

RULES & CONDITIONS – H&H FESTIVAL 2021

Due to the global situation and the problems faced by the "Covid-19 pandemic", thinking about the health of all passengers, employees, suppliers and the like, H&H Entretenimento e Eventos Ltda postponed the H&H FESTIVAL 2020 - CRUISE EDITION from 11 until 14 of December of 2020 on board Costa Fascinosa ship to the H&H FESTIVAL 2021 - CRUISE EDITION from 9 until 12 of December of 2021 on board Costa Favolosa ship (or similar ship from the same owner Costa Crociere), all in accordance with Brazilian Public Calamity Law (Provisional Measure 948/20 and Law of Conversion (PLV) 29/2020), as the new Brazilian Law number 14.046, from August, 24 of 2020, fulfilling the automatic rescheduling of all packages (promotional and/or regular international packages) with "confirmed" status in the H&H TOUR service system (including exclusively fully paid reservations until the moment of cancellation and postponement of the festival), whose rules and conditions below updated and adjusted are an integral part of the "Voucher and Contract for Tourism and Entertainment Services", whether for reservations rescheduled or for new reservations made from August, 24 of 2020. All information and documents are also at the special hotsite: http://www.planetahh.com.br/en/festival/postponement/,including a new campaign of "Voluntary Cancellation for Impeded Boarding" launched on November 16 of 2021 due to the official announcement of the Official Protocols (https://www.planetahh.com.br/en/festival/official-protocols/) to be adopted for the festival on board the cruise ship this year, made official through ordinance No. 657, of October 2nd, as well as ordinance No. 657, of October 5th and approval of the Protocols by Anvisa (Brazilian entity) through Resolution RDC 574, on October 29, when the competent national authorities approve the return of cruises in Brazilian waters, approving the 2021/22 cruise season and deliberating the official protocols. Additionally, all of the festival's Frequently Asked Questions (https://www.planetahh.com.br/en/festival/frequently-asked-questions/) were updated once again with the objective of total transparency between H&H and its passengers.

DEADLINES ESTABLISHED FOR THE CLOSING OF THE FESTIVAL:

IMPORTANT/ATTENTION: reservations, even if with "confirmed" status, but that do not meet any requirements of this final regulation, including but not limited to established protocols; financial pending or default (total or partial); incomplete records of passengers (without the mandatory fields required, exclusively in the "H&H TOUR" online system, such as: full name, gender, date of birth, place of birth, ID/Passport number, in the case of foreign passengers, full address, e-mail and cell phone with area code) making it impossible to generate a voucher for Check-in and Boarding; or unnamed accompanying passengers (having unnamed "open names" in reservations even if complete and confirmed); passenger exchanges on reservations (total or partial); inclusions of extras or any other; among others; may be canceled in whole or in part, unilaterally by H&H Entretenimento, if such requirements are not met by the deadline established in this document, since the launch of the festival in 2019, which is within 10 business days of boarding (until November, 24 of 2021), at which time no changes can be made to any reservation and the festival's rooming-list will be closed for good so that it can be sent to Costa Cruises to proceed with the Check-in process, Boarding and control, especially now because of the new requirements of such protocols and so on. The entire Check-in and Boarding procedure, including all necessary information (ex. cruise description, personal boarding form, cabin numbering, luggage tags, port instructions, etc.), also including screening and information Additional of such official protocols (ex. form and traveler's health declaration), among others, will be sent directly by Costa Cruises from November, 30 of 2021 to all passengers with "confirmed" reservations and with complete registrations in the online system of "H&H TOUR" exclusively (that is, all this information will be sent to the main email registered in the H&H **OFFICIAL TOUR OPERATOR:**





system). If by the day before departure (November, 8 of 2021) you do not receive this documentation, including early Web Check-in directly from Costa, or any other type of pending notification, please contact the H&H service team. In the exclusive case of any cancellation, whether by the reservation now "confirmed" not having complied with any of the mandatory requirements of this regulation, or by unilateral determination of H&H Entretenimento on account of the official protocols established by the competent Brazilian authority, the PARTIES shall, by mutual agreement, establish the rules for such cancellation and eventual refund of amounts paid (total or partial), with or without fines for termination, in accordance with Law number 14.046, of August 24 of 2020 and the rules of this regulation. From now on, H&H undertakes to analyze it on a case-by-case basis, and full refunds may be offered through "credits" in points from the CLUBE H&H loyalty program, where the passenger can use such values in future festivals or other products, provided they are available in the program, from the date of the credit within 1 year (12 months). For this purpose, all applicable convertibility rules and other covenants defined in this regulation shall be followed for reservations on a waiting list or reservations canceled by mutual agreement between the parties, proceeding with the signing of an agreement and discharge for finalization of such process.

RULES AND ADDITIONAL CONDITIONS OF THE FESTIVAL'S PROTOCOLS ON BOARD CRUISE SHIP AND ON LAND:

Since the publications of the Brazilian Government Ordinances, approving Cabotage and the Maritime Cruises Season in Brazilian jurisdictional waters, as well as the approval and publication by Anvisa (Brazilian entity) of a resolution on the Official Protocols to be adopted, in October/2021, H&H has since carried out a hard work with Costa Cruises and the government to better understand the safe and helth viability of our festival on board a cruise ship this year.

Protocols for boarding:

1) Proof of complete vaccination of participants: all guests must provide proof of vaccination with a full cycle (single dose or double dose) having taken within 14 days or more of the departure date. Proof of vaccination must be printed by the ConectSUS application or other proof of vaccination printed as long as it has the respective "QR Code" (Brazilian passengers) or printed by the official entity of the respective country (Brazilian passengers residing abroad or foreign passengers). Vaccines accepted for cruises will be those approved by PNI/Anvisa (Brazilian entity) and/or those approved by WHO.

2) Presentation of a negative laboratory test for screening of Sars-CoV-2 infection (Covid-19): all guests (Brazilian or foreign passengers) must present a negative clinical examination result, such as RT-PCR test will be accepted within 48 hours (by Costa Cruises orientation, the exam period was 72h to 48h) in advance of its completion to the embarkation date or Antigen test with up to 24h in advance of its accomplishment to the embarkation date.

3) Traveler's Health Declaration: upon boarding, all guests must present a completed and signed form within 6 hours before boarding with the "Traveller's Health Declaration" following the Anvisa (Brazilian entity) model that will be made available by Costa together with other documents of Check-in and Boarding, including the early Web-Checkin that will be sent together with the terms of responsibility and regulations of the festival on board the ship, already accepted by all passengers at the time of purchase.

4) "Covid-19" insurance: will be recommended by Costa Cruises to all passengers due to the local operational plans in the municipalities where our itinerary stops. H&H will offer the possibility for the passenger to purchase an "upgrade" from the basic insurance already included in all packages if you want to purchase the plan with "Covid coverage". In addition, the passenger is free to choose another insurance with "Covid coverage" directly or your boarding will be subject to signing a liability waiver at the Port, and may be restricted in not disembarking at stops and events on land (which may change).

5) Maximum occupancy of 75% of the vessel was reduced: with the objective of the greatest possible transparency, maintaining its credibility, H&H had already anticipated this possible reduction in the maximum capacity and had STOP SALES on August/21 in order to comply with such determination, with cabin reservations for cases of contingency and isolation. In this sense, our Waiting List as well as any and all packages for this year's festival are completely SOLD OUT! In addition, we emphasize that, unlike previous editions, we will be extremely strict with regard to all the rules of our festival regulations, in **OFFICIAL TOUR OPERATOR:**





particular for closing deadlines for any and all changes to reservations (ex. changes, exchanges and passenger appointments) or even pending issues of any nature that end definitively on November, 24 or 2021 so that all Check-in and Boarding documentation can be issued directly by Costa Cruises. Stay tuned!

Protocols during the cruise and festival:

6) Distance between groups of travelers of at least 1.5 meters in specific areas on the cruise ship: even though we are a "single charter group", social distancing in areas of the cruise ship, primarily in bars, restaurants and derivatives, will be recommended.

7) Use of individual masks: it will be mandatory to use masks on board, at stops and in the passenger terminal, and once again its recommended, primarily in bars, restaurants and derivatives, except for swimming pools and wet areas.

8) Random onboard testing: the cruise ship's owner, Costa Cruises, will carry out a minimum of daily random onboard tests (10% of the crew and 10% of the passengers, every day) throughout our festival.

9) Musical events allowed on board the cruise ship: all program of regular events will take place outdoors on the external cruise ship decks (Stages in the Aft and Central Pools), as well as other simultaneous events or experiential line-ups will take place indoors, however with certain established limitations. In this sense, see small changes and adjustments that we had in the festival's program on board the ship, keeping practically everything that H&H had previously announced.

10) Other mitigation measures and health assistance on board will be taken and can be consulted in detail in the final links on this page: training of crew and service providers, hand hygiene, buffet food services served by the crew, health team on board qualified and trained, constant monitoring, cleaning and disinfection, special management of solid waste and the onboard ventilation system, among others.

Protocols at stops and events on land:

11) Stops and events on land are authorized (may change at any time without prior notice): H&H's itinerary is confirmed (Port of Santos/SP – Ilhabela/SP – Angra dos Reis/RJ – Port of Santo/SP), and the embarkation and disembarkation of passengers participating in the festival are free to participate in "land events", provided that they are private and comply with local sanitary measures and the protocols of their municipalities, as well as the respective operational plans signed between the shipping company (Costa Cruises) and each of the local Governments.

12) Other mitigation measures and health assistance at stops and land events: any limitation on boarding and disembarking the cruise ship for the respective municipalities of events on land, especially due to local limitations, constant monitoring and procedures with local service providers and/or workers of such events. In the extreme case of the need to change the itinerary to a location other than the one previously announced, the disembarkation/boarding of passengers at the new regular stop will be allowed without holding local events on land. We remind you that the holding of events on land is subject to weather conditions and local safety protocols against Covid-19 contagion from the cruise ship and local governments. Complementary protocols and other information:

13) In addition, Costa Cruises established with the Brazilian and international authorities, some protocols and complementary restrictions, always aiming at the health and well-being of all its passengers, crew and contributors, such as:

- The shipping company (Costa Cruises) reserves the right to refuse boarding or ordering the boarding of passengers if the health conditions or requested information mean that they cannot travel or enter the cruise ship in accordance with current health and safety regulations, or if these people refuse to provide the necessary information and/or documents, or to undergo health screening carried out on board.

- Passengers, crew and contributors must agree with the "Costa Safety Protocol". People who do not comply with these procedures will be disembarked, and Costa Cruises or H&H will not be liable for any other damages that these people may suffer as a result of this disembarkation.

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- Passengers with serious illnesses and in need of constant assistance are prohibited from boarding cruises according to Costa, exclusively for people with severe respiratory failure or need for oxygen or mechanical ventilatory support; people with immune system failure or under treatment with immunosuppressive therapy.

- Additional restrictions such as people over 65 years of age or people suffering from 3 or more of the following medical conditions regardless of their age such as: ischemic heart disease, atrial fibrillation, heart failure, high blood pressure, type 2 diabetes, chronic lung disease, chronic liver disease, chronic kidney failure/dialysis, autoimmune diseases, obesity, cancer under treatment; should consult their physician before booking a cruise.

IMPORTANT: In addition, foreign passengers must follow additional protocols for entry into Brazil (effective upon arrival/return). All protocols may be changed at any time without prior notice. It is recommended to check the status of your reservation, even if confirmed, the day before your departure!

CURRENT RULES AND CONDITIONS OF THE FESTIVAL CANCELLATION POLICIES:

Currently, the CANCELLATION POLICY of H&H FESTIVAL 2021 – Cruise Edition packages is basically divided between reservations made before or after the notice of cancellation of the year of 2020 edition due to the state of public calamity of "Covid-19". In this sense, we have:

1) Reservations made before August, 26 of 2020: cancellation policy for these reservations from the time of their respective purchase until boarding on the new date of the festival canceled in the year of 2020 and postponed to the year of 2021 (Dec, 9 until 12 of 2021), in accordance with Brazilian Law No. 14,046, of August 24, 2020, has a 100% fine. In other words, they are not refundable due to any type of unilateral passenger cancellations at this time, as all legal requirements established by H&H up to the date of the festival canceled in 2020 were given and complied with (ex. benefits package, option to convert credits into Clube H&H points of the amount fully paid, reschedule for a new festival date, among others). In this sense, these reservations would not have any type of refund even in cases of "no show" for the festival confirmed for this year of 2021.

2) Reservations made after September, 7 of 2020: cancellation policy for reservations made after the reopening of sales with the new festival date in the year of 2021 (Dec, 9 until 12 of 2021) from the time of their respective purchase until boarding on the new festival date, they have a cancellation policy in accordance with the current purchase contract: 50% fine from the time of purchase up to 30 days of travel; 29 days to travel, 80% fine; with 15 days to travel or "No Show", fine of 100%.

ADDITIONAL RULES AND CONDITIONS OF THE "VOLUNTARY CANCELLATION DUE TO IMPEDIMENT" CAMPAIGN:

Always aiming the well-being of all our passengers, once again H&H will make an exception and launch the VOLUNTARY CANCELLATION Campaign due to boarding impediment, because if you are not comfortable of traveling at this time due to the new protocols announced, and If you have a "real, feasible and tangible reason" that is proven to make your boarding impossible, check this special campaign where you can convert the amount paid (total or partial) for your cabin into CLUBE H&H credits without any penalty for cancellation! Currently, the CANCELLATION POLICY for festival packages, as detailed above, is divided between reservations made BEFORE (until Aug, 26 of 2020 - without any refund for cancellation) or AFTER (after Sep, 07 of 2020 - with refund policy according to the travel contract and proximity to the date of departure) of the notice of cancellation of the year of 2020 edition due to the state of public calamity of "Covid-19", in accordance with Brazilian Law No. 14.046, of August 24 of 2020. In this sense, it follows the rules of this new policy of this campaign:

- Cabin cancellation requests (total or partial) must be made from November, 16th until 24th, 2021 (at which time any changes to your reservation will no longer be allowed, even in case of "no show", as per the festival rules and conditions). H&H team will analyze the request and return it to the passenger within 48 hours.

- Along with the request, the passenger must send documentation proving "real, feasible and tangible reason" that makes boarding impossible due to the Official Protocols just announced (ex. vaccination card without the first or second dose or

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even after the stipulated minimum period of 14 days; vaccines received outside Brazil without approval by the PNI/Anvisa or WHO; positive "Covid-19" exams within the stipulated period; among others).

- It is solely and exclusively available to H&H the eligibility of the cancellation according to the content of this campaign. If not, the passenger may also opt for the cancellation and regular rules mentioned above or transfer its package or cabin to third parties within the maximum period for changes (Nov, 24 of 2021), exempting H&H from any responsibility in this regard.

- In case H&H accepts the cancellation request, our team will confirm by email and send the CANCELLATION AGREEMENT, which must be completed and signed by the paying passenger and/or other accompanying paying passengers on the reservation. The deadline for returning this signed document will be November, 30 of 2021, considering that from November, 24 of 2021 the reservation will already be canceled (partially or totally) in the H&H TOUR system. There will be no cancellation waiver after this period, even without having the document signed back, and this scenario is characterized as "NO SHOW".

- After December, 15 of 2021, H&H will contact all eligible passengers for refunds (partial or full) of reservations canceled with this new policy, provided that all its specific rules are complied with, in particular the completion and signature of the respective term, so that the period for reimbursement of the total or partial amount paid is established between the PARTIES (except extras that must be calculated separately, also discounting any intermediation commissions from agents, agencies, operators or tourism ambassadors).

- The refund of the total or partial amount paid, referring to the respective cancellation, will be made after December, 31 of 2021, EXCLUSIVELY in the conversion of BRL paid into CLUBE H&H program POINTS credit as follows: The total amount of "credit" will be converted by the equivalence of "R\$ 1.00 = 10 Points" at CLUBE H&H. The total number of "Points" to be credited to CLUBE H&H loyalty program is personal and non-transferable, with a bonus exclusively through the ID (Passport Number) of the main passenger and/or companions (if any and if nominated). In addition, there will be no refund of the "credit" in cash or any other form than in "Points" in the CLUBE H&H loyalty program. No type of "credit" will be validated for passengers who have paid on behalf of third parties (even through a third-party authorization form). In order for the total value of points converted into the CLUBE H&H loyalty program to be credited to the passenger does not create his account within the deadline, these points will automatically expire, and the process ends. H&H will not give any kind of future "credit". Once the CLUBE H&H points have been validated and credited/deposited in the passenger's account, they will be valid for 1 year (12 months) after the credit date and must comply with the specific regulations of CLUBE H&H and its respective products available. The passenger will give full, irrevocable and irreversible discharge regarding the terms of this cancellation.

- All details and other specific rules for this conversion, which must be accepted by the passenger, including the festival regulations, as well as the rules and regulations of the CLUBE H&H program, will be signed in the specific term mentioned above, thus ending the process of such cancellation and reimbursement.

This campaign is promotional, restricted and exclusive according to eligibility, for a determined period of time, and may be changed at any time without prior notice, applicable to possibilities of cancellation (total or partial) provided for in these final REGULATIONS, in order to be exclusively arbitrated by H&H.

ADDITIONAL RULES AND CONDITIONS OF THE FINAL FESTIVAL WAITING LIST (CLOSED):

Showing its transparency and responsibility, due to the extension of the global situation of "Covid-19 pandemic" in the year of 2021, H&H Entretenimento together with Costa Cruises is anticipating a possible reduction in the maximum allowed capacity for boarding our ship cruise and SOLD OUT all its latest available categories. In addition, both companies are working together with government entities (ex. Anvisa) to shortly announce the special protocols that we will follow at the festival aboard the ship cruise this year. According to the publication of Ordinance No. 657, on October 2nd, by the competent Brazilian authorities, the return of the 2021/22 cruise ship season in Brazilian waters is approved and released. Among the main **OFFICIAL TOUR OPERATOR:**





measures adopted and to be defined by Anvisa in Brazil are: vaccination of guests and crew, pre-shipment Covid-19 tests with rigorous screening, flexibility of the maximum ship capacity with eventual reduction, fresh air without recirculation, disinfection and constant sanitation. Another important measure is that the stops will follow the protocols of the shipowners and local governments, which will also have an impact on our land events (yet to be confirmed). In addition, foreign passengers must follow additional protocols for entry into Brazil (effective upon arrival/return). In this sense, a WAITING LIST was created, which will be paid through a first installment FEE, for possible future capacity releases/increases. Check the additional rules and conditions of this final festival waiting list (CLOSED):

- When making your reservation, for one of the categories still with the possibility of a waiting list (which are: INTERNAL and EXTERNAL BALCONY cabins/staterooms), it will be waiting in order of arrival at H&H TOUR online reservation system (date/hour/minute), not guaranteeing availability and/or rate/price until your effective call, full payment and confirmation in accordance with the established deadlines.

- A deadline up to 3 (three) days will be provided for the payment of the first installment FEE, through international credit card, in the amount of R\$ 499.00 per person - *equivalent of USD 98.00* (R\$ 499.00 SGL - 1 passenger; R\$ 998.00 DBL - 2 passengers; R\$ 1,497.00 TPL - 3 passengers; R\$ 1,996.00 QDL - 4 passengers – *note: the price of this waiting list fee for your reservation will be processed in Brazilian R\$ with the equivalent in USD*) regardless of the category on the waiting list or the price where this reservation can eventually be confirmed. Failure to pay this fee within the established deadline will result in the immediate cancellation of the reservation, which will no longer remain on the waiting list. If the passenger wants to make a new reservation, it will enter a new position at the end of the waiting list, also in order of arrival, in accordance with the above-mentioned rules.

- If your reservation, with the first installment FEE already paid, is eventually contemplated/called due to the release of additional capacity: the passenger holding the reservation, as well as their respective companions (if any and if nominated), will receive a notification for payment of the additional residual value according to the price at the time. Reservations will not be confirmed with configurations other than those already on the waiting list (ex. SGL, DBL, TPL and QDL). In this sense, the reservation will have a new deadline of up to 3 (three) days to complete its payment, be confirmed by the system, voucher issued and finalized. If this payment deadline is not met, the reservation, even if contemplated/called, will be automatically canceled and the amount paid in advance can be used as "credit" for a new reservation on the waiting list or for cancellation according to the rule specified below. In the exceptional case that your reservation, already confirmed and paid, is canceled due to a reduction in the maximum capacity established by the competent authority, the rule will be applied in accordance with the clause below, also following the new Law No. 14,046 of AUGUST 24 of 2020, renewed for the extension of the state of public calamity ("pandemic") for the year 2021 in Brazil.

- If your reservation, with the first installment FEE already paid, is NOT contemplated/called due to the non-release of additional capacity: the passenger holding the reservation, as well as their respective companions (if any and if nominated), hereby declare their express consent that your reservation will be canceled, and this amount paid will be converted into CLUBE H&H POINTS ("credits"). From the total amount of "credit" will be converted by the equivalence of "R\$ 1.00 = 10 Points" at CLUBE H&H. The total number of "Points" to be credited to the CLUBE H&H loyalty program is personal and non-transferable, with a bonus exclusively through the ID/PASSPORT of the main passenger and/or companions (if any and if nominated). In addition, there will be no refund of the "credit" in cash or any other form other than in "Points" in the CLUBE H&H loyalty program. No type of "credit" will be validated for passengers who have paid on behalf of third parties (even through a third-party authorization form). In order for the total value of points converted into the CLUBE H&H loyalty program within 30 days after notification of conversion. If the passenger does not create his account within the deadline, these points will automatically expire, and the process ends. H&H does not have any kind of future "credit" responsibility. Once the CLUBE H&H points have been validated and credited/deposited in the passenger's account, they will be valid for 1 year (12 months)

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after the credit date and must comply with the specific regulations of CLUBE H&H and its respective products. The passenger will give full, irrevocable and irreversible discharge regarding the terms of this waiting list. The amounts of this "credit" in CLUBE H&H points are not subject to monetary correction, interest or any other type of reward from the period between its payment and the date of the respective refund. Except for reservations that may have already been confirmed and fully paid, which may be subject to cancellation due to new capacity reductions, they may apply the provisions of the new Law No. 14,046 of AUGUST 24 of 2020, with their respective reimbursement in cash within 12 (twelve) months from the date of departure, or can still have "credits" at CLUBE H&H points to be used in other H&H Entretenimento products (upon availability, either in RESORT 2022 or CRUISE 2023).

- No extras or additional products will be sold and/or allowed to be included while the reservation remains on the waiting list. Extras or additional products can only be included (if they are still available) in reservations contemplated/called with status of "awaiting payment" and/or "awaiting payment confirmation".

- Commissions fees from agents, agencies and/or tour operators that eventually intermediated this waiting list will not be accepted, except in the case of contemplated/called and confirmed reservations.

- These supplementary rules are subject to change without notice. This "waiting list" action will not be cumulative with other actions and/or promotions, as well as it obligatorily requires that the H&H FESTIVAL 2021 - Cruise Edition take place on its new dates announced in the year of 2021. This action is fully extinguished in case of a new cancellation and/or postponement of the festival due to "Covid-19 pandemic", which cannot be accumulated or required, or may not conflict with any laws approved by the Brazilian Government.

REGULAR INTERNATIONAL PACKAGES (SOLD OUT):

- 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, 9 until 12 of 2021 (3 nights and 4 days) with accommodation at Costa Favolosa cruise ship (TBC).

- 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 preallocated 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 **OFFICIAL TOUR OPERATOR:**





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 2021 parties and events, both onboard and at land, as well as possible special Experiential Line-up tastings and activations (full schedule coming soon: <u>http://www.planetahh.com.br/en/</u>).

- 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\$).

- 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\$ 5,10 from July, 16 of 2021 – 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

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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 (subject to change due to continued state of calamity in 2021, if any, in accordance with Brazilian law): 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.

- 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.

TRAVEL INSURANCE:

- See all the details of Basic Travel Insurance policy included in your package completely FREE by H&H (international receptive insurance for passengers up to 80 years of age) - automatically rescheduled with the same conditions 2020/21: http://www.hhentretenimento.com.br/hh2021/produtos/HH2021_SeguroTravelAce.pdf (domestic insurance) and/or https://www.hhentretenimento.com.br/hh2021/produtos/HH2021_SeguroTravelAce.pdf (domestic insurance) and/or https://www.hhentretenimento.com.br/hh2021/produtos/HH2021_SeguroTravelAce.pdf (international insurance) or directly on the websites https://www.travelace.com.br and https://www.universal-assistance.com.

- The following categories of insurance are covered in your policy (see deductibles, rules, conditions and amounts covered), except in cases "WITHOUT Covid-19 coverage": 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; 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.

- Additionally, you can include "UPGRADE" from the Basic Insurance coverage plan included in your package, FREE of charge by H&H, to the "Covid-19 Insurance" coverage plan by paying a specific amount. Consult all the details and policy of this upgrade/complementary insurance "WITH Covid-19 coverage" (domestic and intrnational receptive insurance for passengers up to 85 years of age), according to the special specification sheet of the insurer and Costa Cruises: http://www.hhentretenimento.com.br/hh2021/produtos/HH2021 SeguroTravelAceCOVID.pdf or directly on the websites https://www.travelace.com.br and https://www.universal-assistance.com.

- The following categories of insurance are covered in your policy (see deductibles, rules, conditions and amounts covered), including cases "WITH Covid-19 coverage": all previous coverage, plus coverage for medical and/or hospital travel expenses by virtue of "Covid-19"; quarantine for "Covid-19"; and health return (up to franchise limits).

- NOTE: Passengers who choose not to purchase the "upgrade" of coverage of this insurance ("Covid-19 coverage"), or who do not present insurance with specific equivalent coverage at the time of boarding, are aware and consent that the passenger will have to sign a liability waiver, which will be restricted to boarding and disembarking at any stops on the cruise ship's itinerary, or other applicable restrictions to be applied directly by the cruise ship's owner (Costa Cruises), fully exempting H&H from any responsibilities in this regard.

- IMPORTANT: All attendances at the cruise ship's Medical Post are charged separately from the passengers and Travel 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.

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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 passenger further states that:

- 1. I declare that I am aware of and in accordance with the PROTOCOLS and rules that provide for the sanitary requirements for the embarkation, disembarkation and transport of travelers on cruise ships located in Brazilian jurisdictional waters, including those with travelers from another country, during the period of public health emergency arising from the SARS-CoV-2 ("Covid-19") pandemic; and other preventive measures and actions adopted by Brazil in accordance with Brazilian ordinances (numbers 657 and 658), as well as resolution of protocols by Anvisa (RDC 574), especially for Boarding procedures (full cycle vaccination, negative laboratory test, health declaration, insurance with "Covid-19" coverage or term of responsibility, reduction of the maximum capacity of the vessel); During the Cruise/Festival (distancing between groups of travelers, wearing masks, random testing, participation in restricted events, other mitigation measures of the health authorities and local protocols in accordance with the municipal operational plan of Ilhabela/SP, Angra dos Reis/RJ or another); Costa Complementary Protocols (comply with all vessel protocols, pay attention to additional diseases and boarding restrictions). I further declare that I have full responsibility for the individual (or group) compliance with such measures and hereby exempt H&H Entretenimento and Costa Cruises from any liability in this regard.
- 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;
- 3. 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 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;
- 4. I further declare that I am aware that I have read and agree with all the rules and conditions of the Basic Travel Insurance included in my package, completely free of charge (domestic and international receptive insurance for passengers up to 80 years of age WITHOUT additional coverage of "Covid-19"), except those that include the respective additional "upgrade", also exempting H&H Entretenimento from any liability in this regard, being aware and consenting that if I choose not to contract the "upgrade" of coverage of this insurance ("with Covid-19 coverage"), or still not present an insurance with specific equivalent coverage at the time of boarding, I will have to sign a liability form, being restricted to boarding and disembarking at any stops on the cruise ship's itinerary, or other applicable restrictions to be applied directly by the cruise ship's owner (Costa Cruzeiros); as well as I am aware that all services at the cruise ship's Medical Station are charged separately directly to my onboard account and the Insurance reimburses such services later, provided that they are covered in my policy, highlighting the use of illegal substances, they are not insured and any actions arising therefrom are my sole responsibility.
- 5. I declare that I am aware that all transactions on board the ship will be carried out in American Dollars (USD) in cash upon international credit card authorization at check-in or in a totem on board. In addition, the festival will use the "cashless" system of bracelet and/or rechargeable card or consumption tokens exclusively in land events where I can place credits for consumption (bars, stores, among others). I declare to be aware of and in accordance with the Rules and Conditions of the festival's Cashless system (exclusively for any events on land), including but not limited to: there are no refunds for these credits; the amounts transacted in land events under no circumstances may be used or compensated on board the cruise ship; opening accounts, activating wristbands and/or cashless cards or recharging during such events are non-refundable and are subject to local transaction fees; Bonuses and/or consumptions of VIP Upgrades or Suite Packages are also not refunded. The festival reserves the right to change fees without prior notice. The festival is not responsible for the use given to the cashless card and/or bracelet, as well as for its loss or theft, and in these cases, refunds are not applicable. The event will not refund or replace damaged cards and/or bracelets when it is not possible to check your balance and/or the identity of the holder and holder. I hereby exempt H&H Entretenimento and its local partners from this operation from any liability for requests for refunds or refunds that do not comply with the model agreed herein.
- 6. 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;

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- 7. 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 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 to a participate in 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.
- 8. 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;
- 9. 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;
- 10. 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;
- 11. 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). I am also aware that the holding of events on land is subject to weather conditions and local safety protocols against contagion of "Covid-19" from cruise ship and local governments.
- 12. I also exempt H&H Entretenimento from "No Show" on Boarding, as well as "ship desertion" at any stops, and no refund will be applied.
- 13. I further declare to be aware and in accordance with all the new rules and protocols of H&H and Costa Cruises (approved by Anvisa and other Brazilian and Italian government agencies) that will be required for embarkation/disembarkation, as well as before, during and after the festival on board the cruise ship (as per item 1 mentioned above, as well as widely disseminated in all communication channels of H&H)!
- 14. 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 continuity of the state of calamity in 2020/2021, if any, in accordance with Brazilian law, as well as new Law number 14.046, of August 24, 2020 (extended the term of "public calamity" applicable until Dec/22), I am previously AWARE AND AGREED of 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 changes in the announced protocols that make it impossible to hold festivals and events on board or on land; 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 the law of Brazil.

All the rules and conditions of the festival and the respective product/package may be changed at any time, without the need for prior notice, as well as all other complementary rules and conditions about the products and/or forms of payment, among others, they are detailed in the documents attached to the sales process, as well as widely publicized in all official channels of H&H (www.planetahh.com.br and @planetahh). These REGULATIONS are final for this festival in the year of 2021, having been final updated on November, 17 of 2021, with the inclusion of all information and details about the Official Protocols and other necessary agreements.

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