acknowledges that the Commander has the right whenever, in his opinion, a passenger is unable to continue the journey or is a danger to the health or safety of the vessel, crew or other passengers, or if his conduct is such as to compromise the enjoyment of the cruise by other passengers, as the case may be, (i) refuse to board that passenger, (ii) disembark the passenger at any port, (iii) refuse to allow the passenger to disembark at a particular port; (iv) confine the passenger to a particular area of the ship or refuse to participate in certain activities on board.

7. Exempt from now on H&H Entretenimento and its festival partners of any acts against property of the Cruise Ship or venue of land events or the physical or moral integrity of other participants of the festival, and I can be expelled from the Cruise Ship, and I agree to pay all my extra expenses or services on and off board that were not hired directly from the organization of the festival or its partners;
8. 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;
9. 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;
10. I 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, or even previously scheduled ship stops with their respective embarkation and disembarkation (ex. land events, among others);
11. I also exempt H&H Entertainment from "No Show" on Boarding, as well as "ship desertion" at any stops, and no refund will be applied.
12. 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.

- In case of cancellation of the festival on board the ship, as well as its possible events on land, either by unilateral decision of the Owner of the ship Costa Crociere SpA and/or through its legal representative in Brazil, Costa Cruzeiros Ltda, or even by Brazilian government decision (federal, state or municipal) or international (from any government that directly interferes with these companies or their related subsidiaries), due to force majeure, closure of air and/or maritime space in Brazil, global epidemics or pandemics, act of war, terrorism or derivatives, is now agreed between the PARTIES that fully exempt H&H Entretenimento e Eventos Ltda, producer of "H&H Festival" from any responsibilities in this regard, where there will be no refund of any amounts already paid (in whole or in part) due to its packages, and no extra or additional values, or third and/or indirect expenses (ex. airline tickets, hotels and so on), and the festival organization in good faith must make the best efforts to reschedule a new date for this festival, according to new law of the federal government of Brazil (MP 948 – Apr, 08, 2020).

- 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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<updated on Aug, 24 of 2020>

Due to the global situation and problems faced by "Covid-19 pandemic", thinking about the health of all passengers, employees, suppliers and the like, H&H Entretenimento e Eventos Ltda canceled on this date and changes the H&H FESTIVAL 2020 - CRUISE EDITION from December, 11 until 14 of 2020 on board Costa Fascinosa ship to December, 9 until 12 of 2021 on board Costa Favolosa ship (or similar ship by the same owner Costa Crociere), all in accordance with Brazilian Public Calamity Law (Provisional Measure 948/20 and Law of Conversion (PLV) 29/2020), fulfilling in this act the automatic rescheduling of all packages (promotional and/or regular international packages) with "confirmed" status in the H&H TOUR online service system (including exclusively fully paid reservations until the present moment), in addition H&H offers benefits, free and subsidized, subject to confirmation and rules with specific deadlines, according to rules and conditions documents sent to all passengers and widely disseminated in all communication channels of the company. All information and documents are at the special hotspot: <http://www.planetahh.com.br/en/festival/postponement/>.

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