



GREENTRIPPER TERMS OF SERVICE

1. Terms

These Terms of Service are provided to you by Greentripper bvba, a private limited liability company incorporated under Belgian law, with registered offices at Kantersteen 47, 1000 Brussels, Belgium, registered with the Crossroads Bank for Enterprises under number 0715.958.681.

These Terms of Service have been last updated on: **1/04/2026**

2. Definitions

In these Greentripper Terms of Service, the following definitions apply:

"Act4Travel Portal" means Greentripper's B2B subscription-based portal at <https://act4travel.Greentripper.org>.

"Act4Travel Scanner" means the travel calculation tool integrating an artificial intelligence-powered module that automatically scans, reads, and extracts Travel Data from documents uploaded to the Act4Travel Portal in order to calculate the Carbon Footprint.

"Act4Travel Services" means all Services provided by Greentripper to a Customer through the Act4Travel Portal, as specified in Article 5.2.

"Agreement" means the legally binding agreement between Greentripper and the Customer, consisting of these Terms and Conditions and any applicable Specific Terms.

"Annual Subscription Fee" means the fee payable annually for access to and use of the Act4Travel Portal.

"API Services" means application programming interface services offered by Greentripper and enabling integration of any or all of the Act4Travel Services into third-party systems.

"Auditor" means the independent auditing body responsible for certifying the Carbon Contribution services, as mentioned by Greentripper on its Public Website.

"Authorized User" means the individual employee, agent or contractor of the Customer who is authorized by the Customer to access and use the Act4Travel Portal solely on behalf and for the benefit of the Customer for the Customer's internal business purposes.

"Basic Carbon Footprint Calculator" means a free-of-charge functionality on the Public Website offering a basic analysis and calculation of the Carbon Footprint.

"Carbon Contribution Services" means the carbon contribution for the Carbon Footprint of a Trip through the support of a Project as further detailed in Clause 5.5.

"Carbon contribution Price" means the total price for the Carbon Contribution Services of a Trip, which consists of the Net Carbon contribution Price and Overhead Costs.

"Carbon Footprint" or **"Travel Carbon Footprint"** means the total amount of greenhouse gas emissions (expressed in CO₂ equivalents) generated by certain travel activities and calculated based on Travel Data.

"Carbon Footprint Management Tool" means the Carbon Footprint management tool as part of the Act4Travel Services.

"Confidential Information" means any information designated as confidential or that reasonably should be considered confidential, including business information, technical data, methodologies, algorithms, customer lists, pricing, and trade secrets.

"Customer" means any individual or legal entity that has entered into an Agreement in its personal capacity with Greentripper for a Subscription or to order Carbon Contribution Services.

"Customer Website Content" means the text, images, video and other content provided by the Customer to be published on the Personalised Public Website.

Documentation means the user guides, manuals, online help files, and other instructions made available by Greentripper that describe the functionality and use of the Public Website, the Act4Travel Portal and the Services.

"Eco-Score" means a score ranging from 1 (lowest) to 10 (highest) providing an assessment of the Carbon Footprint of a Trip as determined by Greentripper.

"End Users" means the own clients of a Customer, or the individuals authorized by a Customer to access the Services.

"Excel Bulk Upload" means bulk uploading of Excel files with Travel Data to the Act4Travel Portal.

"Greentripper", "we", "us" or "our" means Greentripper bvba, a private limited liability company incorporated under Belgian law, with registered office at Kantersteen 47, 1000 Brussels, Belgium, registered with the Crossroads Bank for Enterprises under number 0715.958.681.

"Greentripper Technology" means any and all proprietary data and information of Greentripper, as well as the subject matter of any Intellectual Property Rights of Greentripper in and to software, algorithms, artificial intelligence models and systems, databases, interfaces, designs, methodologies, calculation models, as well as any other technology used to provide the Services, including but not limited to the underlying technology of the Act4Travel Scanner and the Carbon Footprint Calculation Services.

"Intellectual Property Rights" means intellectual property rights, including copyright, rights in inventions, trade secrets and knowhow, drawing- and design rights, patents, trademarks, database rights, all rights in computer software and data, all immaterial rights in relation to the aforementioned, in any case in the entire world and whether or not registered. This includes all approved registrations and registration applications, improvements or extensions, the right to apply for registration for any of these rights and the right to claim damages in case of breach and all other similar forms of protection existing anywhere in the world.

"Net Carbon contribution Price" refers to that part of the Carbon contribution Price that is actually invested in the Selected Projects.

"Office Hours" means between 9:00AM and 5:00PM CET on Monday, Tuesday, Wednesday, Thursday, or Friday.

"Overhead Costs" means Greentripper's costs for the support of the Projects, including but not limited to the preparation of project files, carbon credits management costs, reporting costs, communication material production, delivery of guarantee certificates, e-cards and administrative costs.

"Personalised Public Website Service" means a bespoke version of the Public Website developed by Greentripper for a Customer upon request, providing customised branding, selected Projects, and tailored functionality as agreed separately in Specific Terms.



"Projects" means global and local environmental, sustainability, or carbon contribution projects supported by Greentripper.

"Public Website" means the publicly accessible website operated by Greentripper at <https://www.greentripper.org>.

"Public Website Services" means all services available through the Public Website, as specified in Article 5.1.

"Registered User" means any natural person or legal entity who has created an account for themselves on the Public Website.

"Selected Projects" means the Project(s) selected by the Customer.

"Services" means, collectively, the Public Website Services, Act4Travel Services, and the Personalised Public Website Service, as further described in Article 4, but excluding API Services.

"Specific Terms" means additional written terms agreed upon between a User and Greentripper and applicable to specific Services or User arrangements, including but not limited to API Services or a Personalised Public Website.

"Subscription Fees" means the Annual Subscription Fee, and any other subscription fees payable under or in connection with this Agreement by you to Greentripper for the provision of the Services.

"Term" means the Initial Term together with any subsequent Renewal Periods.

"Travel Data" means information relating to travel and related activities, as structured and defined by Greentripper for the purpose of providing the Services, including but not limited to destinations, distances, modes of transport, travel dates, activities and meals of a trip or travel activity at large.

"Trip" means any trip (to be) made by plane, train, car, two-wheel vehicle, bus, boat or cruise as well as the related accommodation, activities, and food.

"User", "you" or "your" means any natural person or legal entity that accesses or uses the Public Website, the Act4Travel Portal or the Services in a personal or professional capacity.

"User Account" means the password-protected account for the Public Website or the Act4Travel Portal created by a User.

"User Data" means any data, information, documents, or materials uploaded, submitted, or provided by the User through the Services, including but not limited to Travel Data.

"Virus" means any item or device (including any piece of software, code, file or computer program of any kind or nature) which may: prevent, impair or otherwise adversely affect the operation of any other computer software, hardware or network, any telecommunications service, equipment or network or any other service or device; prevent, impair or otherwise adversely affect access to or the operation of any program or data, including the reliability of any program or data (whether by re-arranging, altering or erasing the program or data in whole or part or otherwise); or adversely affect the user experience, including worms, trojan horses, viruses and other similar things or devices.

3. Applicability and Acceptance of these Terms

3.1. Scope of Application



These Terms of Service govern the access to and use of the Public Website (with or without User Account) and, under the applicable Agreement, a Personalised Public Website, the Act4Travel Portal as well as all Services provided by Greentripper.

API Services offered by Greentripper are however expressly excluded from these Terms of Service and are governed by a separate agreement.

Our Privacy Policy sets out the terms on which we process any personal data we collect from you or that you provide us with. You can access it [here](#). By using the Public Website or the Act4Travel Portal you acknowledge having read the Privacy Policy. Our Cookie Policy sets out information about the use of cookies on the Public Website. You can access it [here](#). By using the Public Website of the Act4Travel Portal, you acknowledge to have read the Cookie Policy. Should you have any questions regarding our handling of your personal data or the protection of your privacy, please contact info@greentripper.org.

3.2. Acceptance

By accessing or using the Public Website, the Act4Travel Portal or the Services, you confirm that you accept these Terms of Service and will comply with them. If you do not agree with these Terms of Service, you must not use the Public Website, the Act4Travel Portal or the Services.

Acceptance of an Agreement by Greentripper can be made conditional upon you formally confirming approval of these Terms of Service as well as of other clauses and covenants of the Agreement, of which Greentripper gives you prior notice in writing, such as, for example and without limitation, the details of the price, the specific usage limitations for a Registered User when applicable, the subscription conditions to a specific Service or set of Services, the number of Authorized Users, the support service, etc. Such additional clauses and covenants will be regarded as forming part of the Specific Terms even though not expressly labelled as such.

3.3. Changes

Greentripper may make reasonable changes to these Terms of Service at any time. We will notify you and give you the opportunity to review material changes, by email or any other form of notification as we deem appropriate. Changes will enter into force at the earliest 30 days after such notification. Continued access to, or use of, the Public Website, Act4Travel Portal or the Services after the effective date of any changes constitutes acceptance of the modified Terms of Service. If you do not agree to the modifications, you must cease accessing or using the Public Website, Act4Travel Portal or Services and you have the right to terminate your account in accordance with Article 10.

The then-current version of these Terms of Service is accessible on the Public Website.

4. Access and Use of the Public Website and the Act4Travel Portal

4.1. Right to Access and Use the Public Website



Subject to your compliance with these Terms of Service and additional terms of the Agreement if applicable, Greentripper hereby grants you a limited, non-exclusive, personal and non-transferable, right (without the right to grant sub-licences) to use and access the Public Website and the Public Website Services, solely for your personal, non-commercial purposes.

4.2. Rights to Access and Use the Act4Travel Portal

Subject to the Customer's payment of the Subscription Fees and compliance with the other terms and conditions of these Terms of Service, Greentripper hereby grants the Customer a limited, non-exclusive, personal and non-transferable, right (without the right to grant sub-licences) to access and use, and to permit its Authorized Users to access and use, the Act4Travel Portal and the Act4Travel Services, solely for the Customer's internal business purposes and during the Term.

4.3. User Accounts

4.3.1. Public Website

A User Account to access the Public Website is only optional. A User Account for the Public Website allows you to track and access records of purchases of Carbon Contribution Services made through the Public Website.

4.3.2. Act4Travel Portal

A User Account is required to access the Act4Travel Portal. Upon payment of the first Subscription Fee, Greentripper will create a primary account for the Customer with the username and password selected by the Customer and assign as many sub-accounts as there are Authorized Users under applicable Specific Terms. The Customer must not create sub-accounts for any other entity / company. Customer may increase the number of Authorized Users subject to paying the additional fees and in accordance with the Specific Terms.

4.3.3. Security

Each User Account is strictly personal and may only be used by the Authorized User or Customer for which it has been created, and subject to complying with these Terms of Service and applicable Specific Terms. User Accounts cannot be assigned or transferred unless with Greentripper's prior written authorization.

Your User Account must be protected by a strong password at all times. It is the responsibility of the Customer and the concerned Authorized User to ensure the password is and remains confidential and secure.

The Customer must create a strong password for its primary account, which should be changed no less frequently than once every ninety (90) days or as instructed by Greentripper



in accordance with Specific Terms. The Customer shall procure that its Authorized Users do the same in respect of their sub-account, in accordance with Specific Terms that may provide for additional requirements.

In addition, the Customer shall procure that the Authorized Users comply with these Terms of Service and shall be responsible for any acts and omissions of the Authorized Users as if committed by the Customer itself. The Customer is responsible for ensuring that User Accounts are duly and timely closed to reflect the amount and the named individual rights of Authorized Users.

4.4. Availability

You acknowledge that the Public Website and the Act4Travel Portal are available via the internet. Whilst Greentripper will use reasonable endeavors to ensure availability of the Public Website and the Act4Travel Portal, it cannot guarantee that the operation or availability thereof will be uninterrupted or error-free at all times. In the event of any disruption to the Public Website or the Act4Travel Portal due to foreseeable malfunctions or unavailability of its systems, network connections or other circumstances, Greentripper will inform you of the nature and expected duration of the interruption, as well as the expected resolution time and any emergency measures. This may be through an announcement on the Public Website (if not affected by the disruption) or by email or other appropriate means.

Neither the Public Website nor the Act4Travel Portal are a back-up service and Greentripper does not have the means to retrieve individual files saved in your User Account. To avoid data loss, you therefore need to ensure that any data you save in your User Account on the Public Website or the Act4Travel Portal is also saved elsewhere.

4.5. Maintenance and Improvements

Greentripper may modify the Public Website and the Act4Travel Portal from time to time to improve its functionality, to correct errors or otherwise as it deems appropriate. In the event of new functionalities or changes that could significantly alter the functioning of the Public Website or the Act4Travel Portal, Greentripper will notify you in advance. This may be through an announcement on the Public Website or, if you are a Customer, by email.

Greentripper has the right to temporarily suspend the Public Website or the Act4Travel Portal or parts thereof for the purpose of maintenance, modification, or improvement. If a suspension is required, Greentripper will endeavor to keep disruption and unavailability of the Public Website or the Act4Travel Portal to a minimum. Greentripper will timely notify you of any planned suspension, unless it concerns emergency maintenance. This may be through an announcement on the Public Website or by email or other appropriate means.

4.6. Support



Greentripper will provide a reasonable level of support to you in respect of the Public Website and the Act4Travel Portal, including by providing an online help and support function, as can be further detailed in the Specific Terms.

5. Description of Services

5.1. Public Website Services

The Public Website offers the following services:

- information about Greentripper, the Projects as well as general educational content regarding responsible travel.
- Carbon Footprint Calculation Services through the Basic Carbon Footprint Calculator.
- Carbon Contribution Services (as further specified below).

The Basic Carbon Footprint Calculator enables you to calculate the Carbon Footprint of a Trip based on Travel Data.

5.2. Act4Travel Services

The Act4Travel Portal is intended to be used by travel professionals and every company with significant business travel / mobility / incentives & international conferences needs, to calculate, track, and manage the carbon footprint of travel and related activities.

The Act4Travel Portal offers the following services:

- Carbon Footprint Calculation Services through several digital tools.
- Carbon Contribution Services (as further specified below).

The Carbon Footprint Management Tool allows the Customer and its Authorized Users to:

- enter their or their client's Trips, either through manual input, Excel Bulk Upload and/or the Act4Travel Scanner, and keep records of the same;
- use the Carbon Footprint Calculation Services to calculate the total Carbon Footprint of each of such Trips, as well as each of their constituent parts, both on a group and an individual level;
- for the Act4Travel Scanner:
 - obtain an Eco-Score for a Trip;
 - compare Trips to see differences in Eco-Score;
 - amend details of a Trip and see the impact on a Trip's Eco-Score;
 - export data resulting from the Carbon Footprint Calculation Services for use by the End Users in CSV or Excel format.

5.3. Personalised Public Website Service

The Personalised Public Website Service involves the creation and hosting of a personalised Public Website by Greentripper for a Customer (ex: www.greentripper.org/partner). The



personalised website contains a Customer's branding, the Basic Carbon Footprint Calculator and Projects selected by such Customer.

Greentripper will endeavour to design the Personalised Public Website in accordance with the specifications agreed in the relevant service order and subject to Specific Terms.

All Intellectual Property Rights in the Personalised Public Website will remain vested in Greentripper, save for content provided by you to be included on the Personalised Public Website.

5.4. Carbon Footprint Calculation Services

Greentripper offers Carbon Footprint Calculation Services through the Public Website, a Personalised Public Website, or the Act4Travel Portal by way of respectively the Basic Carbon Footprint Calculator or the Carbon Footprint Management Tool. The Carbon Footprint Calculation Services through the Public Website or a Personalised Public Website are offered free-of-charge but subject to the applicable Specific Terms. The Carbon Footprint Calculation Services on the Act4Travel Portal are part of the Subscription.

The Carbon Footprint Calculation Services involve the provision of a calculation tool able to calculate the Carbon Footprint of a Trip based on the Travel Data provided by a User, using Greentripper Technology. You acknowledge that Greentripper cannot be held responsible for the accuracy of the results of the Carbon Footprint Calculation Services since this depends on the accuracy and completeness of the Travel Data, which are provided by you.

5.5. Carbon Contribution Services

Greentripper offers Carbon Contribution Services through the Public Website, a Personalised Public Website, or the Act4Travel Portal after respectively the Basic Carbon Footprint Calculator or the Carbon Footprint Management Tool have calculated the Carbon Footprint of a Trip. After the Carbon Footprint of a Trip is shown, you will be invited to select one or more Projects to financially contribute for such Carbon Footprint and, in the case of certified climate projects, purchase carbon credits for every ton of CO₂ equivalents in Carbon Footprint for the Certified carbon contribution Price. You are able to contribute for any percentage between 10 and 999% of the Carbon Footprint of a Trip. Any purchase below EUR 15 will be rounded off to EUR 15 to cover Greentripper's processing fees.

Once you have added the carbon credits and / or any other environmental financial contribution and Selected Projects to the basket, you are responsible to ensure that all details of the order of Carbon Contribution Services, including the Travel Data, Selected Projects, as well as your name and contact details, are accurate and complete prior to placing an order. Greentripper may refuse to process an order of Carbon Contribution Services if the order details are incomplete or inaccurate.



After checking the order summary and accepting these Terms of Service and our Privacy Policy, you accept the offer by clicking on 'Buy'. The agreement to provide Carbon Contribution Services is entered into at the time the Customer accepts the offer and the Terms of Service.

After receipt of the Carbon contribution Price, Greentripper provides a certificate containing the 'Certified CO2 Carbon contribution' and/or 'Sustainable Contribution' label. This certificate guarantees that there is a financial (Carbon) contribution for the Carbon Footprint of a Trip requested by the Customer. Greentripper is yearly controlled by a third-party auditor to guarantee the contribution in the Selected Projects. In addition, Greentripper will proceed to directly or indirectly invest the Net Contribution Price into the Selected Projects.

In exceptional circumstances, Greentripper may also invest the Net Carbon contribution Price in Projects other than the Selected Projects. Such exceptional circumstances may include but are not limited to:

- a significant increase of the price of carbon credits of the Selected Project(s); or
- an insufficient volume of carbon credits available in the Selected Project(s).

Greentripper will inform you if such change is required.

The carbon contribution Price depends on the selected climate project and is reviewed annually by Greentripper and, if necessary, adjusted.

6. Acceptable Use and Restrictions

6.1. Public Website and Act4Travel Portal

You must not (and you shall ensure that, in respect of the Act4Travel Portal, your Authorized Users shall not):

- violate applicable laws, conduct illegal activity or infringe any rights of third parties;
- use the Public Website, the Act4Travel Portal or the Services for any purposes other than expressly authorized under these Terms of Service;
- store, distribute or transmit any Virus, or any unlawful material, information or data through the Public Website or the Act4Travel Portal;
- except to the extent and for the purposes necessary and expressly permitted by these Terms of Service, (attempt to) copy, modify, adapt, create derivative works from, reverse engineer, decompile, disassemble or distribute all or any portion of the Public Website, any Personalized Public Website, the Act4Travel Portal or the Documentation;
- access, develop, supply or market all or any part of the Public Website, the Act4Travel Portal or the Documentation in order to build a product or service which replicates, competes with or is substantially similar to the Public Website or the Act4Travel Portal;
- attempt to undertake any security testing of the Public Website or the Act4Travel Portal without the prior written consent of Greentripper; or



- assist anyone who is not an Authorized User in obtaining access to the Act4Travel Portal.

6.2. Act4Travel Portal

The Customer must:

- use its best endeavours to prevent any unauthorised access to, or use of the Act4Travel Portal, and notify Greentripper promptly of any such unauthorised access or use;
- provide Greentripper with all necessary co-operation in relation to these Terms of Service and access to such information as may be required by Greentripper in order to provide and maintain the Act4Travel Portal;
- maintain adequate internet connections and technical capabilities to access and use the Act4Travel Portal [, including complying with the Minimum Technical Requirements];
- cooperate with any audit by Greentripper through lawful, technical means to ensure compliance with its obligations under these Terms of Service; and
- provide all reasonable assistance and information to Greentripper as necessary to establish that the Act4Travel Portal is only being accessed and used in accordance with these Terms of Service.

6.3. Suspension of Access

Greentripper may suspend your, or any of your Authorised User's, right to access the Public Website or the Act4Travel Portal, or use any of the Services, immediately upon notice to you if we determine, acting reasonably:

- that you, or any of your Authorised Users, act in breach of these Terms of Service; or
- that your (or any of your Authorised User's) use of or access to the Public Website or the Act4Travel Portal (a) poses a cybersecurity risk to Greentripper, the Public Website or the Act4Travel Portal, or any third party; (b) may adversely impact availability or performance of the Public Website or the Act4Travel Portal; (c) may subject Greentripper or any third party to any liability; or (d) may be fraudulent.

Greentripper will reinstate the suspension of rights to access and use the Public Website or Act4Travel Portal once it has established the cause of the suspension has been remedied or ceased to exist.

Where the cause of the suspension of access to the Act4Travel Portal persists for more than thirty (30) days, Greentripper may immediately terminate your Subscription without incurring any liability to you.

7. Intellectual Property Rights



You acknowledge and agree that Greentripper and its licensors exclusively own all Intellectual Property Rights in the Public Website, any Personalised Public Website, the Act4Travel Portal, the Documentation and the Services. Except as expressly stated in these Terms of Service, you are not granted any rights to, or in, any Intellectual Property Rights in respect of the same.

All Intellectual Property Rights in User Data remain vested in the User and the User shall at all times have sole responsibility for the legality, reliability, integrity, accuracy and quality of the User Data and for ensuring that its use does not infringe the rights of any third parties. Without prejudice to the generality of the foregoing, all Intellectual Property Rights acquired or coming into existence as a result of Greentripper curating, annotating, reviewing or structuring information and data that uses, reproduces or otherwise links to or references all or part of the User Data, for the purposes of providing the Services or for other purposes, shall remain Greentripper's exclusive Intellectual Property Rights.

You grant Greentripper the right to use User Data freely for the purposes of providing the Public Website and the Act4Travel Portal, performing and promoting the Services, as well as for the development, enhancement, performance or promotion of future services. This right may be sub-licensed by Greentripper.

8. Disclaimer

Except as expressly provided in these Terms of Service, the Public Website and the Act4Travel Portal, as well as the Services, are provided "as is" and, to the extent permitted by applicable law, Greentripper hereby disclaims all other conditions, warranties, representations, undertakings or other terms which might have effect with respect to the same, or be implied or incorporated into these Terms of Service, whether by statute, common law, custom or otherwise, including any implied conditions, warranties, undertakings or other terms relating to satisfactory quality, reasonable skill and care, fitness for any particular purpose, ability to achieve a particular result or arising from course of dealing or usage of trade.

Greentripper makes its best effort and is following closely the emission factors evolution, specifically in the travel & mobility sectors. Greentripper takes into account the greenhouse gas emissions as defined in internationally recognized methodologies and updates regularly these emission factors. Despite this, due to general uncertainty of the carbon footprint calculation among the climate experts, Greentripper can not and does not make any warranty relating to the accuracy or completeness of:

- information originating from third parties and published on the Public Website or the Act4Travel Portal, including but not limited to any information relating to the Projects;
- information on websites to which links are provided on the Public Website or the Act4Travel Portal;
- data underlying the calculation of the Carbon Footprint as part of the Carbon Footprint Calculation Services, including but not limited to the amounts of greenhouse gas emissions (expressed in CO₂ equivalents) generated by certain travel activities as well as the Travel Data (albeit manually entered by you or extracted by the Act4Travel Scanner); and



- therefore, the calculation of the Carbon Footprint as part of the Carbon Footprint Calculation Services itself.

In addition, whilst Greentripper can confirm that for the certified carbon contribution, the Projects all meet high standards, such as the Gold Standard ([website](#)) or the Verified Carbon Standard (VCS) ([website](#)), Greentripper is not in a position to independently verify the effect of the Net carbon contribution or the effectiveness of the Projects.

9. Fees and payment / Subscription details

The access to all or part of the Services can be made conditional to specific conditions, including fees, costs, duration, etc., as agreed upon with Greentripper during the onboarding process. Greentripper determines in its discretion how the onboarding process works and what steps are required. You will be notified in writing in advance of the applicable conditions, and will have the opportunity to review them before approval.

All prices are provided VAT and taxes excluded and will be increased with the applicable taxes and levies as per the applicable legislation.

Greentripper reserves the right to increase outstanding amount with a late payment interest in accordance with the applicable legislation.

In the event of non-payment or late payment, Greentripper reserves the right to suspend all or part of the Services, subject to notifying you in writing beforehand.

10. Term and termination

Your rights to access and use the Services is for the duration as indicated and accepted during the onboarding process. The access to the Public Website is not limited in time.

11. Liability

Nothing in these Terms of Service excludes or limits the liability of Greentripper or you for (i) death or personal injury caused by negligence, (ii) gross negligence or intentional actions or omissions, (iii) infringements of intellectual property rights, (iv) infringements of privacy legislation and (v) any events to the extent that these cannot be excluded or limited under applicable law.

Notwithstanding the foregoing provision, (i) Greentripper shall not be liable for any interruption or loss of business, income, profits, goodwill, data or other economic advantage or any non-economic losses, even if it was informed in advance of the possibility of such damage, and (ii) the total liability of Greentripper for all claims, losses or expenses arising from these Terms of Service, shall not exceed the reimbursement of the license/subscription (for the current year).

For important issue with the carbon contribution services, the carbon contribution amount could be reaffected to another climate project.

Considering the complementary nature of the provisions of Article 6.3 §2 Book 6 of the Civil Code, the concurrence between contractual claims against Greentripper and extra-contractual claims against performance agents and auxiliary persons of Greentripper, including but not limited to directors, employees or other agents of Greentripper, is hereby explicitly excluded.

You will defend, indemnify and hold Greentripper harmless from and against any and all third party claims and damages based upon or arising out of (i) your or any of your Authorised Users' breach of these Terms of Service; (ii) infringement of third party Intellectual Property Rights by User Data or Customer Website Content; or (iii) violation of applicable laws by you or any of your Authorised Users.

12. Force Majeure

Greentripper shall not be liable for any failure or delay in performance of the Services to the extent such failures or delays are caused by circumstances beyond Greentripper's reasonable control, including but not limited to internet or telecommunication infrastructure disruptions, hosting provider outages, power cuts, domestic unrest, mobilisation, war, transport disruptions, strikes, pandemic, natural disasters.

13. Complaints

You may lodge a complaint by sending an e-mail containing the following details to info@greentripper.com:

- Full name
- Address
- Telephone number
- Email address
- File no to which the complaint pertains (if any)
- Detailed description of the reason for the complaint and any desired resolution

14. Governing Law

These Terms of Service are governed by and construed in accordance with the laws of Belgium.