



Terms of Use for the Join Up! Personal Customer Account

1. General Information

1.1. These are the terms and conditions of Join UP! Czech Republic s.r.o., ID No.: 19170238, with its registered office at Türkova 2319/5b, Chodov, 149 00 Prague 4, (hereinafter referred to as “Join Up!”, “we,” “us,” or “our”), relating to the creation and use of a personal customer account and the use of the website www.joinup.cz, (hereinafter referred to as the “Terms”).

1.2. The purpose of the Account and the services it offers is to expedite and simplify communication between Join Up! as a travel agency and the Customer, and to store data about the Customer, their activities on the website, completed reservations for packaged travel services, files, and documents.

1.3. Join Up! has the right to unilaterally amend these Terms at any time or to terminate them in whole or in part. Join Up! will notify each Customer of any amendments or termination of the Terms via a notice in the Account or by email and will invite the Customer to review the changes at least 15 days before the new Terms or amendments take effect. Changes to the Terms and Conditions take effect on the 15th day after the information about the changes is posted or after the email regarding such changes is sent to the Customer, unless a later effective date is specified. If the Customer does not agree to the changes to the Terms and Conditions, they are entitled to close the Account or terminate the Account Agreement without notice by sending a notice to Join Up! via email no later than 14 days after receiving the notice of the changes to the Terms and Conditions.

1.4. These Terms and Conditions are publicly available on the Join Up! website.

2. Definitions

The terms listed below have the meanings set forth in this section:

- **Account** – the Customer’s personal account on the Join Up! website and/or in the mobile app, accessible after authorization.
- **Join Up! Wallet** – the Customer’s personal virtual wallet within the Account on Join Up!.
- **Cashback** – a refund credited to the Join Up! Wallet for the purchase of a travel service on the website or in the mobile app via the Account. The cashback rate may vary at Join Up!’s discretion. The amount of cashback or its rate may be changed at Join Up!’s discretion and/or during promotional events, etc.
- **Code** – a one-time alphanumeric code that the Customer generates in their Account and provides to a travel agent for the purpose of applying a Discount to the Customer’s package travel reservation made through the travel agent.



- **Customer** – a Join Up! customer who has created an Account and is authorized to use it in accordance with these Terms and Conditions.
- **Discount** – an amount deducted from the Join Up! Wallet that is applied when booking a package tour and reduces its price.
- **Promo Code** – an alphanumeric code that the Customer can enter into their Account to add funds to their Join Up! Wallet. (The amount credited will depend on the value assigned to this promo code by Join Up! or its partners).
- **Privacy Policy** – available here: <https://joinup.cz/en/privacy-policy>.

3. Basic Requirements for Creating an Account

3.1. By creating an Account, the Customer enters into a contract with Join Up! for the creation and maintenance of the Account, the provision of access to the Account, and the ability to book/use travel services, related features, and content through the Account. By creating an Account, the Customer agrees to the creation of a personal account. This Account will be managed by Join Up!.

3.2. The Customer must be at least 18 years of age to create an Account.

3.3. Creating and using an Account is free of charge. The Customer is not required to create an Account; however, if they wish to use the services, features, and content described in these Terms, they must create one.

3.4. Reservations for travel packages can also be made on the website or in the mobile app without creating an Account.

3.5. Creating an Account:

3.5.1. To become an Account user, a prospective Customer must visit the Join Up! website <https://joinup.cz> and fill out the registration form, providing the following information:

3.5.1.1. Name, phone number, and email address, and confirm their consent to the Privacy Policy and these Terms and Conditions.

3.5.2. A message containing information about the Account and details that the Customer can change in their Account (password, phone number, email address) will be sent to the Customer's email address.

3.5.3. After registration, the Customer will receive an email with information about Join Up! (our destinations, how to book a travel service, etc.).

3.5.4. An Account may also be created at the time of booking a travel service on the website or in the mobile app.

3.5.5. Neither the email address nor the password may be harmful, offensive, racially or ethnically derogatory, of a sexual nature, defamatory, or in violation of intellectual property rights or individuals' rights to privacy.

3.5.6. Join Up! does not verify the accuracy of the information provided by the Customer; however, if it discovers false information, it has the right to unilaterally suspend access to the Account and/or delete the Account.

4. Use of the Account

4.1. To log in to the Account, the Customer must enter their email address and password. Only registered Customers have access to the Account.

4.2. The Account allows the Customer, in particular, to use the following features:

- Account settings (Account information, password settings, newsletter management, Account deletion);
- searching for trips;
- My Trips (in this section, the Customer can view all trips or travel services purchased on the Join Up! website or in the mobile app via the Account);
- Favorite Hotels (when searching for travel services, the Customer can select hotels they like and save them to their Account);
- Save Traveler. The "Save Traveler" feature is not a mandatory part of the Join Up! Wallet, and this information is not necessary for the Join Up! Wallet to function. The "Save Traveler" section and the Join Up! Wallet features are not directly related, but both are an integral part of the Account. The Customer may enter and save their own information as well as that of other passengers. This feature is voluntary and optional. When booking a travel service, the Customer may select from a list of previously saved passengers. The Customer enters passenger information independently; information about saved passengers can also be deleted at any time;
- Join Up! Wallet.

4.3. The Customer's payment card information or other financial information is not stored in the Account. Payment for a travel service is processed through a payment system.

4.4. The Customer Account is personal, and the Customer may not transfer it to third parties or allow third parties to use it. The Customer is responsible for protecting their



login credentials from unauthorized access. For security reasons, the password must be changed regularly. If the Customer has reason to believe that third parties have gained access to their Account, they must notify Join Up! immediately. We have the right, but not the obligation, to block access to the Customer's Account if we have reason to believe that third parties have gained unauthorized access to the Account.

4.5. The Customer may use the Customer Account and the services, features, and content provided through the Account only in accordance with these Terms. The Customer agrees and warrants that they will not use the services, features, and content in a harmful, abusive, offensive, or illegal manner, or in a manner that infringes the rights of third parties (such as, but not limited to, copyrights or the rights of data subjects).

4.6. As a user, the Customer is directly liable to third parties for any infringement of such third parties' rights for which the Customer is responsible.

4.7. In the event that third parties assert valid claims against Join Up! as a result of such infringements, the Customer is obligated to compensate Join Up! for damages to the extent that the Customer is liable for them.

4.8. The Account also serves as a means of communication between Join Up! and the Customer. Notifications sent via the Account are considered to be documents delivered to the Customer at the moment they are added to the Account, i.e., on the day they could first be viewed by the Customer upon logging into the Account. Documents sent by email are deemed to have been delivered to the other party on the date the email was sent.

5. Rights and Obligations of the Parties

5.1. Join Up!:

5.1.1. ensures the operation of the Account in accordance with these Terms and Conditions;

5.1.2. provide the Customer with benefits in accordance with these Terms and Conditions;

5.1.3. has the right to unilaterally amend these Terms and Conditions;

5.1.4. will comply with all applicable laws when fulfilling its obligations under these Terms and Conditions;

5.1.5. has the right to unilaterally terminate the Customer's right to use the Account if the Customer breaches these Terms and Conditions.



5.2. The Customer:

5.2.1. shall provide only correct and accurate information and shall update it immediately if any changes occur or if the Customer discovers any inaccuracies;

5.2.2. shall not allow other persons to use the Account;

5.2.3. when exercising all rights granted by these Terms, shall comply with legal requirements and shall not infringe upon the rights of other natural or legal persons;

5.2.4. will always act in good faith;

5.2.5. will not abuse any benefits provided in connection with the use of the Account.

6. Account Availability

6.1. Join Up! makes every effort to ensure that there are as few interruptions as possible in the operation of the Account. It is possible that, for technical reasons, the Customer will only be able to use the Account for a limited time (this applies to both duration and content), or will not be able to use it at all.

6.2. There is no guarantee that access to the Account will not be affected or interrupted by maintenance, updates, or other malfunctions (particularly technical issues or hardware or software errors).

6.3. Join Up! has the right at any time, without prior notice, to modify, terminate, or temporarily suspend the administration of the Account to the extent required by law or by a decision of public authorities, or if necessary to prevent a threat to IT and data security related to the Account.

6.4. The Customer is responsible for securing the network access necessary to use the services, features, and content through the Account. Third-party providers that provide network access typically charge additional fees, such as for data transfer. Join Up! does not cover such costs. The Customer is also responsible for acquiring and maintaining up-to-date hardware and software necessary to access the Account and use it.

7. Termination of Use

7.1. The Customer may delete the Account at any time and cease using the services, features, and content available through it. The delete function is available after logging into the Account. Deleting the Customer's Account terminates the obligations between the Customer and Join Up! under these Terms. In such a case, the Customer



loses any further ability to use the Account and the features contained therein, including the Join Up! Wallet.

7.2. Join Up! is entitled to terminate the agreement governed by these Terms and Conditions by sending a notice of termination without a notice period to the Customer's email address provided during registration, or to another email address the Customer has provided to Join Up!, or via the Account, thereby deleting the Account and terminating access to the services, features, and content available through it.

7.3. Join Up! is entitled to immediately and temporarily suspend access to the Account if there is reasonable suspicion that the Customer is violating any of the requirements of these Terms or applicable laws.

7.4. Deleting the Account and the related termination of the usage obligations set forth in these Terms will permanently prevent any further use of the Account, the services, features, and content contained therein.

7.5. The Customer is deemed to have an active Account as long as funds are recorded in the Join Up! Wallet.

8. Join Up! Wallet

8.1. Basic Provisions:

8.1.1. The Wallet is available to Customers who have an Account.

8.1.2. Where monetary values (CZK) are specified in these Terms, such values refer to points, not actual money.

8.1.3. Upon registering for the Join Up! Wallet, the User receives a sign-up bonus of 500 Kč.

8.1.4. Join Up! reserves the right to change the amount of bonuses awarded or the conditions for awarding them, and will notify Users of such changes in advance via the Join Up! website or by email.

8.2. Crediting of Bonuses and Cashback

8.2.1. When booking services through the Join Up! self-service online system, the User receives a 2% cashback bonus based on the purchase amount, which is credited to the Join Up! Wallet in the form of bonus points.

8.2.2. Cashback is credited after the full order amount has been paid and the order has been confirmed by Join Up!.

8.2.3. Bonus points are not of a monetary nature and cannot be exchanged for actual money or cash. Bonus points do not entitle the Customer to any monetary or other consideration from Join Up!.

8.3. Use of the Wallet

8.3.1. Points from the Join Up! Wallet can be redeemed when purchasing services from Join Up! or its partners.

8.3.2. When booking through a travel agent (tour operator), up to 50% of the gross tour price may be paid using Join Up! Wallet.

8.3.3. When booking through a self-service online channel, the Join Up! Wallet can be used to cover up to 90% of the total order amount.

8.3.4. Points are automatically applied at checkout if the User expresses interest and has a sufficient balance in their account.

8.3.5. Points are valid and usable for the entire duration of the User's Join Up! Wallet account. Upon cancellation of the Join Up! Wallet account, the points expire without entitlement to compensation.

8.4. Liability and Limitations

8.4.1. The Travel Agency is not liable for technical issues that may prevent the use of the Join Up! Wallet, unless caused intentionally or by gross negligence on the part of the Travel Agency.

8.4.2. The Join Up! Wallet is neither a payment instrument nor electronic money as defined by applicable laws.

8.4.3. Points in the Join Up! Wallet do not earn interest and are not covered by deposit insurance.

8.5. Inviting Another User

8.5.1. The Customer may send invitations to potential new customers to open an Account. Invitations cannot be sent to customers who already have an Account or to customers whose use of the Account has been terminated in accordance with these Terms and Conditions.

8.5.2. A user may generate a link in their Wallet account to send to a potential customer as an invitation. After clicking on this link, the potential customer may create their own User Account. The user represents that they will obtain the potential customer's consent to receive the invitation prior to sending it.



8.5.3. A customer may invite a maximum of 3 new potential customers. Repeated invitations to the same potential customer are not permitted.

8.5.4. The User is entitled to 250 CZK credited to their Wallet for each Package Tour reservation made by a customer invited by the User via the Join Up! website or mobile app through a User Account created based on the User's invitation, provided that the reservation has been paid in full. The amount of 250 Kč will be credited to the User's Wallet 3 (three) days before the invited customer's departure on the tour.

8.6. Termination and Cancellation of the Account

8.6.1. The User may request cancellation of the Join Up! Wallet at any time through the travel agency's customer service center.

8.6.2. The Travel Agency is authorized to cancel the Join Up! Wallet in the event of a violation of these Terms and Conditions, if the User has been inactive for more than 12 months, due to a change in its business strategy, or without providing a reason, even if the User has unused points in their Wallet account. The Join Up! Wallet is also terminated upon cancellation of the Account.

8.6.3. Upon cancellation of the Join Up! Wallet, all unused points expire without any entitlement to financial compensation.

9. Processing of Personal Data

9.1. By registering on the Join Up! website and/or in the mobile app and creating an Account, your personal data (name, email, phone number), provided on the basis of your free consent, used to enter into a contract with Join Up! regarding the creation and maintenance of an Account (which is governed by these Terms and Conditions) and to provide access to the Account, as well as to offer the option to book/use travel services, related features, and content through the Account.

9.2. The data provided when creating an Account (name, email, phone number), records of Account activity (on the Join Up! website and in the mobile app), as well as the history of communication with the Customer, are retained as evidence of registration and of the services and features used. Join Up! retains this information based on a legitimate interest in protecting its rights and interests in the event of a dispute, fulfilling the legal obligation to retain information about business activities, complying with the terms of use of the Account with a specific Customer, and handling Customer support requests and complaints.

9.3. The data listed in the "Traveler Information" section (first name, last name, date of birth, gender, citizenship (nationality), passport details (series and number), passport expiration date) may be provided by the Customer voluntarily and



optionally, if the Customer decides to save such data in their Account for the purpose of faster booking of package travel services and for the purpose of taking steps prior to concluding a contract for the provision of package travel services.

9.4. By creating an Account, you confirm that you are aware that the information you provide is processed for the purpose of creating and maintaining the Account, including creating and saving a list of packaged travel services in which you are interested, information about travelers and the history of purchased package travel services, and for the purpose of sending information related to the operation of Join Up!, such as information about changes to these Terms and Conditions.

9.5. In addition, the information you provide and the information in your Account is used to improve the services and offers provided by Join Up!, based on Join Up!'s legitimate interest in collecting information about the quality and use of the services offered.

9.6. If necessary, you may be contacted by phone or email to resolve issues related to Join Up! or to respond to your letter, complaint, or submission.

9.7. Join Up! processes and retains the data subject's personal data for no longer than is necessary to achieve the purposes of personal data processing set forth in these Terms and Conditions. The retention period for the data subject's personal data is 3 years after the termination of the contract/relationship and/or from the moment the data subject's Account on the website/in the mobile app becomes inactive (the data subject is not using it). After the retention period expires, the data subject's personal data will be anonymized.

9.8. For more information on data processing, please see the Privacy Policy here: <https://joinup.cz/en/privacy-policy>.

9.9. Information about cookies and their use is available in the cookie consent pop-up banner (for selecting which cookies to use) on the Join Up! website and in our Privacy Policy, accessible via the link above.

10. Final Provisions

10.1. If any provision of these Terms becomes invalid in whole or in part, this shall not affect the validity of the remaining provisions. Missing or invalid provisions shall be replaced by applicable legal provisions.



10.2. The parties shall attempt to resolve any disputes that relate in any way to the Customer's Account or arise in connection with these Terms through mutual negotiation. Join Up! will respond to any submission by the Customer in accordance with the procedure and within the time limit set forth by law and will inform the Customer of the possible method of resolving the claim or dispute, or, if applicable, of an alternative method of resolving the claim.

10.3. If disputes cannot be resolved in this manner, they will be resolved in accordance with the laws of the Czech Republic before the courts of the Czech Republic. The court with local jurisdiction will be the general court of Join Up!.

10.4. If you have any questions regarding the content and services available through the Account, please contact us at the following email address: info@joinup.cz.

10.5. These Terms and Conditions supersede all previous versions of the general terms and conditions for the Wallet or the Account.

10.6. These Terms and Conditions take effect on July 7, 2026.