



Dream Circle – Terms & Conditions for Travel Agents

Dream Circle is a loyalty and recognition program by Dream Tours, created for our trusted B2B partners – including independent travel agents, boutique travel agencies, and travel companies – who regularly book travel services with us.

1. Membership Eligibility & Enrollment

- Travel agents/agencies become eligible after sending their **first client inquiry to Dream Tours**.
 - Upon receiving the inquiry, Dream Tours will share this document and an introductory one-pager explaining the program.
 - By **confirming their first reservation** and accepting these Terms & Conditions, the agency automatically becomes a **member of the Dream Circle program**.
-

2. Benefits for Clients (When Booking Hotels with Dream Tours)

Only applicable when the agency books full itineraries including hotels.

- **Welcome and In-Stay Gifts**
Personalized welcome gifts or surprises provided during the journey.
- **Complimentary Experiences (for bookings over €13,000)**
Wine tastings, F&B vouchers, boat cruises, or concert tickets (value approx. €200).
Experience options are outlined in a separate attachment.
- **24/7 WhatsApp Support**
In English, Spanish, Portuguese, or German for the duration of the trip.
- **Special Occasion Celebrations**
Cakes, champagne, or room upgrades for birthdays, anniversaries, etc.

Can be provided in following cities: **Prague - Vienna - Budapest - Salzburg - Berlin - Munich**



3. Benefits for Travel Agents

- **Earn Dream Points for each confirmed booking**
 - credited after travel is completed
- **Redeem Points for:**
 - **Free nights** in selected 5★ hotels in Central Europe.*
 - **Travel credits** to use for personal travel or client upgrades.
- **FAM Trip Invitations** based on performance and points collected.
- Access to Exclusive Experiences from our “**Behind the Curtain**” catalogue (**Autumn 2025**).
- **White-label itineraries**, dedicated support during client travel, and marketing tools.
- Priority support and collaboration opportunities on product development and co-marketing.

Blackout dates apply (e.g. New Year’s Eve, holidays, peak seasons, upon request).

4. Dream Points System

100 EUR = 1 Dream Circle Point

POINTS	REWARDS
300	2 nights in 5★ hotel or €500 credit
500	3 nights in 5★ hotel or €600 credit
1000+	4 nights in 5★ hotel or €1000 credit+ Priority FAM Trip Invitation+ Co-Branding Opportunities

- Points are calculated per calendar year.
- 50% of unused points roll over to the next year.

5. Point Tracking & Redemption

- **Points are credited after the client has traveled.**
- **Agents are notified by email at each stage:**
 - a. Booking confirmation
 - b. Trip start
 - c. Completion of travel (including current point total and redemption options).
- **Points can be redeemed for:**
 - a. Personal travel
 - b. FAM trips
 - c. Enhancements for future client bookings

6. Access to Materials

- Members receive login access to a **private web portal** with **exclusive offers** and experiences (AVAILABLE BY END OF 2025).
- A digital **Dream Circle brochure** will be provided.
- Agents also gain access to a **media library** with images and **marketing assets**.

By participating in Dream Circle, you agree to the above terms. Dream Tours reserves the right to amend or update the program at any time, with prior notice to its members.

For any questions, feel free to contact our dedicated Dream Circle program manager at:
agata.gazarova@dreamtours.cz .

GENERAL TERMS AND CONDITIONS
of Dream Tours s.r.o. ("DMC")
Effective as of 1st January 2025

GENERAL TERMS AND CONDITIONS

Dream Tours operator s.r.o.

1. Introduction

These General Terms and Conditions ("GTC") govern the contractual relationship between **Dream Tours operator s.r.o.**, a company incorporated under the laws of the Czech Republic, Company ID: 01420780, with its registered office at Kladská 5, 120 00 Prague 2, Czech Republic ("Dream Tours" or "DMC"), and any travel agency, tour operator, or travel advisor (hereinafter referred to as the "Agency") engaging the services of Dream Tours on behalf of their clients (hereinafter referred to as the "Client").

2. Scope of Services

Dream Tours provides destination management services within Central Europe, including but not limited to:

- Accommodation arrangements
- Private and group transportation
- Guided sightseeing tours and local activities
- Licensed tour guides and escorts
- Special events and culinary experiences
- Other travel-related services as requested

Services are delivered either directly by Dream Tours or via trusted third-party providers.



3. Bookings and Confirmations

- All service requests must be submitted in writing (via email or an agreed-upon platform).
- A booking shall be deemed confirmed only upon written confirmation issued by Dream Tours.
- Any amendments to confirmed services must be requested in writing and are subject to acceptance and availability.

4. Prices and Payment Terms

- Unless otherwise specified, all prices are quoted in **EUR** and are **net of commissions or fees**.
- Should the Agency require pricing in a different format (e.g., gross or in another currency), such requirement must be communicated and agreed upon with Dream Tours in advance.
- A **deposit or full prepayment** may be required prior to service commencement.
- Standard payment terms are as follows:
 - **20% non-refundable deposit** upon confirmation
 - **80% balance payable no later than 30 days prior to arrival**
- Accepted payment methods: **bank transfer** or **credit card** (processing fees may apply).

5. Cancellation Policy

Unless explicitly agreed otherwise in writing, the following cancellation terms apply:

- The **initial 20% deposit** is **non-refundable**.
- **Cancellations made within 30 days** of the scheduled arrival date are subject to a **100% cancellation fee**.
- Specific services such as **non-refundable hotel rates, event tickets, or other non-refundable items** are subject to **100% cancellation fees immediately upon booking**.

6. Changes and Complaints

- Minor changes (e.g., name corrections, time adjustments) may be accommodated, subject to availability and written confirmation.
- All complaints must be submitted in writing to Dream Tours **within 7 calendar days** of service delivery.
- Dream Tours will use commercially reasonable efforts to resolve complaints promptly and fairly, but cannot accept liability for the performance or conduct of third-party service providers.



STANDARD TRIP TIMELINE

- **Upon Confirmation:** A **20% non-refundable deposit** is due.
 - **Dream Tours:** Will confirm receipt and begin securing all booked services.
 - **Silent Period:** Clients may submit additional questions or itinerary adjustments.
 - **Approx. 2 Months Before Arrival:**
 - Finalization of itinerary, including timings, transfers, and transport schedules.
 - **35 Days Before Arrival:**
 - **Client:** Remaining **80% balance** is due.
 - **Approx. 1 Month Before Arrival:**
 - **Dream Tours:** Issues final travel documents, contacts, and detailed day-to-day services.
-

7. Liability and Insurance

- Dream Tours acts as an intermediary between the Agency and third-party service providers and shall not be liable for any loss, damage, or injury caused by force majeure or the acts/omissions of such third parties.
- Clients are **strongly encouraged to secure comprehensive travel insurance** covering medical expenses, cancellations, and other risks.
- Dream Tours maintains professional liability insurance for its operations.

8. Travel Documents and Requirements

- The Agency is responsible for ensuring its clients comply with all **visa, passport, health, and insurance requirements** for their travel.
- While Dream Tours may provide general guidance, **liability for compliance rests solely with the Agency and its clients.**

9. Intellectual Property

- All materials provided by Dream Tours — including but not limited to **itineraries, descriptions, pricing, images, and branding elements** — are protected under copyright and may not be reproduced, redistributed, or modified without **prior written consent.**

10. Force Majeure

- Dream Tours shall not be held liable for failure or delay in performance due to **force majeure**, including but not limited to: natural disasters, epidemics, wars, civil unrest, strikes, governmental actions, or any other event beyond its reasonable control.

11. Governing Law and Jurisdiction

- These GTC shall be governed by and construed in accordance with the laws of the **Czech Republic**.
- Any disputes arising from or in connection with these GTC shall fall under the **exclusive jurisdiction of the competent courts in Prague**, Czech Republic.

12. Final Provisions

- Dream Tours reserves the right to amend these GTC at any time. Updated versions will be made available upon request.
- In the event of discrepancies between language versions of these GTC, the **English version shall prevail**.
- The invalidity or unenforceability of any provision herein shall not affect the validity of the remaining provisions.

COMPANY INFORMATION

Company Name: Dream Tours operator s.r.o.

Address: Kladská 5, Prague 2, 120 00, Czech Republic

VAT No.: CZ01420780

Email: info@dreamtours.cz

Phone: +420 222 360 371

Bank Name: Fio banka, a.s.

Bank Address: V Celnici 1028/10, 117 21 Prague

Account Number: 2000394889

Dream Tours operator s.r.o. a company incorporated under the laws of the Czech Republic, Company ID: 01420780, with its registered office at Kladská 5, 120 00 Prague 2, Czech Republic



IBAN: CZ2020100000002300793945

SWIFT/BIC: FIOBCZPPXXX