

TERMS AND CONDITIONS OF SERVICE LIVIKO DISTILLERY

The provider and seller of Liviko Distillery factory tours, trainings, and other event services is **AS Liviko**, registry code 10117341, registered address Masina 11, 10113 Tallinn, Estonia (hereinafter referred to as the Service Provider).

The Service Provider organizes visit and event services for the client (hereinafter referred to as the Client) based on prior reservation, the details of which are agreed upon with the Client in advance.

All package prices are inclusive of value-added tax (VAT).

Service Packages

- Classic Tour – 25.00 EUR per person includes:
 - factory tour
 - visit to the interactive museum
 - tasting of core products
 - discount in the flagship store

- Premium Tour – 60.00 EUR per person includes:
 - factory tour
 - visit to the interactive museum
 - cocktail training
 - discount in the flagship store

- Tailor-made Tour – starting from 1000.00 EUR includes:
 - factory tour
 - visit to the interactive museum
 - exclusive beverage training
 - discount in the flagship store

The group size for Liviko Distillery factory tours is 6–10 persons.

Participation in Liviko Distillery factory tours is permitted only for persons aged 18 years or older.

Factory tours take place Monday to Friday from 09:00 to 17:00.

Alternative times may be arranged by mutual agreement between the parties in exceptional circumstances, provided that the Service Provider is able to ensure compliance with all applicable requirements.

Rights and Obligations of the Service Provider

The Service Provider shall provide the Client with the contact details of responsible representatives through whom the Client may obtain prompt and professional information regarding the services offered, opening hours, service availability, pricing, and other relevant matters.

The Service Provider undertakes to provide such information within a reasonable timeframe.

Information and reservations:

livikodistillery@liviko.ee; +372 50 67 874

If the Client fails to fulfill the payment obligation, the Service Provider shall have the right to cancel the event if payment has not been received within the agreed deadline.

The Service Provider also reserves the right to cancel the event if the Client fails to provide required information prior to the event, such as the final number of participants or other essential details, at least by the due date of the advance invoice.

The Service Provider shall have the right to unilaterally terminate obligations related to the event, including the cancellation of confirmed reservations, if:

- the Client fails to comply with the terms and conditions of the agreement; or
- extraordinary circumstances arise on the part of the Client or the Service Provider.

The Service Provider also reserves the right to cancel reservations in the event of force majeure, for which neither party can be held responsible.

Obligations of the Client

The Client shall notify the Service Provider of the intention to make a reservation within a reasonable timeframe in advance.

Events may be booked no earlier than two (2) months and no later than three (3) working days prior to the event date.

The Client shall provide the Service Provider with all necessary additional information in a timely manner, including but not limited to:

- the number of participants
- invoice details
- any other relevant information requested by the Service Provider.

The Client shall pay for the order within the payment deadline specified on the advance invoice, which is no later than three (3) working days before the event.

If the invoice is not paid by the due date, the Client shall pay a late payment interest of 0.1% of the outstanding amount for each day of delay.

The Client shall comply with all hygiene and safety rules, conditions, and restrictions established by Liviko Distillery. In the event of a violation of such rules during the event, the Service Provider shall have the right to remove the guests from the premises.

The Client shall notify the Service Provider of any reservation cancellation within a reasonable timeframe, but no later than forty-eight (48) hours prior to the scheduled event.

If the Client's group fails to arrive at the scheduled time for the Liviko Distillery factory tour and no prior notice of delay has been given, the Service Provider reserves the right to cancel the event.