

The analysis process will be carried out within 72 hours and consists of na Your registration data. If the purchase is made by credit card, we will make a Analysis of your request, and your e-voucher will only be sent after the analysis of it. The Pacifica Group Will work with the "lock" credit option. Your package will be booked until the end of Process of analysis. If your request is denied, you will be notified by the Pacifica. Before finalizing your purchase, carefully check your selections: type of ticket, Date and desired sector. After the completion of your purchase through the site, an email will be sent Informing the type of ticket, date and sector desired. Final Payment: All tickets are subject to price and availability changes until Be paid. Payment Methods: Cash, checks and all major credit cards are Accepted. Personal checks will not be accepted 30 days or less before the start of the event. Credit card charges in US dollars: The charges on your credit card Credit will come: Land Tour Tours LTDA, PAYPAL, MGMX Strategic Productions.

**Special conditions for all CARNIVAL 2017 items:**

Shopping is final. Tickets are partially refundable if the request is made before 15 Of January 2017 at 80% of the amount paid. After that, the refund will be in the amount of 60%. Orders must be sent by e-mail to [atendimento@grupopacifica.com.br](mailto:atendimento@grupopacifica.com.br) before February 2017, at midnight EST.

Product prices (tickets, transportation and etc.) may vary to more or less as part Of special promotions online, or as a result of the fluctuation of the exchange rate for the currency Brazilian, with the name Real. Sometimes we can lower the price of tickets and services when We are able to purchase a quantity of these tickets or services, on a promotion, for a price lower. No refund will be given under any circumstances, in the case of online prices Are lower than the prices you have already paid for a particular good or service. In the event of a fortuitous event that prevents the supply of any product, we will Contingency of canceling it by refunding its value to the purchased customer, except in cases of: Postponement of event, time of event, change of location and weather conditions. A full refund for all canceled items will be processed with the same currency Charged - always in Reais or US Dollars and in the same form as the payment was made, By credit card or check sent by regular mail.

We only provide information and accept instructions for our records from the person And the unique email address associated with that account and / or registration. Once the full payment of the tickets is processed, you will receive an e-voucher for e-mail. This voucher must be exchanged for the physical ticket when you are in Rio de January, only on specific dates, through one of the delivery points: SOUTH ALL tickets will be found). Tickets can be changed from Wednesday February 22 through Monday, February 27, 2017, and on Thursday, March 6 through Saturday March 8, 2017 for those who bought tickets to the Champion's Parade. From 2:00 p.m. to 10:00 p.m., local time.

For the withdrawal of your ticket at one of the delivery points, we recommend that you check one Time in your account on our website, login and password will be required. Address And phone number will be sent to you 30 days prior to the event by email and will be published On ur site as well. On the date of the event, the tickets must be withdrawn in the indicated places Of the Pacifica Group until one hour before the start of the parade. Remember to present the document Identity card, the credit card used in the purchase and the transaction number entered in the email Of confirmation. These requirements are set for your own safety and are

### **Indispensable for the delivery of the tickets.**

For your security, tickets will be delivered only to the holder of the purchase. In every event there is the option to purchase without charging fees. Just appear at our point Of sales, in the Headquarters in the Center of Rio de Janeiro - Av Passos n ° 120/14 ° andar. Customer Service is provided in English, Portuguese and Spanish. Orders on any May not be taken into account. Processing any email May take up to 2 business days. We may not process any orders or respond to Any emails during the weekend.

An important reminder: American, Canadian and Australian citizens - among others - Need a valid visa and a valid passport to enter the country. Purchased tickets not Can be transferred or refunded in case the buyer is denied travel to Brazil. We strongly advise that you verify with your Embassy the visa documents and requirements before come. You are required to sign your credit card authorization form once Is in Rio de Janeiro, referring to the total already agreed and charged for their online orders.

### **Transfer to the Sambódromo**

Delays will not be tolerated. If you are not at the place of embarkation at the scheduled time, Considered NO SHOW and there will be no refund of the Paid Transfer and / or the trip will be by

Customer account; In case of delay by the bus, we kindly ask you to wait for 15 minutes to Contact our service center. Delays can occur due to Traffic / bottling. The journey time to the place of the event, lasts in average, 02 hours, and can vary according to With traffic; The return will be soon after the samba school parade ends. Your Bus Guide will give you all Necessary return instructions during the trip.

By purchasing any Carnival item from the Pacific Group you are accepting these Terms And Conditions of sale.

### **Security of personal information**

Our company protects the personal information it collects in a secure database, in Proprietary data format, which can only be read using proprietary tools. Online transaction security: If you make a purchase through our website, we can To process

your credit card securely over the Internet using a Westpac Accredited by the Internet. With the combination of our company with DigiCert SSL encryption On our site and a secure browser on your side, we take all reasonable steps to ensure that Your credit card is protected when you shop online.

### **Anonymous Operations**

The customer can make his purchase without providing any personal information. Customers who intend to purchase tickets without providing any personal information, they may do so by opting By the form of payment in cash, at any of the points of sale. However, if we We do not collect personal information about you, we will not be able to contact you in case of Some change.

The issuance and acceptance of tickets and / or other documents related to services rendered by the Pacific Group is deemed to accept the above terms All disputes and Litigation, if necessary, and before a court located in the Rio de Janeiro.

### **Shopping Cancellation Rules ONLINE:**

1 - I want to cancel the purchase, how to proceed? Cancellation request can be made within 7 days Consecutive days after the purchase (provided that it is before 48 hours of the event), according to Law 8.078 / 90, where Establishes the right of regret of the consumer. There is a 100% chargeback. The right to repent in 7 days is only possible when hiring occurs outside the Commercial establishment (internet), that is, for those purchases made within the establishment There is no such modality of repentance. You must send a formal request, from the same email used in the purchase, to the address [atendimento@foliatropical.com.br](mailto:atendimento@foliatropical.com.br). In this case, the tickets are canceled and the purchase value is Refunded according to the form of payment used in the purchase.

2 - I bought my ticket and did not go to the box, can I be reimbursed? After the event, it is not possible to Cancel the purchase even if you have not used the ticket.

3 - I canceled my tickets, how long will I receive a refund? You must send one Formal request, from the same email used in the purchase, to the address [Contact@foliatropical.com.br](mailto:Contact@foliatropical.com.br). In this case, the tickets are canceled and the value of the purchase (total or Partial) is reversed. The deadlines vary according to the closing date of the card's invoice and the Institutions involved in the reversal, such as credit card providers and the banks issuing the Can be from 15 to 45 days.

4 - I was stolen or lost my Ticket Kit, how do I proceed? Folia Tropical is not responsible for Kit Ticket (s) delivered and subsequently lost through loss, theft, theft or any other other ways. Tickets have characteristics of bearer securities. They therefore guarantee

Only those who hold them at the moment of entry of the event the right of entry, through the Compliance with the terms and conditions set forth in the Law.

5 - In case of event canceled, the chargeback is automatically requested for all who bought Tickets. The amount will be refunded in full. In case of cancellation of the event, the total value of the Purchase will be returned. However, event organization is not responsible for any expenses Involving lodging, locomotion, food, among others. The above rules apply to online shopping. Face-to-face shopping at sales outlets will undergo other rules. Check all Ticket / voucher information at the time of purchase.