

TERM OF USE

This Contract for the Provision of Services (the "Contract") stipulates the legally-binding terms between you (the "User") and TAILORGO WORLD S.L., a company having its registered office address CALLE BUEN SUCESO 16, 1-1, 28008 MADRID, SPAIN and its tax identification NIF B87904819 and registration in the Commercial Registry of Madrid Volume 36337 Folio 46 Sheet M-652853 Inscription 1, with the e-mail address info@tailorgo.com for contact purposes ("TailorGo"), which operates under the platform of its property hosted at the URLs www.tailorgo.com, or www.tailorgoplanners.com, or www.tailorgobuddies.com (the "Portal").

The Portal is designed for the publication, consultation and reservation of all kinds of relocations services and travel planning services.

If the provisions of this Contract contradict the Legal Notice, the provisions contained in this Contract shall prevail. If you wish to have a printed copy of this Contract, you may print out a copy or download the file on your computer.

TailorGo reserves the right to add to, modify and/or remove any of the terms of this Contract, at any moment, by means of a notice in the Portal or by e-mail, with said conditions entering into force in 30 calendar days from the moment of their publication in the Portal. The continuity of the use of the services by the User following a notice of modification shall imply the acceptance of said changes.

The User states that he/she is of legal age and guarantees that he/she is authorized to conclude this Contract in his/her own name. The User states that the registration data are current, complete and correct.

1. PURPOSE

The purpose of this Contract is to regulate the terms and conditions applicable to the service of activities accessible via the Portal (the "Process").

The Process requires the prior registration of Users and allows them the publication and disclosure of activities and services (the "Services") in the Portal in order for other Users to be able to benefit from them, prior to booking via the Portal.

In order to be a User of the Portal, it is indispensable that the following requisites be fulfilled:

- He or she has reached or is older than 18 years of age.
- He or she has truthfully filled out the mandatory fields of the registry form, in which personal data is requested.

Hereinafter, the Users that publish and disclose Services in the Portal shall be named "Vendor". Also the Vendors can be classified in:

(1) Relocation Buddies: help with the basics of moving to a new city, like finding accommodation, getting a bank account and a mobile plan.

(2) Itinerary Planners: design daily itineraries that include accommodation recommendations, things to see, restaurants to go to and local events to join.

The Users that book and benefit from the Services shall be named "Customer".

When booking a Service via the Portal, all agreements subscribed between the Vendor and the Customer shall be valid between both parties, and TailorGo shall not be party thereto. TailorGo solely: (i) facilitates access to the Portal as a tool enabling Vendors to publish their Services and Customers to make bookings, and; (ii) acts as a collections agent authorized to accept, in the name and on behalf of the Vendor, those payments that may be made by Customers, having to transfer these to the Vendor.

2. TERM

This Contract shall be valid as from the moment of its acceptance by the User and shall remain in force until either of the parties notifies the other of its intention not to renew it.

3. PROCESS OF PUBLISHING AND BOOKING SERVICES

Vendors may publish as many Services in the Portal as they wish, being such publication free.

For the publication of the Services, Vendors must complete the information requested in the Service publication form (the "Form"), which includes, including but not limited to the title, place and description of the Service, the public for which it is intended, the availability of the Vendor, itineraries, images and videos of the Service, as well as the price, and, where appropriate, any additional expenses and discounts. TailorGo reserves the right to request from the Vendor all the documentation it deems appropriate in order to be able to verify that it complies with the information requested in the Form.

TailorGo shall duly review the Form presented by the Vendor but shall not assume any kind of responsibility or liability derived from said review and from the Service that it finally decides to publish. TailorGo will be exempted in any case from any liability that may be incurred by the Vendor for the provision of the services derived from breach of their fiscal, administrative, civil, criminal, labor or any other obligations.

Customers may book any of the Services in which they are interested. Said bookings are subject to the approval of the Vendor, who must accept them or decline them within a term of 48 hours as from the moment when the Customer has made the booking. Failing to respond to booking requests for Services within the term provided, as well as repeatedly declining Services, may lead to disciplinary measures against the Vendor, at the discretion of TailorGo. If the Vendor decline the booking, the Customer will be reimbursed the full price paid.

Vendor may modify the details of the Services or cancel its publication in the Portal at any moment through his/her dashboard in the Portal.

4. OPINION ON THE SERVICES

Customers may give their opinion on the Service that they have attended. In the same way Vendors may give their opinions on the Services delivered to Customers.

Opinions given on certain Services, Customers or on the Vendor that has published them must be true, clear and useful for TailorGo and for the other Users. No Users may be obliged or coerced to give opinions in a specific sense. If this occurs, the Customer must report this to the TailorGo team by sending an e-mail to info@tailorgo.com and providing all evidence that it considers to be appropriate.

Comments on the Portal may be moderated by TailorGo prior to their publication. TailorGo may not be considered the responsible publishing company, and expressly declares that it does not identify with any of the opinions that Users of the Portal may state in the Portal spaces especially enabled for comments by Users, the consequences of which are fully borne by each comment's issuing party; especially with regard to opinions expressed by Users regarding the quality of the services or products provided by other Users.

TailorGo shall not eliminate or edit the opinions of Customers, except in the following cases: (i) a User or any third party notifies TailorGo that these violate the prohibitions established in Clause 5, or; (ii) a judicial or administrative ruling is passed down ordering the withdrawal of certain opinions. In addition, TailorGo reserves said right if the Contract is terminated for any reason.

5. PROHIBITIONS

The Services published by Vendors, as well as the opinions of Customers and Vendors, may not, without limitation: (i) involve the transmission of spam, advertisements or other commercial contents; (ii) address contents that may encourage or support any illegal activity; (iii) directly identify other Users without having obtained their prior informed consent; (iv) contain political, religious or social comments not related to the Service; (v) impersonate the identity of Users; (vi) contain rude, vulgar, obscene, defamatory, calumnious, threatening, discriminatory, or sexually explicit contents, or any that may encourage hate or physical or verbal violence, or; (vii) contain references to any bookings other than that of the Service in particular.

Any Users who are aware that the Services or opinions contain any of the prohibitions mentioned or are, in any other manner, illegal, must communicate this to TailorGo by sending an e-mail to info@tailorgo.com. TailorGo shall investigate the facts communicated and shall take any relevant measures, including the elimination of the Service or the opinion and, where appropriate, the termination of the Contract in relation to the User who has published the Service or opinion prohibited.

The infringing User shall be responsible or liable to TailorGo for any penalties, sanctions and/or fines that may be imposed by courts or other competent authorities against TailorGo as a consequence of the non-fulfilment of this Clause by Users.

6. PRICE AND MEANS OF PAYMENT

When booking a Service through the Portal, the Customer must pay the total price. Said amounts shall include VAT or the relevant tax and any other applicable taxes. Payment must be made through the system provided in the Portal, in any of the currencies published therein. The Customer accepts that payment in any currency other than Euro may entail exchange costs.

The price and, where appropriate, any additional expenses and discounts applicable to the Service must be published on the Form. Any additional expenses and discounts applicable shall appear duly broken down. In no case shall TailorGo charge Customers any additional amounts that have not been published by the Vendor prior to booking the Service.

When booking a Service, the payment made by the Customer will be to TailorGo, by means of the applicable method of payment. TailorGo will transfer the money to the Vendor only when the Customer consider the Service successfully completed and after having previously deducted the TailorGo variable fees (VAT included) as compensation for the use of the TailorGo Service. The Vendor accepts that the amount transferred may take longer due to causes beyond the control of TailorGo.

Any corresponding taxes shall be applicable to the foregoing operations, with payment thereof to be assumed by whoever is considered to be the taxpayer of the same by the current legislations.

Without prejudice of those guarantees that the Vendor may offer the Customer, TailorGo reserves the right, at its sole discretion, to reimburse the total or partial price that the Customer has paid whenever the latter is not satisfied with the Service performed. In such case, TailorGo will ask to the Vendor to refund the full or only the partial amount, through the TailorGo payment platform used.

Any payment made to TailorGo will lead to the issuance of a payment receipt along with the summary of the order, which will be sent by e-mail to the address provided by the User.

If a User wants to receive an invoice for the service, it will have to contact TailorGo through the email info@tailorgo.com. TailorGo only invoices a commission to its Users, reason why it does not issue invoices to the Users. The responsible for issuing invoices is the Vendor responsible for the order. TailorGo may act as an intermediary to collect the invoices of the Keepers and deliver them to the User who has wished to receive an invoice.

7. OBLIGATIONS OF USERS

Users undertake to use the Process with the utmost diligence and in conformity with current legality. In particular, Users shall observe the following rules:

- Access the Process exclusively through the Portal and publish and/or book Services through it, as well as using the mechanisms of communication available in the Portal to contact other Users or TailorGo.

- Respect other Users and, in particular, not stalk, harass, coerce, or, in any other manner, bother any Users.
- Attend any Services planned.
- Not impersonate the identity of any other User or of any persons in the use of the Service.
- Not collect, process or store any personal data of other Users or third parties without complying with currently-valid data protection legislation.

In addition, the Vendors undertake to the following:

- Comply with administrative, tax, labor and, where applicable, Social Security obligations that may be applicable for the performance of the Services.
- Contract an appropriate insurance policy for the performance of the Service, as well as to be in possession of all permits, licenses and authorizations that may prove to be necessary.
- Not perform any Service that may destroy or jeopardize the place where the Service is performed, or any inhabitants or visitors, that may prove to be detrimental to the environment or that may be illegal in any other manner.
- Not oblige or coerce Customers to give positive opinions on Services offered or on themselves and not make any specific favorable treatment (including, but not limited to, the obtainment of discounts or free Services) conditional upon Customers giving positive opinions.

Non-observance of these obligations by Users may, at the discretion of TailorGo, lead to the suspension of the Service or the termination of the Contract, according to Clause 14.

8. CANCELLATION OF ACTIVITIES BY VENDORS

The Vendor is authorized to cancel an accepted Service if causes of force-majeure. In such cases, TailorGo shall reimburse to the Customer the full price paid by the latter. The cancellation of Service by Vendors in any cases other than those indicated shall enable TailorGo to automatically terminate the subscription of the Vendor in the Service.

The reimbursement of the price to the Customer shall be made before 72 hours after cancellation of the Service.

Any Vendor who may be obliged to cancel Services in relation to which bookings have been made must send an e-mail to info@tailorgo.com. The Vendor shall receive confirmation from TailorGo communicating that the cancellation has been attended. If the Vendor does not receive said confirmation, it must contact TailorGo as soon as possible through any of the mechanisms of communication available at the Portal.

In case of cancellation, TailorGo applies the following penalties, in case there is not any of the valid extenuating circumstance on clause 11.

- Cancellation fees: TailorGo automatically deducts 30 euros cancellation fee from Vendor next payout. TailorGo uses the money coming from the cancellation fee to offer special discount to the Customer affected by the cancellation.

- Other penalties
 - Automated reviews: An automated review is posted to Vendor's profile indicating that Vendor canceled the reservation. These reviews can't be removed, but Vendor can always write a public response to clarify why Vendor needed to cancel.
 - Vendor removed from TailorGo community: it is complete discretion of TailorGo to decide if remove the Vendor from the TailorGo community in case TailorGo thinks there is a behavior not complaint with TailorGo values.

9. CANCELLATION OF SERVICES BY CUSTOMERS

The Customer is entitled to cancel the Service booked and get full refund if the cancellation request is sent within 24 hours after the first Introduction via video call (eg. Skype call) with the Vendor. The 24 hours count starts when the Customer receive the email to review the first introduction call.

If a Customer cancels the booking after 24 hours from the Introduction video call but before the planned departure/moving date, the Costumer will get full refund only for the services that need to be perform/deliver on-site during the first days of relocation / or during the trip (WhatsApp assistance, home visiting,....).

If Customer cancel the booking after the departure/moving date, no refund is allowed.

For the purpose to cancel the Service booked, the Customer shall do it by sending an e-mail to info@tailorgo.com. The Customer shall receive confirmation from TailorGo communicating that the cancellation has been attended. If the Customer does not receive said confirmation, it must contact TailorGo as soon as possible through any of the mechanisms of communication available at the Portal.

The refund of the price to the Customer shall be made by TailorGo trough the payment gateway in the portal when possible or bank transfer, in the following 4 to 8 days, depending on Customer's bank and country.

10. REFUND POLICY

Depending on the type of service contracted to a Vendor, the refund policy will be as follows:

11.1 RELOCATION BUDDY:

When the service has been fully delivered by the Relocation Buddy in the maximum timeframe of 15 days after the Customer arrives to the new city, if the Customer is not satisfied with the Relocation Buddy services, the Customer can claim and get 100% refund. To claim, Customer shall click on 'Claim refund' in the email we will send to review the Vendor's work before 72 hours after receiving the email, and explaining the reasons behind it. TailorGo will take care of every claim as soon as possible, getting feedback from Customer and Vendor, and find the best solution.

TailorGo has got the full right to decide about each claim based on its own, independent and final discretion. In case a partial or total refund is approved, TailorGo will send back the money through the payment gateway in the portal when possible or bank transfer in the next 4 to 8 days, depending on Customer bank and country.

11.2 ITINERARY PLANNING:

- o **PLANNING SERVICE:** When the Itinerary planning service has been delivered by the Vendor in the maximum timeframe of 15 days after the first Introduction video call with the customer, if the Customer is not satisfied with the itinerary received, the Customer is entitled to claim and get 100% refund. To claim, Customer shall click on 'Claim refund' in the email we will send to review the Vendor's work before 72 hours after receiving the email, and explaining the reasons behind it. TailorGo will take care of every claim as soon as possible, getting feedback from Customer and Vendor, reviewing the itinerary proposed, and find the best solution. TailorGo has got the full right to decide about each claim based on its own, independent and final discretion. In case a partial or total refund is approved, TailorGo will send back the money through the payment gateway in the portal when possible or bank transfer in the next 4 to 8 days, depending on Customer bank and country.
- o **ON-SITE SERVICES:** Customer who is not satisfied and wants to ask for refund for the services received during the trip (eg. Whatsapp assistance, phone assistance, welcome meeting...), the Customer shall click on 'Claim Refund' in the email sent by TailorGo when the trip is approaching the end to review the on-site services received before 72 hours after receiving the email, and explaining the reasons behind it. TailorGo will take care of every claim as soon as possible, getting feedback from Customer and Vendor and find the best solution. TailorGo has got the full right to decide about each claim based on its own, independent and final discretion. In case a partial or total refund is approved, TailorGo will send back the money through the payment gateway in the portal when possible or bank transfer in the next 4 to 8 days, depending on Customer bank and country.

11. EXTENUATING CIRCUMSTANCES

Unless there are extenuating circumstances, there are no exceptions to the cancellation policies above.

If a Vendor or Customer needs to cancel a reservation, it's their responsibility to cancel as soon as possible. At times, certain circumstances outside of a Vendor or Customer's control can impact their ability to meet the terms of a reservation.

In rare instances, if TailorGo determines that a Customer's reason for cancellation falls within TailorGo's Extenuating Circumstances Policy, TailorGo may override the Customer's cancellation policy and make refund decisions.

If TailorGo determines that a Vendor's reason for cancellation falls within TailorGo's Extenuating Circumstances policy, TailorGo may waive the Vendor's cancellation penalties.

Valid extenuating circumstances include:

- Unexpected death or serious illness of a Vendor, Customer or immediate family member;
- Serious injury that directly restricts a Customer's ability to travel or a Vendor's ability to assist the Customer;
- Significant natural disasters or severe weather incidents impacting the location of destination or location of departure;
- Urgent travel restrictions or severe security advisories issued after the time of booking, by an appropriate national or international authority (such as a government office or department);
- Endemic disease declared by a credible national or international authority (such as the US Center for Disease Control or the World Health Organization);
- Severe property damage or unforeseen maintenance issues that directly impact the ability to host safely;
- Government-mandated obligations issued after the time of booking (ex: jury duty).

If User needs to make a claim, claims can only be considered after a reservation has been canceled. Once User have informed the respective Vendor or Customer and canceled a reservation, if User feels that the reason for cancellation is covered by TailorGo's Extenuating Circumstances, User should contact TailorGo at info@tailorgo.com for consideration. TailorGo generally requires claims to be submitted no later than 10 days from the cancellation date and TailorGo may require valid supporting documentation.

12. INTELLECTUAL AND INDUSTRIAL PROPERTY RIGHTS

Users recognize the intellectual and industrial property rights of TailorGo over the descriptions, images, videos, sound reproductions, and any other materials that may conform the Services published in the Portal, as well as over the opinions about said Services (the "Contributions"). For these purposes, Users hereby assign to TailorGo, free-of-charge, all exploitation rights over the Contributions for the maximum period of protection legally recognized for such rights, with the right to assign them to third parties, for a worldwide geographical scope and with the purpose of promoting the Portal, including but not limited to, the exercise of the rights of reproduction, distribution, public communication and making available to the public, transformation, modification or adaptation and exploitation of the Contributions.

Users guarantee that the Contributions are an original creation, that they have not been copied from any other pre-existing work, and that the exercising by TailorGo of the rights assigned in this Contract shall not infringe the rights of any third parties. Should the Contributions incorporate any creations by third persons (photographs, images, videos, descriptions or any other works protected by intellectual or industrial property rights), the Users guarantee that they have obtained the pertinent authorizations and licenses from their legitimate owners for the transmission of rights to TailorGo in the terms established in this Contract.

Users guarantee that they are the authors or, where appropriate, the owners of the intellectual and industrial property rights of the Contributions that their share and publish on the Portal

and therefore the exploitation by TailorGo shall not violate any legal provisions, contracts, rights or property of any third parties, and shall not constitute any manner of unfair competition.

Users guarantee that no rights of any nature have been conferred or assigned to any third parties in relation to the Contributions.

Consequently, the Users shall assume any expenses, costs, damages and indemnities that may be caused to TailorGo as a result of legal actions brought by any third parties against TailorGo, based on alleged infringements or damages caused by the intellectual property rights assigned in this Contract over the rights that such third persons may hold.

13. LIABILITY

TailorGo reserves the right, but have no obligation, to monitor the use made by Users of the Portal and, as a consequence, it does not guarantee that Users use the Portal pursuant to that established in these Conditions, nor that they diligently and/or prudently use this. TailorGo has no obligation to verify or not verify the identity of Users, nor the veracity, effective duration, exhaustiveness and/or authenticity of the information these provide.

Vendors guarantee that the Services shall be performed in accordance with the description provided in the Portal. Vendors are liable for each and every one of the Services that they publish.

Users are exclusively responsible for maintaining suitable behavior during the performance of the Service and, in particular, they commit to act in accordance with the current legislation and to not commit any act that may be considered criminal. TailorGo shall not assume any liability whatsoever as a result of the early finalization of the Service by the Vendor due to inappropriate conduct by the Customer or as a consequence of any of the foregoing.

If Vendors and/or Customers cause any damages, they are to reimburse the full cost of the damage caused to the person and/or entity to whom said damage may have been caused. In addition, they are to indemnify TailorGo for the full amount of any claims presented against TailorGo by any third parties as a consequence of said damage.

If, due to any cause, the Vendor was not able to fulfil the Service booked by the Customer, TailorGo shall not assume any liability other than that of carrying out the corresponding reimbursement. The Vendor shall be solely liable for any damages that may be derived as a consequence of the foregoing.

TailorGo excludes any responsibility for the quality of the services provided by the Vendors as well as for any damage and loss of any kind that could be due to the wrongful use of the Portal by Users or that could be due to the lack of veracity, effective duration, exhaustiveness and/or authenticity of the information that Users provide to other Users, as well as for the damages and losses of any kind that could be due to the impersonation of a third party carried out by a User in any kind of communication made through the Portal.

Notwithstanding the above, TailorGo reserves the right to limit, totally or partially, the access to the Portal of certain Users, as well as to cancel, suspend, block or eliminate certain kind of content through the use of technological instruments suitable for this purpose, if it gains effective knowledge that the activity or information stored is illicit or that it infringes on the goods or rights of a third party. Along these lines, TailorGo may establish the filters necessary for the purpose of avoiding illicit or harmful content from being published on the network through the service.

TailorGo will not be responsible in the event of interruptions of service, connection to the Portal errors, lack of availability or deficiencies in the internet access service, nor for interruptions of the internet network or for any other reason outside of its control. TailorGo is not responsible for security bugs that could arise nor for damages that could be caused to the User's computer systems (hardware and software) or files or documents stored therein, as a consequence of the presence of a virus on the User's computer system or mobile terminal used for the connection to the Platform's services and content, improper functioning of the browser or the use of outdated versions thereof.

14. TERMINATION

TailorGo may terminate this Contract unilaterally at any moment if the User fails to comply with any of the obligations and guarantees established herein or if intellectual property rights or any other rights of third parties are infringed. The termination of the Contract shall not affect the right of TailorGo to make a claim for any corresponding damages.

Users are legitimated to cancel their account in the Portal at any moment by going in the 'Settings', 'Account'. Cancellation of the account does not authorize Users to withdraw any Contributions that they may have made to TailorGo, given that the intellectual property rights over the same are held by TailorGo.

15. CLAIMS

The User exempts TailorGo as well as its directors, agents, subsidiaries, associates and employees of all liability with regard to any claim, lawsuit and damage or any kind that could arise as a consequence of a dispute with another User of the Portal as well as with any third party.

In the event a dispute arises between Users of the Portal, TailorGo requests that its Customer Services channel be used prior to this, by means of an email sent to the address: info@tailorgo.com detailing the reasons for the dispute and providing all documentation that could be of interest. TailorGo will analyse the grounds and arguments brought by both parties and will provide a solution within the shortest time possible.

16. MISCELLANEOUS

The User may not assign, subrogate or transfer the rights contained in this Contract to any third parties without prior written consent by TailorGo.

Failure to or delay in exercising any rights or demanding compliance with any obligations derived from this Contract shall not constitute a waiver of such right or requirement for compliance with the obligation, nor shall it constitute a waiver of any other rights or requirements for compliance with obligations.

This Contract, including the Legal Disclaimer and the Privacy Policy that are incorporated into this Contract by reference, constitutes the full, final and exclusive agreement between the parties in relation to its purpose and replaces any prior agreements or negotiations between them.

If any of the clauses of this Contract prove to be null due to contravention of applicable legislation, said clause shall be taken as not included, but this shall not affect the rest of the Contract, which shall remain fully effective and valid between the parties.

. LEGISLATION AND APPLICABLE JURISDICTION

These Conditions shall be governed by Spanish law, which applies in matters not provided in these Conditions in matters of interpretation, validity and execution. Likewise the parties submit to the jurisdiction of the Courts of the city of Madrid.