

GENERAL TERMS AND CONDITIONS OF THE WORK AND TRAVEL USA PROGRAM

Version 1.0 dated 15 July 2026

These General Terms and Conditions govern the rights and obligations of the Sending Partner and the Client in connection with participation in the Work and Travel USA Program. The contractual relationship is established electronically on the basis of the Program Application and its acceptance by the Sending Partner in the manner set out in Article A.5 of these General Terms and Conditions.

A. CONCLUSION OF THE AGREEMENT VIA THE ONLINE FORM

A.1. The operator of the Program and provider of the services is Czech-us Work and Travel s.r.o., Company ID No. 021 85 644, with its registered office and address for service at Opletalova 1418/23, Nové Město, 110 00 Prague 1, Czech Republic, registered in the Commercial Register maintained by the Municipal Court in Prague under File No. C 215664 (the "Sending Partner"), telephone +420 211 221 501, e-mail wat@czech-us.cz.

A.2. These General Terms and Conditions (the "GTC") govern the rights and obligations arising between the Sending Partner and the natural person identified in the online Program Application (the "Client") in connection with the Client's participation in the Work and Travel USA Program. The agreement on participation in the Work and Travel USA Program (the "Agreement") is concluded electronically pursuant to Article A.4 of these GTC and is not drawn up or signed as a separate instrument.

A.3. Before submitting the form, the Client shall enter their identification and contact details and the selected Program option and shall review the order summary. The summary must include, in particular, the selected Program option, the participation fee, the program fee, and links to these GTC, the price list, the cancellation terms, and the information on the processing of personal data applicable at the time the form is submitted.

A.4. The Client submits the Program Application by ticking the box confirming acceptance of these GTC and submitting the online form using a button that clearly indicates that submission of the Application entails an obligation to pay. The Agreement is concluded at the moment the Sending Partner's confirmation of acceptance of the binding Program Application is delivered to the e-mail address provided by the Client.

A.5. Without undue delay, the Sending Partner shall send the Client confirmation of receipt of the Application and conclusion of the Agreement, the GTC and price list in the version applicable at the time the Agreement was concluded, information on the right of withdrawal and the model withdrawal form, and a summary of the individual details and payment obligations. Any subsequent change to the price list published on the website shall not affect the price agreed with the Client.

A.6. Before submitting the form, the Client has the opportunity to review the information entered. By submitting the form, the Client confirms that the information is complete and true, that the Client had the opportunity to become acquainted with the GTC and related documents, and that the Client has saved their contents or will receive them in text form.

A.7. The Agreement consists of:

- a) the information provided by the Client in the online form;
- b) the selected Program option;
- c) the Application summary containing the agreed fees;
- d) the Sending Partner's confirmation of receipt of the Program Application;
- e) these GTC in the version applicable at the time the Agreement is concluded;
- f) the price list and cancellation terms in the version applicable at the time the Agreement is concluded; and
- g) the Visa Sponsor's terms and other mandatory Program documents, if provided or made available to the Client.

In the event of any conflict between the individual information stated in the order summary or the Sending Partner's confirmation and the general provisions of these GTC, the individually confirmed information shall prevail. This is without prejudice to the binding rules of the U.S. Government and the Visa Sponsor.

A.8. The Sending Partner retains an electronic record of the conclusion of the Agreement, in particular the date and time of confirmation, the version of the GTC and price list, the selected Program option, and the technical data necessary to evidence the legal act. The Client may request that the documents forming the Agreement be sent again.

I. SUBJECT MATTER OF THE AGREEMENT AND ORGANIZATION OF THE WORK AND TRAVEL USA PROGRAM

1.1. The subject matter of the Agreement is the Sending Partner's obligation to provide the Client with services connected with the Client's enrollment and participation in the Work and Travel USA Program for the season specified in the order summary (the "W&T; Program"), which is organized by the U.S. Government and sponsored by one of the Sending Partner's business partners (the "Visa Sponsor"), under one of the following options: (i) Own Job ("Práci mám"), where the Client arranges their own employment in the USA - a so-called Job Offer (the "Job Offer" and the "PM" option); (ii) Czech-us Lifeguard, where the Client obtains a Job Offer through the Sending Partner's Czech-us Lifeguard employer database (the "LG" option); (iii) Czech-us Other Jobs, where the Client obtains a Job Offer through the Sending Partner's Czech-us Jobs employer database (the "CZ" option); or (iv) Visa Sponsor Jobs, where the Client obtains a Job Offer through the Visa Sponsor's employer database (the "VS" option).

1.2. After submitting the Application, the Client may request that the Sending Partner change the originally selected Program option. The Client has no legal entitlement to such a change. A change of Program option is possible only with the Sending Partner's consent and, where required due to the stage of the Program, also with the consent of the Visa Sponsor or the relevant employer. Before making the change, the Sending Partner shall communicate the change to the Client in text form by e-mail; the Client shall review and approve it in an e-mail reply. The Program option shall then be changed in the Sending Partner's system and, where applicable, with the Visa Sponsor. Payments already made shall be credited toward the price of the new option. Any price difference and fees associated with the change must be paid by the Client in accordance with the price list and these GTC. Any entitlement to a refund of a price difference is governed by these GTC, the price list, and the Visa Sponsor's terms, in particular taking into account services already provided and non-refundable costs.

1.3. The Sending Partner's activities include, in particular but not exclusively, providing advice and assistance in obtaining the documents required for a U.S. visa and in obtaining the visa itself, so that, after fulfilling all conditions and obligations laid down in the Agreement and the Program rules and after paying the related fees, the Client is able to participate in the W&T; Program, as well as providing support throughout the duration of the W&T; Program.

II. OBLIGATIONS OF THE SENDING PARTNER

2.1. The Sending Partner undertakes to provide the Client with relevant information concerning the services it provides and the W&T; Program, changes to the conditions of the W&T; Program, or termination of the Client's participation in the W&T; Program. The

Sending Partner further undertakes to provide the mandatory Program information and documentation of the Visa Sponsor so that the Client's interests in arranging participation in the W&T; Program are duly protected. The Sending Partner is authorized to collect the program fee from the Client on behalf of the Visa Sponsor.

2.2. An integral part of the W&T; Program is securing a Job Offer, i.e. an offer of employment from a U.S. employer. Every Client must have an employer secured before applying for a visa, or more precisely before obtaining Form DS-2019. The Sending Partner undertakes to make reasonable efforts so that, during the relevant season, the Client has an opportunity to enter into an employment agreement with an employer selected from the Position Catalogue published at www.czech-us.cz or with another U.S. employer from the Sending Partner's current offer, including in the event of a change of employer during the W&T; Program. The Sending Partner shall inform the Client without undue delay of circumstances material to the decision whether to enter into a Job Offer. The Sending Partner's obligation is deemed fulfilled on the date the Client signs a Job Offer with an employer. The Sending Partner is not liable for an employer's breach of the Job Offer, without prejudice to the Client's statutory rights against the Sending Partner in respect of proper provision of the agreed services. Admission to the W&T; Program is subject to the Visa Sponsor's approval; conclusion of the Agreement does not automatically make the Client an approved participant in the W&T; Program.

2.3. The Sending Partner undertakes to perform the activities necessary for the Client to receive Form DS-2019 issued by the Visa Sponsor. The Sending Partner is not responsible for the Visa Sponsor meeting any deadline for issuing Form DS-2019. The Visa Sponsor is required to comply with U.S. regulations governing the W&T; Program and applicable U.S. laws. If binding rules of the U.S. Government or the Visa Sponsor change, corresponding changes to the Program conditions may be necessary; the Sending Partner shall inform the Client without delay. The Visa Sponsor has the right to change or terminate the Client's participation in the Program if the Client does not meet or ceases to meet the Program requirements, or by act or omission breaches the Program conditions, for example by failing to arrange accommodation as instructed by the Visa Sponsor.

2.4. The Sending Partner shall notify the Client of the obligation to complete the necessary Program documents and forms available at www.czech-us.cz. Throughout the W&T; Program, the Sending Partner undertakes to provide the Client with advisory and consultation support, particularly in completing documentation required for participation in the W&T; Program.

2.5. The Sending Partner undertakes to assist the Client with the application for a J-1 visa at a U.S. diplomatic mission or consular post.

III. OBLIGATIONS OF THE CLIENT

3.1. The Client undertakes to provide the Sending Partner with all information requested in connection with the W&T; Program Application and to submit, within the prescribed deadlines, all documents requested by the Visa Sponsor, the Sending Partner, and the U.S. diplomatic mission or consular post. The Client is further required to complete the Visa Sponsor's application and documents in accordance with the instructions provided by the Sending Partner. If the Client fails to provide the required cooperation or information within the prescribed deadline, the Sending Partner shall not be liable for any loss or damage directly caused by such failure.

3.2. The Client must ensure that the following representations are true on the date the Agreement is concluded and that the Program requirements continue to be met throughout the required period:

- (a) the Client is enrolled in full-time study, or another form of study accepted by the Visa Sponsor, at a university or higher vocational school in the Czech Republic (or Slovakia), is duly enrolled and actively studying at the time of application, and has successfully completed at least one semester of such study no later than when applying for the visa; this also applies to students in their final year;
- (b) the Client is at least 18 (eighteen) years old;
- (c) the Client's English proficiency is at least pre-intermediate, as specified by the Sending Partner, Visa Sponsor, and U.S. employer;
- (d) the Client has no criminal record; and
- (e) the Client shall notify the Sending Partner without undue delay of any change in student status, in particular suspension or termination of studies.

3.4. For the purpose of fulfilling the subject matter of the Agreement, the Client undertakes to follow the Sending Partner's instructions. The Client shall inform the Sending Partner of the earliest possible date on which the Client can begin work (the "Start Date") and the latest possible date on which the Client can end work in the USA (the "End Date"). These dates shall be entered in the Visa Sponsor's application and confirmed by e-mail to the Client.

(a) For the CZ and VS options, the Client must, by the deadline set by the Sending Partner, prepare a résumé in English and a short introductory video in accordance with the provided template, if required. The Client must also actively monitor job opportunities published by the Sending Partner and select an employer by the date specified by the Sending Partner by e-mail or through the online Position Catalogue. If the Client has not been placed, the Client shall propose another position with a U.S. employer to be contacted and select an employer by the date specified by the Sending Partner.

(b) For the LG option, the Client shall attend a free pre-course consisting of swimming tests and an interview in English, during which the Client shall express a binding interest in specific positions from the LG employer offer. After successfully completing the pre-course, the Client shall attend the earliest available lifeguard course in order to obtain American Red Cross certification in CPR/AED, First Aid, and Lifeguarding valid for the entire anticipated period of employment.

The Start Date and End Date confirmed by the Sending Partner are binding on the Client and may not be changed unilaterally. Any change is subject to the prior approval of the Sending Partner, the Visa Sponsor, and, where applicable, the employer, and may be subject to fees under Article 4.4 of these GTC.

3.5. A Client in the LG option may receive a Job Offer only after meeting the requirements for the relevant position under the employer's and Sending Partner's internal rules. Certification and participation in the professional course are governed by the separate Terms of Participation in the Lifeguard Professional Course for the relevant season under the LG Program option.

3.6. The Client has the right to reserve a position with a selected employer. Position capacity is limited. Priority is given to participants who have fulfilled all obligations under the Agreement, with the date of the Program Application serving as an additional criterion. The Sending Partner reserves the right to assign an employer to the Client for capacity or organizational reasons, including under the CZ and VS options, if the Client does not select an employer by the deadline set by the Sending Partner. Positions are reserved through the Sending Partner's online Position Catalogue.

3.7. If a Client in the CZ, LG, or VS option refuses an employer offer in which the Client previously expressed a binding interest confirmed by e-mail or through the online Position Catalogue, the Sending Partner is entitled to claim a contractual penalty of CZK 3,000 (three thousand Czech koruna).

3.8. The Client undertakes to communicate with the employer, the Sending Partner, and the Visa Sponsor and to inform them of all changes and circumstances affecting participation in the Program. Communication shall take place using the contact details stated at www.czech-us.cz or the Visa Sponsor's contact details.

3.9. The Client undertakes to comply with all conditions stated in the Job Offer, in particular the agreed end date of employment. In the event that the Client terminates the Program early, or in the event of a serious breach of workplace discipline resulting in termination of employment by the employer, the Sending Partner may claim a contractual penalty of up to CZK 20,000. Termination of employment without this contractual penalty is possible only if (i) the Client reaches an agreement with the employer and the

termination is approved in writing by the Sending Partner and the Visa Sponsor, or (ii) the employer breaches the employment agreement, the Client informs the Sending Partner and the Visa Sponsor without undue delay, and the termination is approved in writing by the Sending Partner. If the Client breaches the above information obligation, the Sending Partner may claim a contractual penalty of up to CZK 20,000. In the event that the Client terminates the Program early, or the employer terminates the employment relationship due to a serious or repeated breach of the Client's work duties, a serious breach of workplace discipline, or unjustified refusal to perform the agreed work, the Sending Partner may claim a contractual penalty of up to CZK 20,000.

3.10. Without the Sending Partner's prior written consent, the Client undertakes not to contact, either directly or through another person, any employer from the Sending Partner's offer for the purpose of circumventing the Sending Partner and obtaining employment or similar cooperation outside the Program, nor to enter into an employment or similar agreement with such employer outside the Program, for a period of 3 (three) years from the date the Agreement is concluded. This provision does not restrict proper performance of the Job Offer or subsequent employment approved in writing in advance by the Sending Partner. In the event of a breach of this obligation, the Sending Partner may claim a contractual penalty of up to CZK 20,000.

3.11. The Client undertakes to attend the mandatory pre-departure orientation organized by the Sending Partner and any virtual orientation organized by the Visa Sponsor before departure for the USA. Breach of this obligation may result in a contractual penalty of CZK 500 and cancellation of the Client's participation in the Program.

3.12. No later than 7 (seven) days after receiving Form DS-2019, the Client must, in accordance with the Sending Partner's instructions, initiate the J-1 visa application and schedule an interview at a U.S. diplomatic mission or consular post. The U.S. diplomatic mission or consular post is entitled to refuse the visa. A Client who is duly completing university studies in the relevant academic year must attend the visa interview and submit the J-1 visa application before taking the final state examination, or the last part thereof by which the studies are completed, or before any other event resulting in termination or suspension of studies. The Client must inform the Sending Partner in due time of the date of the final state examination or any other planned termination of studies. The Sending Partner cannot influence visa processing or delivery times and is not liable for delays or decisions of the U.S. diplomatic mission or consular post.

The Client must truthfully and completely provide the required social-media account identifiers in the visa application and comply with the current instructions of the relevant U.S. authorities regarding access to such accounts for visa and security screening purposes. The Client acknowledges that failure to provide the required information or comply with the instructions may result in delay or refusal of the visa application or complications upon entry into the USA.

3.13. The Client undertakes to obtain a round-trip, changeable airline ticket to the USA. The Client may arrange the airline ticket through the Sending Partner and its partners.

3.14. The Client is responsible for arranging accommodation in the USA and acknowledges that arranging accommodation is not the obligation of the employer, the Visa Sponsor, or the Sending Partner unless expressly stated otherwise in writing in the relevant offer.

3.15. The employment relationship exists solely between the Client and the employer. Various factors may result in changes to job duties, working hours, and other conditions. Neither the Sending Partner nor the Visa Sponsor can unilaterally control such changes and they are not liable for loss or damage caused exclusively by the employer's conduct; this is without prejudice to the Client's statutory rights against the Sending Partner in respect of defects in the agreed services.

3.16. Before departing for the USA, the Client undertakes to become familiar with the terms and conditions of the health insurance arranged by the Visa Sponsor and, in the event of an insured event, to proceed in accordance with the insurance terms and the instructions of the Sending Partner and the Visa Sponsor.

3.17. After arriving in the USA, the Client must contact the employer and complete the Arrival Check-in with the Visa Sponsor and SEVIS validation within 3 (three) days of the Start Date stated on Form DS-2019. The Client shall provide their U.S. residential address, confirm the employer, and provide any other required information. The Client must also provide the Visa Sponsor with required information regarding the stay in the USA at regular intervals and respond to all Visa Sponsor requests in a timely manner.

3.18. The Client is authorized to work in the USA only during the period stated on Form DS-2019, for a maximum of 17 (seventeen) weeks and in no event longer than permitted by U.S. law, within the limits of the summer academic break confirmed by the university or higher vocational school and the country dates determined by the U.S. Department of State. This period cannot be extended. After the validity of Form DS-2019 ends, the Client is not authorized to work; however, a so-called Grace Period of up to 30 days may apply for travel within the USA. If the Client leaves the USA during the Grace Period, the Client cannot re-enter on the J-1 visa issued for the W&T Program. If the Client intends to end the work portion of the Program early, the Client must notify the Visa Sponsor, the Sending Partner, and the employer of the last working day without undue delay. The Client must leave the USA in due time and must not interfere with continuation of studies or the conditions of lawful stay.

3.19. The Client must comply in particular with the following obligations arising from U.S. law and recommendations of the Visa Sponsor or the Sending Partner:

- (a) comply with all federal, state, and local laws of the USA;
- (b) respect that the minimum legal drinking age in the USA is 21;
- (c) bear financial responsibility for themselves and for damage or costs caused to another person or another person's property;
- (d) pay costs associated with any deportation if the Client violates U.S. law or Program conditions;
- (e) acknowledge that violation of the rules may result in termination of the Program or visa status;
- (f) have USD 1,000-2,000 available for unforeseen events and the initial period of the stay;
- (g) travel to the USA on a round-trip, changeable airline ticket;
- (h) respect that the Program and J-1 visa must correspond to the summer academic break;
- (i) arrive in the USA at the beginning of the validity period of Form DS-2019 unless otherwise agreed in writing, and bear the costs of travel to and from the employer;
- (j) have and manage a personal e-mail address that is not hosted exclusively on a school server; and
- (k) fulfill information obligations toward the Sending Partner and the Visa Sponsor without undue delay, in particular:
 - 1) inform them of changes in the Client's relationship with the university or higher vocational school, especially suspension or termination of studies;
 - 2) provide the U.S. accommodation address no later than 30 days before the Start Date;
 - 3) provide the date and result of the interview at the U.S. diplomatic mission or consular post no later than 21 days before the Start Date;
 - 4) provide the date and details of the flight to the USA no later than 14 days before the Start Date; and
 - 5) update the U.S. address and any change thereto in SEVIS within 24 hours.

3.20. After completing the Program, the Client must file a tax return with the competent U.S. tax authority and, upon request by the Sending Partner, provide evidence of filing. The Client may enter into a mandate agreement with JNP Services s.r.o., Company ID No. 281 70 202, with registered office at Vodičkova 730/9, Nové Město, 110 00 Prague 1, for assistance with preparation of the U.S. tax return. This service is not part of the Agreement unless expressly agreed otherwise.

3.21. If the Client changes employer before the Start Date, the Client must submit a new valid Job Offer to the Sending Partner no later than 4 weeks before the Start Date; otherwise, the Client's participation may be cancelled and any refund of the program fee shall be governed by the Visa Sponsor's cancellation terms and these GTC.

3.22. If, after the Start Date, serious reasons for changing employer arise and the change is approved by the Sending Partner and the Visa Sponsor, the Client and the Sending Partner shall cooperate in searching for a new suitable employer. The Client bears the costs of the change. The Client shall secure a new Job Offer and submit it to the Visa Sponsor no later than 14 days after termination of the original employment relationship, update the information in SEVIS, and wait for the Visa Sponsor's approval before starting the new job. Failure to comply with this obligation may result in early termination of the Program.

There is no legal entitlement to finding or securing a new employer, and neither the Sending Partner nor the Visa Sponsor guarantees that a suitable replacement position can be found within the required period.

3.23. Without undue delay after returning to the Czech Republic, but no later than 31 October of the relevant season, the Client shall complete the return report (Final Survey) using the form at www.czech-us.cz. Breach of this obligation may be subject to a contractual penalty of CZK 1,000 and may increase the risk of a future U.S. visa refusal.

3.24. If a U.S. employer paid the program fee, participation fee, or other costs on behalf of the Client and the Client breaches the Job Offer conditions in the manner described in Article 3.9, the Client is required, in addition to any contractual penalty, to reimburse the Sending Partner and, where applicable, the Visa Sponsor for such fees or costs to the extent that they are required to refund them to the employer.

3.25. If the program fee, participation fee, professional-course fee, or another cost associated with the Client's participation in the Program was paid on the Client's behalf by a U.S. employer or another third party and the Client's participation in the Program is subsequently cancelled for a reason attributable to the Client, the Client must pay the Sending Partner or the Visa Sponsor:

- a) the applicable cancellation fees under these GTC and the Visa Sponsor's terms;
- b) costs paid on the Client's behalf that the Sending Partner or Visa Sponsor is required to refund to the employer or other third party; and
- c) other demonstrable non-refundable costs incurred in connection with cancellation of the Client's participation.

Reasons attributable to the Client include, in particular, cancellation of participation by the Client, failure to provide necessary cooperation, failure to meet Program conditions, failure to attend the visa interview, failure to report to the employer, failure to comply with the Start Date, or breach of the Job Offer conditions.

If the J-1 visa application is refused without any breach of the Client's obligations, the Client is responsible only for cancellation fees and non-refundable costs incurred under the Visa Sponsor's or employer's terms.

IV. FEES AND PAYMENT TERMS

4.1. The Client undertakes to pay the Sending Partner the participation fee for arranging participation in the Program and for the Sending Partner's services, the Visa Sponsor's program fee collected by the Sending Partner on behalf of the Visa Sponsor, and any additional fees for services ordered by the Client. Unless stated otherwise in the confirmation, the fees do not include accommodation, meals, transportation to the USA, or transportation within the USA.

4.2. The participation fee ranges from CZK 3,500 to CZK 10,000. The specific amount depends on the Program option and the date the Agreement is concluded and is displayed to the Client in the order summary and subsequently confirmed by e-mail. A Client who is a citizen of a country other than a Member State of the European Union shall pay an administrative fee of CZK 1,000 due to the increased administrative requirements compared with EU citizens. The amount stated in the confirmation of acceptance of the Application is binding on the Client; any subsequent change to the online price list shall not affect it.

4.3. The Visa Sponsor's program fee varies depending on the Visa Sponsor and Program option and ranges from USD 1,200 to USD 1,700. The Client shall also pay the SEVIS fee of USD 35 unless it is paid by another party, the confirmation states otherwise, or it is included in the program fee itself. The program fee includes, in particular, administrative and assistance services provided by the Sending Partner and the Visa Sponsor from the Client's entry into the visa application system until the Client's return from the USA, the application approval process, processing and delivery of Form DS-2019, virtual orientation, telephone and e-mail support, a 24/7 emergency hotline, the opportunity to select an employer depending on the Program option, and health insurance for the period of validity of Form DS-2019.

4.4. The Client is required to pay the following fees or contractual penalties for additional individual services or changes:

- a) USD 65 for re-delivery in the event of loss, destruction, or theft of a completed Form DS-2019;
- b) in the event of a change of Program option or Start Date after admission to the Program and before the Start Date, the difference in price between the options plus USD 65 if a new Form DS-2019 is required; when changing from VS to PM or CZ after acceptance of a Job Offer or job offer, the Visa Sponsor does not refund the difference in the program fee;
- c) USD 65 for a documentation change after admission to the Program, plus a courier fee if the change requires a new Form DS-2019 and its delivery;
- d) for urgent mail, the costs actually incurred;
- e) USD 20 for failure to provide the accommodation address no later than 30 days before the Start Date;
- f) USD 20 for failure to provide the interview date and visa status no later than 21 days before the Start Date;
- g) USD 20 for failure to provide flight details no later than 14 days before the Start Date;
- h) for a change of status in SEVIS within 30 days of the previous change, USD 100 and, where applicable, USD 65 for a new Form DS-2019; if the change is made more than 30 days after the previous change, USD 367, a handling fee of USD 100, and, where applicable, USD 65 for a new Form DS-2019; and
- i) a contractual penalty of CZK 500 for each individual breach of an information obligation unless a higher contractual penalty is stipulated for the specific case.

4.5. Agreement on or payment of a contractual penalty does not affect the Sending Partner's right to damages to the extent permitted by law. A contractual penalty is due within 7 days of a written demand identifying the breached provision and stating the reasons for the amount of the penalty. When determining a penalty stated as "up to" a specified amount, the Sending Partner shall take into account the seriousness, duration, and consequences of the breach.

4.6. All amounts payable to the Sending Partner are stated inclusive of applicable VAT, where VAT applies.

4.7. Invoices issued by the Sending Partner are due within 7 days of delivery unless stated otherwise in the confirmation or invoice.

4.8. The Client shall bear bank-transfer fees and any other charges associated with payment so that the Sending Partner receives the full net amount. The Client shall include the variable symbol stated on the invoice with the payment. Payment is deemed made on the date the amount is credited to the Sending Partner's account or paid in cash.

4.9. If travel to the USA becomes impossible as a result of government measures, changes in legislation, border closures, or another extraordinary circumstance beyond the Sending Partner's reasonable control, the Sending Partner shall not be liable for loss or damage that it could not reasonably have prevented. Settlement of fees already paid shall be governed by the extent of services already provided, the Visa Sponsor's terms, and mandatory provisions of law; the Client's statutory consumer rights remain unaffected.

4.10. The Client may obtain separate cancellation insurance covering fees already paid. Such insurance constitutes a separate contractual relationship with the insurer.

V. WITHDRAWAL, CANCELLATION, AND TERMINATION OF THE AGREEMENT

5.1. A Client who is a consumer and has concluded the Agreement at a distance has the right to withdraw from the Agreement without giving any reason within 14 days from the date the Agreement is concluded. Notice of withdrawal may be sent to the Sending Partner's address or to wat@czech-us.cz; the Client may use the model form in Appendix 1, but is not required to do so. If the Client expressly requested that the provision of services begin before expiry of this period, the Client shall, upon withdrawal, pay a proportionate part of the price for services already provided. This is without prejudice to any other statutory or contractual rights of the Client to withdraw from or terminate the Agreement.

5.2. If, after expiry of the statutory withdrawal period, the Client decides to cancel participation in the Program, or if the Client's J-1 visa application is refused, the Client shall notify the Sending Partner without undue delay. The program fee shall be refunded after deduction of a cancellation fee based on the date of notification: more than 30 days before the Start Date - up to USD 800; 29 days to 1 day before the Start Date - up to USD 1,000; on the Start Date or after the Start Date - the full program fee. The specific cancellation charge is also governed by the Visa Sponsor's terms. The participation fee is non-refundable except where otherwise required by law, these GTC, or an individual confirmation.

The Client acknowledges that, under the Visa Sponsor's terms, the Visa Sponsor's entitlement to a cancellation fee or other payment may arise upon registration or entry of the Client into the Visa Sponsor's system. Issuance or delivery of Form DS-2019, signing of a Job Offer, or completion of the visa process need not be a condition for such entitlement to arise.

5.3. The Client is required to provide maximum cooperation and communicate regarding participation in the Program. If a failure to cooperate results in frustration of the purpose of the Agreement, or constitutes a repeated serious breach of the duty to cooperate, the Sending Partner may claim a contractual penalty of up to CZK 20,000, reject the Application, terminate the Program, or withdraw from the Agreement. Settlement of fees already paid shall be determined according to services already provided, actual costs, and the Visa Sponsor's terms; mandatory consumer rights remain unaffected.

5.4. The Sending Partner is not liable for loss or damage directly caused by the Client's misunderstanding of or failure to comply with clear and comprehensible instructions. If participation is terminated for any reason, the Client is not entitled to claim compensation from the Sending Partner or the Visa Sponsor for wages lost from the employer unless a right to such compensation arises under a mandatory provision of law.

5.5. A Client in the LG option has the right to withdraw and receive a full refund of the participation fee if the Sending Partner advises against participation because the Client does not meet the prerequisites for successfully obtaining American Red Cross certification. Notice must be delivered no later than 7 days after the Client was informed that the prerequisites had not been met.

5.6. If the Client does not meet or ceases to meet the Program requirements, the Sending Partner may withdraw from the Agreement with effect upon delivery of notice to the Client. The Sending Partner may also withdraw if the Visa Sponsor rejects the Application and does not issue Form DS-2019, or if the Sending Partner is objectively unable to fulfill its obligations. In such case, the Client is entitled to a proportionate refund of payments according to the extent of services already provided and the Visa Sponsor's non-refundable costs, unless the law provides otherwise.

VI. PERSONAL DATA PROTECTION AND LOYALTY PROGRAM

6.1. The Sending Partner processes the Client's personal data primarily for the purposes of concluding and performing the Agreement, complying with legal obligations, and protecting legitimate interests. Provision of data necessary for the Program is a contractual requirement; participation cannot be arranged without such data. To the extent necessary, the data may be transferred to the Visa Sponsor, employer, insurer, IT and courier service providers, and competent authorities in the Czech Republic and the USA. Transfers to the USA shall be carried out on the basis of an applicable legal mechanism under the GDPR. Detailed information on categories of data, purposes, legal bases, recipients, transfers to third countries, retention periods, and the Client's rights is provided in the separate Information on Personal Data Processing, which the Client acknowledges before conclusion of the Agreement. Consent to receive marketing communications or to promotional use of photographs, videos, or testimonials is voluntary, separate, and revocable and is not a condition of participation in the Program. Any video, résumé, and photographs required for employer selection may be used and transferred only for Program purposes unless separate promotional consent has been granted.

6.2. A Client who registers for the Program may become a contact person for other clients who state the Client's name when registering at www.czech-us.cz. Entitlement to a discount or bonus is governed by the referral/commission system published at www.czech-us.cz in the version applicable when the referred client registers. The bonus arises after both the referring contact and the referred client have paid the applicable fees, participate in the Program, and have no outstanding obligations. No bonus may be obtained for a client who has previously participated in the Program.

VII. PROHIBITION OF COMPETING INTERMEDIARY ACTIVITIES

7.1. For a period of 3 years from conclusion of the Agreement, the Client undertakes not to engage, directly or through another person, in business or systematic gainful activity aimed at arranging employment with an employer represented by the Sending Partner, nor to use the Sending Partner's non-public contacts and know-how for the benefit of a competing company engaged in arranging employment with the Sending Partner's U.S. employers. This provision does not prevent the Client from ordinary employment, study, professional activity, or a proper employment relationship with a U.S. employer, provided that it does not involve misuse of non-public information or circumvention of the Sending Partner.

7.2. In the event of a serious breach of the obligation under Article 7.1, the Sending Partner may claim a contractual penalty of up to CZK 100,000 for each individual breach, provided that the amount must correspond to the nature, extent, and consequences of the breach. Agreement on or payment of the contractual penalty does not affect the right to damages to the extent permitted by law. The penalty is due within 14 days of a reasoned written demand. In the event of late payment, the Sending Partner may claim statutory default interest; any agreement on another sanction shall apply only to the extent permitted by law.

VIII. PROTECTION OF INFORMATION

8.1. The parties shall keep confidential any non-public confidential information disclosed to each other in connection with the conclusion and performance of the Agreement where the confidential nature of the information is apparent. The duty of confidentiality does not apply to information necessary for participation in the Program, exercise of the Client's rights, submission of a complaint or report, or disclosure to a parent, legal, tax, or other professional adviser who is subject to an appropriate duty of confidentiality.

8.2. The duty of confidentiality further does not apply where (a) a party is subject to a contrary obligation imposed by law or by a decision of a competent authority; (b) the information is disclosed to a person subject to a statutory duty of confidentiality; (c) the information becomes publicly known otherwise than through a breach of this obligation; or (d) disclosure is necessary to protect the health, safety, or rights of a Program participant.

IX. COMMUNICATION, COMPLAINTS, AND OUT-OF-COURT DISPUTE RESOLUTION

9.1. A notice or document may be delivered in person, by registered mail, or by e-mail using the contact details stated in the Application. Delivery is deemed to occur: (a) for personal delivery, at the time of receipt or refusal to accept delivery; (b) for registered mail, on the third business day after posting unless earlier or later delivery is proven; and (c) for e-mail, at the moment the message reaches the addressee's electronic mailbox in such a way that the addressee could become acquainted with it, unless

proven otherwise. This provision does not limit statutory rules governing the exercise of a consumer's right of withdrawal, complaint, or other right.

9.2. When registering, the Client shall provide a personal e-mail address and telephone number, keep them up to date, and ensure sufficient mailbox capacity. The Client is advised not to use a school e-mail address that may cease to be valid upon completion of studies. The Sending Partner is not liable for non-delivery caused by incorrect information, a full mailbox, or settings on the Client's side if the Sending Partner duly sent the message to the last address notified by the Client.

9.3. The Client may make a complaint regarding defects in the services without undue delay by e-mail to wat@czech-us.cz or at the Sending Partner's registered office. The complaint shall identify the Client, describe the defect, and state the requested method of resolution. The Sending Partner shall issue confirmation that the complaint has been lodged and shall resolve it within the statutory period, generally no later than 30 days unless the parties agree on a longer period. The Client's rights arising from defective performance are governed by the Czech Civil Code and the Czech Consumer Protection Act.

The Sending Partner communicates primarily and directly with the Client regarding the Client's participation in the Program. Information may be provided to a third party, including a parent, partner, or other close person, only with the Client's prior consent or power of attorney, or where necessary to protect the Client's life, health, or safety or to comply with a legal obligation. The Client may also give consent by e-mail from the contact address stated in the Application.

9.4. If a dispute arising from the Agreement occurs between the Sending Partner and a Client who is a consumer, the Client may submit a proposal for out-of-court dispute resolution to the Czech Trade Inspection Authority, Štěpánská 44, 110 00 Prague 1, Czech Republic, website coi.gov.cz. Before submitting such a proposal, the Client shall first attempt to resolve the dispute directly with the Sending Partner. This is without prejudice to the right to bring the matter before a court or another competent authority.

X. FINAL PROVISIONS

10.1. The Application, the Sending Partner's confirmation of its acceptance, these GTC, the agreed price, individual confirmations, and the other documents listed in Article A.7 together constitute the entire Agreement concerning the Client's participation in the Program and supersede all prior oral or written arrangements between the parties concerning the same subject matter.

10.2. The Agreement is governed by the laws of the Czech Republic. The choice of Czech law shall not deprive the Client, as a consumer, of the protection afforded by mandatory provisions of the law that would otherwise apply under the relevant conflict-of-laws rules.

10.3. If any provision of these GTC or another part of the Agreement becomes invalid, ineffective, or unenforceable, this shall not affect the validity and effectiveness of the remaining provisions. Such provision shall be replaced by the applicable law and an interpretation that most closely reflects the purpose of the original provision while preserving the Client's rights as a consumer.

10.4. The Agreement is concluded and becomes effective in the manner set out in Article A.5 of these GTC. Neither a handwritten signature nor an electronic signature based on a signature certificate is required for conclusion of the Agreement. Individual amendments to the contents of an Agreement already concluded may be made in text form with the consent of both parties, in particular by e-mail. A change of Program option is also governed by these GTC. A new version of the GTC applies to Agreements concluded on or after its effective date. A new version applies to an Agreement already concluded only if the parties agree to it or to the extent necessary as a result of a binding change in U.S. law, the rules of the Work and Travel USA Program, or the Visa Sponsor's conditions. The Sending Partner shall inform the Client of such a change without undue delay in text form.

10.5. These GTC are drawn up in the English language and are intended to constitute binding contractual documentation. After conclusion of the Agreement, the Client shall receive, at the e-mail address stated in the Application, confirmation of acceptance of the Application and the contractual documentation, in particular these GTC and confirmation of the agreed Program option, price, and applicable cancellation terms, in text form allowing the Client to retain and repeatedly access them. The Sending Partner keeps a record of the wording of the Application and the versions of the GTC, price list, and cancellation terms accepted by the Client and applicable at the time the Agreement was concluded.

APPENDIX 1 - MODEL WITHDRAWAL FORM

Complete and send this form only if you wish to withdraw from the Agreement within the statutory fourteen-day withdrawal period. Use of this form is not mandatory.

Addressee	Czech-us Work and Travel s.r.o., Opletalova 1418/23, Nové Město, 110 00 Prague 1, Czech Republic; wat@czech-us.cz
Notice	I hereby give notice that I withdraw from the agreement on participation in the Work and Travel USA Program.
Client's full name	
Client's address	
E-mail address used in the Program Application	
Date the Agreement was concluded	
Client number / variable symbol	
Date and signature (only if submitted on paper)	