

General Terms & Conditions

一般条款与条件 (General Terms & Conditions)

Algoz Group · General Conditions · Algoz Group · 一般条件

Algoz FZ-LLC (trading as Algoz Group) · Trade Licence 5033995 · Registration 4071452 · TRN 105119056700001
VUNE0977, Compass Building, Al Hulaila, Ras Al Khaimah, United Arab Emirates
algoz.group · service@algozgroup.com · Version 2.0 · Updated 18-Oct-2026

GOVERNING LANGUAGE: These Conditions are issued in English, which is the sole official and legally governing version. The Chinese translation in the right-hand column is provided only for the convenience of Chinese-speaking clients; in case of any difference or dispute over interpretation, the English version prevails.

管辖语言: 本条件以英文发布，英文版本为唯一正式且具有法律约束力的版本。右栏中的中文译文仅为方便中文客户阅读而提供；如对解释存在任何差异或争议，以英文版本为准。

ENGLISH · official & governing version	中文 · 译文 (仅供参考)
<p>1 Introduction</p> <p>These Terms and Conditions govern all consultancy, coordination, and direct assistance/support services provided by Algoz FZ-LLC (trading as “Algoz” and “Algoz Group”), registered at RAKEZ under Trade Licence No. 5033995, Registration No. 4071452 and TRN 105119056700001. Licensed activities include Lifestyle Development Consultancy, Businessmen Services, Services Broker, Destination Management and Retail Sale of Travel and Entertainment Services. By making payment, the Client acknowledges and accepts these terms. A copy is attached to every invoice.</p>	<p>1 引言</p> <p>本条款与条件适用于 Algoz FZ-LLC (以 “Algoz”和 “Algoz Group” 名义经营) 提供的所有咨询、协调及直接协助或支持服务。Algoz FZ-LLC 在 RAKEZ 注册，商业执照号 5033995，注册号 4071452，税号 (TRN) 105119056700001。获准经营的业务包括生活方式发展咨询、商务人士服务、服务中介、目的地管理以及旅行和娱乐服务零售。客户付款即表示确认并接受本条款。每张发票均附有条款副本。</p>
<p>2 Nature of Services</p> <p>Algoz FZ-LLC provides consultancy, destination management, businessmen services, coordination and direct assistance/support to clients. Consultancy and coordination: strategic advisory, threat assessments, quotation preparation, and the selection and coordination of licensed, well-known specialist partners and operatives for operational execution across security, transportation and travel. Every engagement is planned, contracted and overseen by Algoz from first briefing to completion. Direct assistance and support: under Businessmen Services and Destination Management, we deliver on-site and remote client support, hands-on administrative facilitation, itinerary planning, complete arrangements, travel bookings and reception coordination. Wherever in the world our clients need us. We operate under the activities of our UAE commercial licence.</p>	<p>2 服务性质</p> <p>Algoz FZ-LLC 为客户提供咨询、目的地管理、商务人士服务、协调及直接协助或支持服务。咨询与协调：战略建议、威胁评估、报价编制，以及在安保、交通和旅行领域甄选并协调持有执照、声誉卓著的专业合作伙伴和执行人员负责实际运作。每项任务均由 Algoz 从首次简报直至完成全程规划、签约和监督。直接协助与支持：在商务人士服务和目的地管理范围内，我们为客户提供现场及远程支持、实际行政协助、行程规划、全面安排、旅行预订及接待协调。无论客户身在世界何处，我们都随时提供服务。我们在阿拉伯联合酋长国商业执照所载业务范围内经营。</p>
<p>2.1 Service Hours and Scheduling: Services are provided within pre-agreed time windows as specified in the invoice or confirmed via official enquiry (email or WhatsApp). Standard service windows may be 8, 10, 12, or 24 hours, or other durations as required and agreed. Unless otherwise specified, a standard service day runs from 08h00 to 20h00. Algoz offers flexibility for the Client to propose an alternative start time, subject to the agreement of both the assigned professional(s) and Algoz management. The final scheduling of service hours is contingent not only on the Client's needs but also on operational factors including, but not limited to,</p>	<p>2.1 服务时间与排班：服务在事先约定的时段内提供，具体以发票所示或经正式申请（电子邮件或 WhatsApp）确认为准。标准服务时段可为 8、10、12 或 24 小时，或根据需求和约定的其他时长。除另有说明外，标准服务日为 08h00 至 20h00。Algoz 允许客户灵活提出不同的开始时间，但须经指派的专业人员及 Algoz 管理层同意。服务时间的最终安排不仅取决于客户的需要，还取决于各项运营因素，</p>

hotel booking logistics, professional transportation, and overall mission planning. Any specific or non-standard service window must be mutually agreed in writing by both parties prior to confirmation.	包括但不限于酒店预订安排、专业人员的交通以及任务的整体规划。任何特定或非标准的服务时段，须在确认前经双方书面同意。
2.2 Applicable Time Zones: For all administrative communications, enquiries, and support coordination, Algoz FZ-LLC operates based on the standard time of the United Arab Emirates (Gulf Standard Time, GST). All deadlines, response times, and scheduled calls referenced in these Conditions or related correspondence are to be interpreted according to UAE time unless explicitly stated otherwise. During the execution of services, all operational schedules, including start times, end times, and on-site coordination, adhere to the local time of the city or country where the service is being provided. It is the Client's responsibility to be aware of and account for any time differences between the UAE and the service location.	2.2 适用时区：所有行政沟通、申请及协助协调，Algoz FZ-LLC 均按阿拉伯联合酋长国官方时间（海湾标准时间，GST）运作。除另有明确说明外，本条件或相关往来函件中提及的所有截止时间、响应时间及预约通话，均以阿联酋时间为准。在服务执行期间，所有运营时间，包括开始和结束时间及现场协调，均以提供服务的城市或国家的当地时间为准。客户有责任了解并考虑阿联酋与服务地点之间的任何时差。
2.3 Algoz Signature Service (Non-Limited Engagement): For engagements designated as "Algoz Signature Service," Algoz is granted broader autonomy to exercise its professional judgment and discretion in the execution of services. To provide the utmost level of service to the VIP(s), Algoz reserves the right to make operational changes, hire services, and take necessary actions autonomously. The Client shall provide comprehensive personal and preference profiling information in advance to minimise unnecessary communication during service delivery. To facilitate swift execution, the Client must establish agreed and efficient payment methods with our designated agent(s), such as providing dedicated credit card details or authorising access to a specified bank account. The appointed Algoz operative will act as the responsible and autonomous lead for all logistical decisions, including making and cancelling bookings, communicating with third parties, and hiring suppliers. In all matters, especially concerning logistics and the personal security of the VIP, decisions are guided by the following priority order: (1) safety as the prime and non-negotiable priority; (2) the VIP's personal preferences and direct decisions; (3) the operative's own professional judgment to ensure service excellence.	2.3 Algoz Signature Service（无限制任务）：对于指定为 "Algoz Signature Service" 的任务，Algoz 在执行服务时享有更大的专业判断和酌情决定权。为向一位或多位 VIP 提供最高水准的服务，Algoz 保留自主作出运营调整、采购服务及采取必要措施的权利。客户应事先提供完整的个人资料和偏好信息，以尽量减少服务期间不必要的沟通。为便于迅速执行，客户须与我们指定的一名或多名代理人商定有效的付款方式，例如提供专用信用卡信息或授权使用特定银行账户。指定的 Algoz 执行人员作为独立负责人，负责所有后勤决策，包括办理和取消预订、与第三方沟通以及聘用供应商。在所有事项上，尤其是涉及 VIP 后勤和人身安全的事项，决策遵循以下优先顺序： （1）安全，此为绝对且不容商议的首要事项；（2）VIP 的个人偏好和直接决定；（3）执行人员本人的专业判断，以确保服务卓越。
3 Deposit and Payment Policy	3 定金与付款政策
3.1 Deposit Requirement: A deposit is required for all new clients (negotiable for returning clients), as specified in the quotation/invoice.	3.1 定金要求：所有新客户均须支付定金（老客户可协商），具体以报价或发票所示为准。
3.2 Determination of Deposit: Deposits vary by mission urgency and scope; full prepayment may be required.	3.2 定金的确定：定金根据任务的紧急程度和规模而定；可能要求全额预付。
3.3 Non-Refundable Deposits: Services commencing within 30 days: all payments are fully non-refundable immediately upon payment. Services commencing more than 30 days from the service start date: payments are refundable only within seven (7) calendar days from the payment date; after this 7-day period, all payments become strictly non-refundable, regardless of the scheduled start date. Consultancy fees (including but not limited to quotation preparation, threat assessments, and partner coordination costs) are non-refundable under all circumstances.	3.3 不可退还的定金：对于在 30 天内开始的服务，所有款项自付款之时起一律不予退还。对于在 30 天以后开始的服务，款项仅可在付款之日起七（7）个日历日内退还；该 7 天期限届满后，无论计划开始日期为何，所有款项均严格不予退还。咨询费（包括但不限于报价编制、威胁评估及合作伙伴协调费用）在任何情况下均不予退还。
3.4 Accepted Payment Methods: Bank transfers; credit/debit cards; cash (prior agreement only); and cryptocurrencies BTC, ETH, USDT and USDC (with Deus X Pay, www.deusxpay.com). For traceability and security, we prefer verifiable methods.	3.4 接受的付款方式：银行转账；信用卡或借记卡；现金（仅限事先约定）；以及加密货币 BTC、ETH、USDT 和 USDC（通过 Deus X Pay, www.deusxpay.com）。出于可追溯性和安全考虑，我们优先采用可核实的方式。
3.5 Payment Schedule: Full payment is required before service coordination or direct assistance commences.	3.5 付款时间：在开始服务协调或直接协助之前，须全额付款。
3.6 Consultancy and Administrative Fees: The Client acknowledges and agrees that Algoz may charge consultancy fees for preparatory and administrative work undertaken prior to the final	3.6 咨询费与行政费用：客户确认并同意，Algoz 可就主要服务最终确认和付款之前所完成的准备及行政工作收取咨询费。这包括但不限于

confirmation and payment for a core service. This includes, but is not limited to, contacting and negotiating with multiple suppliers, conducting detailed availability checks, and the professional preparation of customised quotations and invoices. Such fees are communicated transparently and require the Client's authorisation before work commences.	于联系并与多家供应商洽谈、详细核查供应情况，以及专业编制定制报价和发票。上述费用均会透明告知，并须在工作开始前获得客户授权。
3.7 Contingency and Unexpected Costs: In order to ensure the seamless and proper execution of a requested service or task, Algoz reserves the right to charge for reasonable, unexpected costs that arise as a contingency. The Client agrees to be billed for such necessary expenditures. A primary example is a scenario where a supplier (not directly hired or managed by Algoz) fails to deliver, and Algoz must urgently source and engage a replacement service to maintain the integrity and quality of the VIP service without interruption. All such contingent costs are justified, documented, and require prior or immediate post-facto authorisation from the Client, depending on the urgency of the situation.	3.7 意外情况与意外费用：为确保所申请的服务或活动顺利、妥善执行，Algoz 保留就意外情况收取合理意外费用的权利。客户同意就此类必要支出接受开票。典型例子是：某供应商（并非由 Algoz 直接聘用或管理）未能履约，Algoz 须紧急寻找并聘用替代服务，以不间断地维持 VIP 服务的完整性和质量。所有此类意外费用均须有正当理由并附有记录，并须根据情况的紧急程度，事先或事后立即获得客户授权。
3.8 Advanced Budget and Dedicated Payment Methods: For certain services, Algoz may require the Client to provide a dedicated credit card to the assigned operative or agent to facilitate immediate payments. Alternatively, or additionally, the Client may be required to provide an advanced budget, deposited into a designated Algoz account or provided in cash to the operative, strictly for use under the pre-agreed scope of the services or task and the direct needs of the VIP. Any unused portion of this advanced budget is refundable to the Client upon conclusion of the task or service window, minus any applicable transaction, transfer, or bank fees incurred.	3.8 预付预算与专用付款方式：对于某些服务，Algoz 可要求客户向指定的执行人员或代理人提供专用信用卡，以便即时付款。作为替代或补充，Algoz 可要求客户提供预付预算，存入指定的 Algoz 账户或以现金交予执行人员，仅用于事先约定的服务或活动范围以及 VIP 的直接需要。该预付预算的任何未使用部分，将在活动或服务时段结束时退还客户，并扣除所产生的任何交易、转账或银行费用。
3.9 Urgency Fees: Any service requested within 7 days' notice before the requested execution date incurs an extra fee of 1,100 to 1,900 AED. For services requested within 48 hours' notice, an extra fee of 1,900 to 10,700 AED applies, depending on the complexity or urgency of the request. This urgency fee policy also applies to new or additional tasks requested within the specified notice periods during an ongoing service engagement. Any extra necessary costs incurred to fulfil an urgent request, such as last-minute accommodations, transportation for professionals, or premium third-party service charges, are billed to the Client in addition to the base urgency fee.	3.9 加急附加费：距要求的执行日期不足 7 天提出的任何服务，须支付 1,100 至 1,900 迪拉姆的附加费。距执行日期不足 48 小时提出的服务，根据申请的复杂程度或紧急程度，收取 1,900 至 10,700 迪拉姆的附加费。本加急附加费政策同样适用于在进行中的任务期间、于相同时限内提出的新增或额外活动。为满足加急申请所需的任何额外费用，例如临时住宿、专业人员交通或第三方高端服务，将在基本加急附加费之外另行向客户开具发票。
3.10 Service Hours and Extra Time Charges: Professional services are offered in standard time windows (e.g., 8, 10, 12, or 24 hours, or other agreed window in the quote). Unless otherwise agreed in writing, the standard daily service window is 08h00 to 20h00 local time at the service location. Algoz may accommodate requests to start earlier or later, subject to the availability and agreement of both the assigned professional and Algoz management. Hours beyond the contracted daily availability are charged per operative at the extra hour rate stated in the quotation. This rate varies by destination, service and engagement. Vehicles are charged pro rata. For billing purposes: a grace period of 10 minutes is permitted; after 10 minutes past the agreed end time, 50% of the extra hour rate is charged for the first quarter hour; after 25 minutes past the agreed end time, 100% of the extra hour rate is charged for each additional hour or part thereof.	3.10 服务时间与超时收费：专业服务按标准时段提供（例如 8、10、12 或 24 小时，或报价中约定的其他时段）。除另有书面约定外，标准每日服务时段为服务地点当地时间 08h00 至 20h00。Algoz 可接受提前或推迟开始的申请，但须视指派专业人员的空闲情况并经其及 Algoz 管理层同意。超出合同约定每日服务时长的时间，按每名执行人员以报价中所列的超时小时费率收费。该费率因目的地、服务及任务而异。车辆按比例收费。计费方式如下：给予 10 分钟宽限期；超过约定结束时间 10 分钟后，第一个一刻钟按超时小时费率的 50% 收费；超过约定结束时间 25 分钟后，每增加一小时或不足一小时，按超时小时费率的 100% 收费。
3.11 Team Activation Fee (short-notice service): In addition to any urgency fee under clause 3.9, a team activation fee applies to short-notice requests to cover the urgent mobilisation and coordination of the assigned team: USD 55 where the service start date falls within seven (7) days of the request, and USD 100 where it falls within forty-eight (48) hours. The team activation fee is additional to the urgency fee and to any premium third-party costs, and is non-refundable once mobilisation has commenced.	3.11 团队启动费（短时通知服务）：除第 3.9 条规定的任何加急附加费外，短时通知的申请还须支付团队启动费，用于指派团队的紧急调动和协调：服务开始日期在申请之日起七（7）天内的，收取 55 美元；在四十八（48）小时内的，收取 100 美元。团队启动费在加急附加费及任何第三方高端费用之外另行收取，一旦开始调动即不予退还。
4 Cancellation, Refunds & Force Majeure	4 取消、退款与不可抗力
4.1 Eligibility for Refunds: Refunds are granted only if no	4.1 退款条件：仅在尚未开始任何准备工作（包括但不限于合作伙伴

<p>preparations have commenced (including, but not limited to, partner bookings, resource allocations, or administrative setup). If consultation and/or any preparations or arrangements have already started, we reserve the right to retain 50% of the total agreed service fee, or all costs already incurred (including amounts paid or committed to partners, suppliers and operatives), whichever is higher. This applies regardless of how far in advance of the service start date the cancellation is made.</p>	<p>预订、资源分配或行政手续)的情况下方可退款。如咨询和/或任何准备或安排工作已经开始,我们保留扣留约定服务费总额 50% 或已产生的全部费用(包括已向合作伙伴、供应商和执行人员支付或承诺支付的款项)的权利,以较高者为准。无论取消距服务开始日期多早,均适用本规定。</p>
<p>4.2 Urgent Services: Tasks within less than 30 days: non-refundable.</p>	<p>4.2 加急服务: 在 30 天内安排的工作不予退款。</p>
<p>4.3 Cancellations by Algoz Group: If Algoz or a partner cannot fulfil, a partial/full refund is issued (less incurred costs).</p>	<p>4.3 Algoz Group 取消: 如 Algoz 或合作伙伴无法履约,将予以部分或全额退款(扣除已产生的费用)。</p>
<p>4.4 Force Majeure: A partial refund may be proposed but is not guaranteed; Algoz reserves the right to refuse any refund in cases of force majeure, including but not limited to war, local military conflicts, pandemics, epidemics, natural disasters, or other circumstances beyond its reasonable control.</p>	<p>4.4 不可抗力: 可能提供部分退款,但不作保证;在不可抗力情况下,包括但不限于战争、局部军事冲突、大流行病、流行病、自然灾害或其他超出其合理控制范围的情况,Algoz 保留拒绝任何退款的权利。</p>
<p>4.5 Third-Party Costs and Authorisation: Third-party costs require written client authorisation and are subject to provider policies.</p>	<p>4.5 第三方费用与授权: 第三方费用须经客户书面授权,并受供应商条件约束。</p>
<p>4.6 Rescheduling: More than 30 days in advance, subject to availability.</p>	<p>4.6 改期: 须提前 30 天以上提出,视供应情况而定。</p>
<p>4.7 Refund Fees: Payment and transfer fees for refunds are paid by the Client or deducted from the refunded amount.</p>	<p>4.7 退款费用: 与退款相关的付款及转账费用由客户承担,或从退款金额中扣除。</p>
<p>5 Client Responsibilities</p>	<p>5 客户责任</p>
<p>Provide accurate information promptly. Notify changes immediately. Comply with all local laws, KYC procedures, partner requirements and authority approvals. Authorise third-party costs in writing.</p>	<p>及时提供准确信息。如有任何变动,立即告知。遵守所有当地法律、KYC 程序、合作伙伴要求及主管机关的审批。以书面形式授权第三方费用。</p>
<p>6 Limitation of Liability</p>	<p>6 责任限制</p>
<p>Algoz FZ-LLC shall not be liable for indirect or consequential damages. Maximum liability: the total fees paid for the specific service. No liability for partner actions, local authority refusals, or outcomes beyond our consultancy/coordination/direct support scope.</p>	<p>Algoz FZ-LLC 不对间接或后果性损害承担责任。最高责任: 就该特定服务所支付的费用总额。对于合作伙伴的行为、当地主管机关的拒绝,或超出我们咨询、协调或直接支持范围的结果,概不承担责任。</p>
<p>7 Dispute Resolution</p>	<p>7 争议解决</p>
<p>Amicable negotiation first. Unresolved disputes: binding arbitration under RAKEZ Authority rules, Ras Al Khaimah.</p>	<p>首先友好协商。未能解决的争议: 根据拉斯海马 RAKEZ 管理局的规则进行具有约束力的仲裁。</p>
<p>8 Governing Law</p>	<p>8 适用法律</p>
<p>Laws of the United Arab Emirates and RAKEZ Regulations.</p>	<p>阿拉伯联合酋长国法律及 RAKEZ 规定。</p>
<p>9 Amendments</p>	<p>9 修订</p>
<p>Algoz FZ-LLC may amend these terms. Updates are communicated via email/invoice and are effective immediately.</p>	<p>Algoz FZ-LLC 可修订本条款。更新内容通过电子邮件或在发票中告知,并立即生效。</p>
<p>10 Company Information</p>	<p>10 公司信息</p>
<p>Algoz FZ-LLC, Trade Licence: 5033995 Registration: 4071452 TRN: 105119056700001. Compass Building, Al Hulaila, VUNE0977, Ras Al Khaimah, UAE. CEO & Owner: Filipi Rodrigues Oliveira Silva. Email: service@algozgroup.com Tel: +971 50 869 4209. All activities comply with UAE laws, RAKEZ rules, and require competent authority approvals where applicable.</p>	<p>Algoz FZ-LLC: 商业执照 5033995 注册号 4071452 税号 (TRN) 105119056700001。地址: Compass Building, Al Hulaila, VUNE0977, Ras Al Khaimah, 阿拉伯联合酋长国。首席执行官兼所有人: Filipi Rodrigues Oliveira Silva。电子邮件:</p>

	service@algozgroup.com 电话: +971 50 869 4209。所有业务均遵守阿联酋法律和 RAKEZ 规定, 并在适用时须获得主管机关的授权。
11 Privacy Policy and Disclosure Agreement	11 隐私政策与披露协议
At Algoz FZ-LLC (trading as Algoz Group), we are dedicated to protecting the privacy and confidentiality of our clients' personal information. Our commitment ensures compliance with Federal Decree-Law No. 45/2021 on the Protection of Personal Data (PDPL) and RAKEZ regulations while delivering exceptional consultancy, coordination, and direct assistance/support services. We process personal data solely for service coordination and guarantee its confidentiality and security.	Algoz FZ-LLC (以 Algoz Group 名义经营) 致力于保护客户个人信息的隐私和机密性。我们的承诺确保遵守关于个人数据保护的 45/2021 号联邦法令 (PDPL) 及 RAKEZ 规定, 同时提供卓越的咨询、协调及直接协助或支持服务。我们仅为服务协调之目的处理个人数据, 并确保其机密性和安全性。
Third-Party Coordination. Algoz FZ-LLC operates under its RAKEZ licensed activities, including Services Broker. Operational services such as security, transportation and concierge are delivered through vetted, licensed specialist partners, selected, contracted and overseen by Algoz, in compliance with local laws. Client data is shared solely with these partners on a need-to-know basis, with all parties bound by strict confidentiality obligations.	第三方协调。Algoz FZ-LLC 在 RAKEZ 许可的业务范围内经营, 包括服务中介。安保、交通和礼宾等运营服务, 由经 Algoz 甄选、签约和监督、持有执照并经过核实的专业合作伙伴依照当地法律提供。客户数据仅按需知原则与上述合作伙伴共享, 所有各方均受严格的保密义务约束。
Data Confidentiality. Algoz upholds rigorous confidentiality principles to protect all client data and personal information. We comply strictly with applicable privacy laws and regulations, ensuring information is never used for commercial or marketing purposes.	数据保密。Algoz 采用严格的保密原则, 保护所有客户数据和个人信息。我们严格遵守适用的隐私法律法规, 确保信息绝不用于商业或营销目的。
Minimal Sharing. Client information is shared with third-party companies or professionals only when strictly necessary to execute our services. We share the minimum information required, with a strong emphasis on protecting sensitive data.	最低限度共享。仅在提供服务确有必要时, 方与第三方公司或专业人员共享客户信息。我们仅共享必不可少的最少信息, 并特别注重保护敏感数据。
Data Sharing Consent for Service Execution. The Client and VIP expressly agree and consent to Algoz FZ-LLC collecting, processing, and sharing their personal data with necessary third-party partners for the sole purpose of facilitating all aspects of service delivery, including essential onboarding procedures, service coordination, securing access to tickets and venues, arranging transportation and flights, managing hotel and accommodation bookings, and any other logistical requirements fundamental to execution. All data sharing is conducted in strict compliance with our Privacy Policy and applicable data protection laws.	为执行服务而同意共享数据。客户和 VIP 明确接受并同意 Algoz FZ-LLC 收集、处理其个人数据并与必要的第三方合作伙伴共享, 唯一目的是为服务提供的各个环节提供便利, 包括必要的接待程序、服务协调、获取门票及场所准入、安排交通和航班、管理酒店及住宿预订, 以及执行所需的任何其他基本后勤事项。所有数据共享均严格遵守我们的隐私政策及适用的数据保护法律。
Safety and Legal Compliance. In rare circumstances where client safety or legal obligations require it, information may be disclosed to relevant authorities. Such disclosures are handled with utmost discretion and full compliance with privacy legislation, always prioritising the client's well-being.	安全与法律合规。在极少数情况下, 如出于客户安全或法律义务的需要, 信息可能会被披露给主管机关。此类披露将以最高程度的谨慎处理, 完全遵守隐私法律, 并始终以客户的福祉为优先。
Agent Privacy. To safeguard operational integrity and client confidentiality, we enforce strict protocols to protect the identities of our agents and personnel involved in missions.	代理人保密。为维护运营的完整性和客户的机密性, 我们执行严格的规程, 保护代理人及参与任务人员的身份。
Mission-Specific Information. We do not disclose live locations, venue names, or mission-specific details to any external party not directly involved in the service. This protects client security and ensures operational confidentiality.	任务特定信息。我们不会向未直接参与服务的外部人员披露实时位置、场所名称或任务的具体细节。这既保护客户安全, 也确保运营机密。
Data Retention. Unnecessary client data is promptly deleted following mission completion. Essential information may be securely retained for future engagements, in accordance with data retention regulations and client instructions.	数据保留。任务完成后, 不再需要的客户数据将被及时删除。必要信息可依照数据保留法规及客户指示安全保存, 以供日后任务使用。
Communication Protocols. All communication with clients is handled by our main concierge or designated Principal Protection Officers (PPOs). When missions are delegated, clients are introduced to the assigned team through official, controlled channels to ensure security and transparency.	沟通规程。与客户的所有沟通均由我们的首席礼宾或指定的贴身保护官员 (PPO) 负责。任务委派时, 将通过正式、受控的渠道向客户介绍指派团队, 以确保安全和透明。

Encryption and Security Measures. We implement robust encryption methods and advanced security technologies to protect data in transit and at rest, designed to prevent unauthorised access and uphold data integrity.	加密与安全措施。我们采用强加密方法和先进的安全技术，保护传输中和存储中的数据，以防止未经授权的访问并维护数据完整性。
Non-Disclosure Agreements (NDAs). All Algoz FZ-LLC personnel and third-party collaborators are bound by strict NDAs, ensuring continued confidentiality throughout and after the execution of services.	保密协议（NDA）。Algoz FZ-LLC 的所有人员及第三方合作方均受严格的保密协议约束，确保在服务期间及服务结束后保守机密。
Regular Privacy Audits. We perform regular audits and assessments to evaluate privacy procedures, identify vulnerabilities, and strengthen data protection practices.	定期隐私审计。我们定期开展审计和评估，审查隐私程序、发现薄弱环节并加强数据保护措施。
Client Consent. Client consent is always obtained before sharing personal information with third parties, unless required by law or for immediate safety reasons.	客户同意。在与第三方共享个人信息之前，始终征得客户同意，但法律要求或出于即时安全原因的除外。
Training and Awareness. Our personnel undergo continuous training in data protection, cybersecurity awareness, and best practices to prevent social engineering attacks and unauthorised disclosures.	培训与意识。我们的人员持续接受数据保护、网络安全意识以及防范社会工程攻击和未经授权披露的最佳实践培训。
Jurisdiction. This Privacy Policy and Disclosure Agreement is governed by and construed in accordance with the laws of the United Arab Emirates. Any disputes arising in connection with this policy are subject to the exclusive jurisdiction of the courts of the UAE.	管辖法院。本隐私政策与披露协议受阿拉伯联合酋长国法律管辖并据其解释。与本政策有关的任何争议，由阿联酋法院专属管辖。
Data Subject Rights (UK & EU Clients). Clients located in the United Kingdom or the European Union may have specific rights under applicable data protection laws (e.g., UK GDPR or EU GDPR), including the right to access, correct, delete, or restrict their personal data. Requests may be sent to service@algozgroup.com .	数据主体权利（英国和欧盟客户）。位于英国或欧盟的客户，可依据适用的数据保护法律（例如英国或欧盟《通用数据保护条例》）享有特定权利，包括查阅、更正、删除其个人数据或限制其处理的权利。相关请求可发送至 service@algozgroup.com 。
Data Breach Notification. In the unlikely event of a data breach affecting your personal information, Algoz FZ-LLC will notify affected clients as promptly as possible and in accordance with applicable data protection regulations.	数据泄露通知。万一发生影响您个人信息的数据泄露，Algoz FZ-LLC 将依照适用的数据保护法律，尽快通知受影响的客户。
Children's Data. Algoz FZ-LLC does not knowingly collect or process information relating to individuals under the age of 18 without verified consent from a parent or legal guardian.	未成年人数据。未经父母或法定监护人经核实的同意，Algoz FZ-LLC 不会故意收集或处理 18 岁以下人士的信息。
Website and Links to Other Websites. Our website may contain links to external websites not operated by us. Algoz FZ-LLC is not responsible for the privacy practices of third parties. All images and content used on algoz.group are royalty-free, sourced from our web builder's authorised libraries, or created by our internal team.	网站及外部链接。我们的网站可能包含非由我们运营的外部网站链接。Algoz FZ-LLC 不对第三方的隐私做法负责。 algoz.group 上使用的所有图片和内容均为免税内容，来自我们建站工具的授权素材库，或由我们的内部团队创作。
Information Security. Client information is stored on secure servers and protected by industry-standard administrative, technical, and physical safeguards. While we take all reasonable precautions, no data transmission over the internet or wireless networks can be fully guaranteed as secure.	信息安全。客户信息存储在安全的服务器上，并受符合行业标准的行政、技术和物理措施保护。尽管我们采取一切合理的预防措施，但任何通过互联网或无线网络进行的数据传输都无法保证绝对安全。
Client and Principal Responsibility. Clients and principals are expected to collaborate with our team in adhering to privacy and operational protocols, ensuring the highest level of safety and confidentiality throughout the engagement.	客户及受保护人的责任。我们请客户和受保护人与我们的团队合作，遵守隐私和运营规程，以确保在整个任务期间达到最高水平的安全和保密。
Legal Disclosure. We may disclose personal data if legally obligated, including in response to court orders or subpoenas, or when acting in good faith to protect the rights, property, or safety of clients or the public, or to investigate suspected fraud.	依法披露。在法律要求的情况下，包括回应法院命令或传票，或当我们本着善意行事以保护客户或公众的权利、财产或安全，或调查涉嫌欺诈时，我们可能会披露个人数据。
Artificial Intelligence. All content published on our website, brochures, emails, and communication platforms is authored by human professionals; the use of AI is limited strictly to grammatical and orthographic proofreading. AI tools may be used to enhance the quality and efficiency of mission preparation and execution; however, every action, decision, and operational task is executed	人工智能。我们网站、宣传册、电子邮件及沟通平台上发布的所有内容均由真实的专业人员撰写；人工智能的使用严格限于语法和拼写校对。人工智能工具可用于提升任务准备和执行的质量与效率；但所有行动、决策和运营活动均由相关领域经验丰富、具备资质的专业人员

by experienced, qualified professionals in the relevant field.	执行。
<p>Contact Information. For any questions regarding this Privacy Policy and Disclosure Agreement or to exercise your data rights, please contact our Data Protection Officer (DPO) and CEO & Owner: Filipi Rodrigues Oliveira Silva (aka Filipi Algozzino), donfilipi@algozgroup.com. Algoz FZ-LLC (trading as Algoz Group), Trade Licence 5033995 Registration 4071452 TRN 105119056700001, Compass Building, Al Hulaila, VUNE0977, Ras Al Khaimah, UAE.</p>	<p>联系方式。如对本隐私政策与披露协议有任何疑问，或希望行使您的数据权利，请联系我们的数据保护官（DPO）、首席执行官兼所有人：Filipi Rodrigues Oliveira Silva（又名 Filipi Algozzino），donfilipi@algozgroup.com。Algoz FZ-LLC（以 Algoz Group 名义经营），商业执照 5033995 注册号 4071452 税号（TRN）105119056700001，地址：Compass Building, Al Hulaila, VUNE0977, Ras Al Khaimah, 阿拉伯联合酋长国。</p>
<p>11.1 Privacy and Data Protection: The Services and your relationship with Algoz are subject to Algoz's privacy policy, incorporated into these Conditions by reference (algozgroup.com/algoz-privacy-policy). This applies at all times to any data collected from you, in compliance with Federal Decree-Law No. 45/2021 on the Protection of Personal Data (UAE PDPL).</p>	<p>11.1 隐私与数据保护：本服务及您与 Algoz 的关系受 Algoz 隐私政策约束，该政策通过引用纳入本条件（algozgroup.com/algoz-privacy-policy）。依照关于个人数据保护的 45/2021 号联邦法令（阿联酋 PDPL），该政策始终适用于向您收集的所有数据。</p>
<p>11.2 Assignment: (a) Algoz may at any time assign, transfer, charge, subcontract or deal in any other manner with all or any of its rights under these Conditions, and may subcontract or delegate in any manner any or all of its obligations to any third party or agent. (b) The Client shall not, without the prior written consent of Algoz, assign, transfer, charge, subcontract or deal in any other manner with all or any of its rights or obligations under these Conditions.</p>	<p>11.2 转让：（a）Algoz 可随时转让、移转、抵押、分包或以其他方式处置其在本条件项下的全部或部分权利，并可将其全部或部分义务以任何方式分包或委托给第三方或代理人。（b）未经 Algoz 事先书面同意，客户不得转让、移转、抵押、分包或以其他方式处置其在本条件项下的全部或部分权利或义务。</p>
<p>11.3 Waiver: (a) A waiver of any right under these Conditions is only effective if in writing and shall not be deemed a waiver of any subsequent breach or default. No failure or delay in exercising any right or remedy shall constitute a waiver, nor preclude or restrict its further exercise. (b) Unless specifically provided otherwise, rights arising under these Conditions are cumulative and do not exclude rights provided by law.</p>	<p>11.3 弃权：（a）对本条件项下某项权利的放弃，仅在以书面形式作出时方为有效，且不构成对后续违约或不履行的弃权。未行使或延迟行使任何权利或救济，不构成弃权，亦不妨碍或限制其日后行使。（b）除另有明确规定外，本条件项下的权利是累积性的，不排除法律规定的权利。</p>
<p>11.4 Severability: (a) If a court or competent authority finds any provision (or part) invalid, illegal or unenforceable, that provision or part shall, to the extent required, be deemed deleted, and the validity and enforceability of the other provisions shall not be affected. (b) If any invalid, unenforceable or illegal provision would be valid, enforceable and legal if some part were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.</p>	<p>11.4 可分割性：（a）如法院或主管机关认定任何条款（或其部分）无效、违法或不可执行，则该条款或部分应在必要范围内视为删除，不影响其余条款的有效性和可执行性。（b）如删除某一无效、不可执行或违法条款的部分内容后该条款即属有效、可执行且合法，则该条款应在使其合法、有效且可执行所需的最小修改范围内适用。</p>
<p>11.5 No Partnership: Nothing in these Conditions is intended to, or shall be deemed to, constitute a partnership or joint venture between the parties, nor constitute any party the agent of another for any purpose. No party shall have authority to act as agent for, or to bind, the other in any way.</p>	<p>11.5 非合伙关系：本条件的任何规定均无意在双方之间建立、亦不应视为建立合伙或合营关系，亦无意使任何一方为任何目的成为另一方的代理人。任何一方均无权作为另一方的代理人行事或以任何方式约束另一方。</p>
<p>11.6 Third Parties: A person who is not a party to these Conditions shall not have any rights under or in connection with it.</p>	<p>11.6 第三方：非本条件当事方的人士，不享有本条件项下或与之相关的任何权利。</p>
<p>11.7 Entire Agreement: These Conditions constitute the entire agreement between the parties and supersede all previous agreements and arrangements (if any), whether written, oral or implied. For the avoidance of doubt, nothing in this clause shall operate to exclude or limit liability for fraud. The Client acknowledges that, in entering this Agreement, it has not relied on any representations other than those expressly set out in these Conditions.</p>	<p>11.7 完整协议：本条件构成双方之间的完整协议，取代此前所有书面、口头或默示的协议和谅解（如有）。为免生疑问，本条款的任何规定均不排除或限制欺诈责任。客户确认，在订立本协议时，并未依赖本条件明确载明以外的任何陈述。</p>
<p>11.8 Governing Law and Jurisdiction: These Conditions, and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims), are governed by and construed in accordance with the laws of the United Arab Emirates (federal laws as applicable in Ras Al Khaimah), and the parties irrevocably submit to the exclusive jurisdiction of the competent courts of Ras Al Khaimah / UAE (or</p>	<p>11.8 适用法律与管辖：本条件以及由本条件或其标的或订立引起或与之相关的任何争议或索赔（包括非合同性争议或索赔），均受阿拉伯联合酋长国法律（适用于拉斯海马的联邦法律）管辖并据其解释，双方不可撤销地服从阿联酋拉斯海马主管法院的专属管辖（如选择就商业争议由 DIFC 或 ADGM 法院管辖，则服从该等法院的专属管</p>

DIFC/ADGM courts if elected for commercial disputes).	辖)。
12 Client and VIP Responsibilities	12 客户及 VIP 的责任
At Algoz FZ-LLC, our commitment to safety, discretion, and operational excellence relies on the full cooperation of our clients and VIPs. By engaging our services, all clients and VIPs acknowledge and agree to the following responsibilities under UAE laws and RAKEZ regulations:	Algoz FZ-LLC 对安全、谨慎和卓越运营的承诺，建立在客户和 VIP 充分配合的基础之上。使用我们的服务，即表示所有客户和 VIP 确认并接受依据阿联酋法律及 RAKEZ 规定承担以下责任：
Confidentiality and Non-Disclosure. Clients and VIPs are strictly prohibited from disclosing any sensitive information related to Algoz personnel, operatives, operational procedures, logistics, mission details, or third-party partners, including assigned agents, PPOs, team leaders, or partner representatives. Disclosure, whether intentional or negligent, may compromise mission success, endanger lives, or violate confidentiality obligations. Clients and VIPs agree to comply with any specific non-disclosure instructions issued by Algoz operatives or representatives; refusal may lead to immediate operational changes or termination of services to protect safety and confidentiality.	保密与不披露。严格禁止客户和 VIP 披露与 Algoz 的人员、执行人员、运营程序、后勤、任务细节或第三方合作伙伴有关的任何敏感信息，包括指派的代理人、PPO、团队负责人或合作伙伴代表。无论有意或疏忽，披露行为均可能危及任务成败、危及人身安全或违反保密义务。客户和 VIP 同意遵守 Algoz 执行人员或代表发出的任何具体保密指示；拒绝遵守可能导致立即作出运营调整或终止服务，以保护安全和机密。
Conduct and Behaviour. Clients and VIPs agree to conduct themselves respectfully, cooperatively and safety-consciously throughout all engagements, and specifically agree not to escalate volatile situations or engage in confrontational behaviour; not to become intoxicated or operate under the influence of drugs or controlled substances (except medically prescribed) during any period in which services are rendered; and not to act in ways that endanger their own safety, the safety of assigned operatives, or others present.	行为与举止。客户和 VIP 同意在所有任务期间以尊重、合作和注重安全的态度行事，特别是同意：不激化紧张局势或采取对抗行为；在提供服务的任何期间不处于醉酒状态或受毒品或管制物质影响（医嘱处方除外）；不以危及自身、指派执行人员或在场其他人员安全的方式行事。
Compliance with Guidance. Clients and VIPs must follow all safety recommendations, logistical instructions and operational protocols provided by Algoz operatives, PPOs and team leaders.	遵从指引。客户和 VIP 须遵守 Algoz 执行人员、PPO 及团队负责人提出的所有安全建议、后勤指示和运营规程。
Operational Adaptation and Mission Abortion. Algoz reserves the right to immediately alter or abort any mission or service if the client or VIP deliberately compromises protocols, disobeys instructions, or endangers themselves or operatives. Such alterations may include early extraction from a location; cancellation of unsafe activities; transfer of the VIP to a secure location; temporary suspension of the service; modification of the itinerary or route; withdrawal of operatives; or replacement of the assigned agent.	运营调整与任务中止。如客户或 VIP 故意破坏规程、不服从指示或危及自身或执行人员安全，Algoz 保留立即调整或中止任何任务或服务的权利。此类调整可包括：提前离开某一场所；取消不安全的活动；将 VIP 转移至安全地点；暂停服务；更改行程或路线；撤回执行人员；或更换指派的代理人。
Accountability and Assumption of Risk. By engaging our services, clients and VIPs acknowledge responsibility for their own conduct, legal compliance, and safety. Failure to cooperate may expose them to increased risk, for which Algoz FZ-LLC cannot be held liable.	责任与风险承担。使用我们的服务，即表示客户和 VIP 确认对自身行为、守法情况及自身安全负责。不予配合可能使其面临更高风险，Algoz FZ-LLC 对此不承担责任。
Know Your Customer (KYC) Procedures. As part of our commitment to legal compliance, security and fraud prevention, Algoz is required to verify the identity of clients. Prior to confirmation of any booking or commencement of any service, the Client must complete our KYC process, submitting clear, valid government-issued photo identification (e.g., passport, national ID, or driver's licence) and proof of address (e.g., a recent utility bill or bank statement) as requested. All information is handled in strict confidence in accordance with our Privacy Policy. We reserve the right to delay or refuse service if satisfactory KYC documentation is not provided in a timely manner.	了解您的客户 (KYC) 程序。作为我们对合规、安全和防范欺诈承诺的一部分，Algoz 须核实客户身份。在确认任何预订或开始任何服务之前，客户须完成我们的 KYC 程序，按要求提供清晰、有效、带照片的官方身份证件（例如护照、身份证或驾驶执照）以及住址证明（例如近期的水电费账单或银行对账单）。所有信息均依照我们的隐私政策严格保密处理。如未能及时提供令人满意的 KYC 文件，我们保留推迟或拒绝提供服务的权利。
13 Commissions and Performance	13 佣金与履行
You acknowledge that Algoz reserves the right to accept commissions upon the supply of products or performance of services by any Supplier. Algoz shall use its reasonable endeavours to meet any performance dates specified, but such dates are estimates only and time shall not be of the essence. Algoz may make any changes to the Services necessary to comply with any applicable law or safety requirement, or which do not	您确认 Algoz 保留就任何供应商提供产品或服务收取佣金的权利。Algoz 将尽合理努力遵守所告知的履行日期，但该等日期仅为估计，时间并非关键要素。Algoz 可对服务作出为遵守适用法律或安全要求所必需的变更，或不会对服务的性质或质量产生实质影响的变更，并将就此通知客户。服务以英文提供（并视 Algoz 专业人员所在地，

<p>materially affect the nature or quality of the Services, and shall notify the Client in any such event. Services are provided in English (and in other languages depending on the location of the Algoz professional during normal business hours). Telephone calls to Algoz may be monitored or recorded for training and quality-control purposes. Algoz shall provide the Services using reasonable care and skill and, as far as reasonably possible, in accordance with your Requests and reasonable instructions from time to time.</p>	<p>在正常工作时间内以其他语言提供)。致电 Algoz 的电话可能会被监听或录音, 用于培训和质量控制。Algoz 以合理的谨慎和技能提供服务, 并在合理可行的范围内依照您的申请和合理指示提供服务。</p>
<p>14 Restaurants, Clubs, Events and Tickets</p>	<p>14 餐厅、俱乐部、活动与门票</p>
<p>Restaurants and clubs. (a) When you use the restaurant booking service you authorise us to debit your Payment Card for any deposit paid by us on your behalf to the restaurant which is forfeited as a result of your cancellation. (b) Where you cancel a restaurant booking within 24 hours of the reservation being made, you are not entitled to any refund of monies paid to secure the booking, including any booking deposit. (c) Algoz may deny restaurant requests from Clients who repeatedly fail to honour bookings or continuously violate cancellation policies. (d) Admission to premises is at all times at the sole discretion of the venue; Algoz has no liability where a Client is refused admission.</p>	<p>餐厅与俱乐部。(a) 使用餐厅预订服务时, 您授权我们从您的支付卡中扣收因您取消预订而被没收的、由我们代您向餐厅支付的任何订金。(b) 如您在预订后 24 小时内取消餐厅预订, 则无权获得为保证该预订所支付款项(包括任何订金)的任何退款。(c) 对于多次未按预订到场或屡次违反取消条件的客户, Algoz 可拒绝其餐厅申请。(d) 能否进入场所始终由场所全权决定; 如客户被拒绝入场, Algoz 不承担任何责任。</p>
<p>Events / Tickets. (a) Algoz may obtain “best tickets” for sold-out events through a ticket agent partner; by instructing Algoz you agree to purchase tickets above face value, and the total cost may include a service charge to Algoz. Algoz is not the seller of the tickets and is not responsible for fulfilment of your order. (b) Such tickets and ticket agent partners (the seller in respect of the transaction) have their own terms and conditions, which are likely to state that sales are final and no refunds are issued after purchase; Algoz cannot provide or obtain any such refund on your behalf. (c) If a show is cancelled directly by the artist/promoter, it may be possible to obtain a refund of the face value. (d) Algoz or its ticket agent partner will despatch tickets through delivery agents at standard rates; Algoz is not liable for any failure by delivery agents to deliver your tickets.</p>	<p>活动与门票。(a) Algoz 可通过合作票务代理为已售罄的活动获取“最佳门票”; 向 Algoz 发出指示, 即表示您同意以高于票面价值的价格购票, 总费用中可能包含 Algoz 的服务报酬。Algoz 并非门票的销售方, 不对您订单的履行负责。(b) 此类门票及合作票务代理(交易中的销售方)有其自身的条款与条件, 很可能规定所有销售均为最终交易、购买后不予退款; Algoz 无法代您给予或争取任何此类退款。(c) 如演出由艺人或主办方直接取消, 或可获得票面价值的退款。(d) Algoz 或其合作票务代理通过快递以标准费率寄送门票; 对于快递未能送达门票的情况, Algoz 不承担责任。</p>
<p>15 Suppliers and Orders</p>	<p>15 供应商与订单</p>
<p>15.1 The Client acknowledges that the sales contract for the supply of goods and/or services made as a result of a Request is between the Client and the relevant Supplier, and that Algoz is not a party to such contract. Cancellation of contracts with Suppliers should be addressed with the Supplier directly and is subject to the relevant Supplier's policies.</p>	<p>15.1 客户确认, 因申请而订立的商品和/或服务供应销售合同, 系客户与相关供应商之间订立的合同, Algoz 并非该合同的当事方。与供应商订立的合同的取消, 须直接与供应商处理, 并受供应商条件约束。</p>
<p>15.2 If a Request for a specific product or service is not available, Algoz may offer substitute products or services of similar description and standard. You may at your sole discretion refuse such substitutes and request a full refund where payment has already been made to the Supplier for the unavailable product or service.</p>	<p>15.2 如申请所涉产品或服务无法提供, Algoz 可推荐描述和档次相近的替代产品或服务。您可全权决定拒绝该等替代品, 并在已就无法提供的产品或服务向供应商付款的情况下要求全额退款。</p>
<p>15.3 All descriptions of products, services or Benefits on the Website have been approved by the relevant Supplier. Algoz is not liable for inaccurate or misleading descriptions.</p>	<p>15.3 网站上关于产品、服务或权益的所有描述, 均经相关供应商认可。Algoz 不对任何不准确或具误导性的描述负责。</p>
<p>15.4 Payment for all products and services is due immediately upon acceptance of the order by the relevant Supplier.</p>	<p>15.4 所有产品和服务的款项, 于相关供应商接受订单时到期应付。</p>
<p>15.5 For goods purchased on the Client's behalf directly from a Supplier, returns and exchanges are subject to that Supplier's terms and may not always be permitted. Where Algoz is asked to source a specific item, Algoz shall inform the Client of the Supplier's refund and exchange policy in advance. Algoz is not liable where a Supplier does not accept a return or exchange.</p>	<p>15.5 对于直接向供应商为客户购买的商品, 退货和换货受该供应商条件约束, 未必总能获准。如 Algoz 受托寻购特定物品, Algoz 将事先告知客户该供应商的退款和换货政策。如供应商不接受退货或换货, Algoz 不承担责任。</p>
<p>15.6 It is the Client's sole responsibility to retain all proof of return of goods to a Supplier. We recommend returning goods by registered delivery or similar trackable means.</p>	<p>15.6 保留向供应商退货的任何凭证, 完全由客户负责。我们建议以挂号邮件或其他同等可追踪的方式退货。</p>

15.7 We will inform you when we become aware that a refund of an order has been processed by a Supplier.	15.7 当我们获悉供应商已处理某订单的退款时，将通知您。
15.8 Where orders are delivered outside the UAE, any applicable customs duties and sales taxes are not refundable through Algoz; recovery is the Client's sole responsibility. Algoz has no liability for items held by any customs or border agency.	15.8 如订单交付至阿拉伯联合酋长国境外，适用的关税和销售税不能通过 Algoz 退还；其追偿完全由客户自行负责。对于被任何海关或边境机关扣留的物品，Algoz 不承担任何责任。
15.9 For premium courier services, if the Client is not at the specified delivery address to receive their Order at the scheduled time, the Client may incur further charges for subsequent re-delivery attempts.	15.9 对于高端快递服务，如客户未能在预定时间于指定交付地址接收其订单，可能须承担后续派送尝试的额外费用。
16 Providers / Suppliers	16 服务商与供应商
16.1 Suppliers are responsible for providing the services, products and Benefits you Request us to order on your behalf. Algoz communicates with Suppliers on your behalf unless it is more appropriate for you to contact the Supplier directly.	16.1 供应商负责提供您申请我们代为订购的服务、产品和权益。Algoz 代表您与供应商沟通，但由您直接联系供应商更为适宜的情况除外。
16.2 Suppliers may impose their own terms and conditions which, in every case, apply to the supply of goods and/or services by that Supplier to you, and are binding upon you at the time of order.	16.2 供应商可适用其自身的条款与条件，该等条款与条件在任何情况下均适用于该供应商提供的商品和/或服务，并在您下单时对您具有约束力。
16.3 When ordering a product or service or accessing a Benefit, you may be required to provide your Payment Card details. If you authorise Algoz to use your Payment Card to pay a Supplier, you acknowledge that Algoz has no liability in respect of the use of your Payment Card, provided Algoz acts in accordance with your instructions.	16.3 订购产品或服务或使用权益时，您可能需要提供支付卡信息。如您授权 Algoz 使用您的支付卡向供应商付款，即表示您确认，只要 Algoz 依照您的指示行事，Algoz 对您支付卡的使用不承担任何责任。
16.4 You acknowledge that Benefits are subject to availability and may change from time to time without notice.	16.4 您确认，权益视供应情况而定，可随时变更，恕不另行通知。
16.5 Client Default. If Algoz's performance is prevented or delayed by any act or omission of the Client or failure by the Client to perform any relevant obligation: (a) Algoz may suspend performance until the default is remedied and rely on the default to relieve it from performance to the extent the default prevents or delays it; (b) Algoz is not liable for any costs or losses sustained by the Client arising from Algoz's failure or delay caused by the default; and (c) the Client shall reimburse Algoz on written demand for any costs or losses arising from the Client Default.	16.5 客户违约。如 Algoz 的履行因客户的任何作为或不作为，或因客户未履行任何相关义务而受阻或延误：(a) Algoz 可暂停履行，直至违约得到纠正，并可援引该违约，在其阻碍或延误履行的范围内免除履行义务；(b) 对于因该违约导致 Algoz 未履行或延迟履行而使客户遭受的任何费用或损失，Algoz 不承担责任；以及 (c) 客户应在收到书面要求后，向 Algoz 偿付因客户违约而产生的任何费用或损失。
17 Platform Availability & Web Access	17 平台可用性与网页访问
17.1 Web access and fallback: Where Algoz provides access to its digital platform, access is delivered through the Algoz application and the web version at algoz.group. If the application is unavailable or experiencing technical problems, the Client may continue to access the platform through the web version at algoz.group.	17.1 网页访问与替代方式：Algoz 提供其数字平台访问时，访问通过 Algoz 应用程序及 algoz.group 网页版进行。如应用程序无法使用或出现技术问题，客户可继续通过 algoz.group 网页版访问平台。
17.2 Grace and cure period: Algoz aims for continuous availability but does not warrant uninterrupted or error-free operation. Algoz reserves a grace and cure period of seventy-two (72) hours to resolve any major issue affecting the entire platform.	17.2 宽限与补救期：Algoz 力求持续可用，但不保证运行不中断或无错误。Algoz 保留七十二（72）小时的宽限与补救期，用于解决影响整个平台的任何重大问题。
17.3 No downtime compensation: Consistent with clause 6 (Limitation of Liability), Algoz is not liable for any loss arising from platform downtime, and no fee credit or refund arises for periods of unavailability, including where both the application and the web version are affected. This does not affect the Client's separate rights under clause 4 in respect of a service that cannot be delivered at all.	17.3 中断不予补偿：与第 6 条（责任限制）一致，Algoz 不对因平台中断而产生的任何损失承担责任，平台不可用期间不提供任何抵扣或退款，即使应用程序和网页版同时受到影响亦然。这不影响客户依据第 4 条就完全无法提供的服务所享有的单独权利。
18 Commencement and Termination	18 生效与终止
18.1 These Conditions take effect and are binding upon the Client and Algoz Group upon acceptance by Algoz of your application. They apply for the duration of your relationship with Algoz and	18.1 本条件自 Algoz 接受您的申请之时起生效，并对客户和 Algoz Group 具有约束力。本条件在您与 Algoz 的关系存续期间始终适

cease to have effect only upon the expiry or termination of such relationship. You agree that your only rights and remedies under these Conditions are against Algoz Group and no other entity. Clients and VIPs demonstrate commitment to close coordination with Algoz FZ-LLC to maintain the highest standards of security, discretion and professionalism. Contact for clarification: service@algozgroup.com.

用，仅在该关系届满或终止时方停止生效。您同意，您在本条件项下的唯一权利和救济仅可向 Algoz Group 主张，而不得向任何其他实体主张。客户和 VIP 同意与 Algoz FZ-LLC 密切配合，以维持最高标准的安全、谨慎和专业水准。如需说明，请联系：service@algozgroup.com。

Availability, Pricing and Confirmation of Bookings

Prices, rates and availability shown on the Algoz application and platform, including for private aviation (empty legs, on-demand flights, seats and whole-aircraft charters), yacht charters, and every other listing, are the most recent information made available to Algoz and are indicative only. Because these are third-party operated services, prices and availability may change at any time, including within hours and at the last minute, and a listing is not a confirmed offer or a guarantee of availability at the price shown. Selecting or requesting any listing is a request only and does not, by itself, create a booking.

Following the request of the Member or Client, Algoz will liaise with the relevant operator or supplier to re-confirm the then-current price and availability and to place a hold on the requested service. Once the operator has re-confirmed and the service is secured, Algoz will communicate with the Member or Client to confirm the final price and terms and to place the order; no booking is confirmed, and no service is secured, until Algoz has expressly confirmed it. The same applies to all other services arranged through Algoz, including close-protection operatives, professionals, concierge and bespoke services, whose availability may change at any time, including at the last minute prior to the reservation or booking, and is confirmed only once Algoz has re-confirmed it with the relevant provider and communicated confirmation to the Member or Client. Algoz acts as an intermediary between Members and Clients and independent operators, suppliers and professionals, and does not warrant the price or availability of any third-party service until it has been re-confirmed and confirmed as set out above.

供应情况、价格与预订确认

Algoz 应用程序及平台上显示的价格、费率和供应情况，包括私人航空（调机航班、按需航班、单个座位及整机包机）、游艇租赁及任何其他报价，均为 Algoz 所获得的最新信息，仅供参考。由于相关服务由第三方运营，价格和供应情况可能随时变动，包括在数小时内乃至最后一刻发生变化；已发布的报价不构成具有约束力的要约，亦不保证按所示价格提供。选择或申请某项报价仅构成一项申请，其本身不产生任何预订。

在会员或客户提出申请后，Algoz 将联系相关运营商或供应商，再次确认当时的价格和供应情况，并锁定所申请的服务。运营商再次确认且服务已落实后，Algoz 将与会员或客户沟通，确认最终价格和条件并下单；在 Algoz 明确确认之前，任何预订均未确认，任何服务亦未落实。上述规定同样适用于通过 Algoz 安排的所有其他服务，包括贴身保护官员、专业人员、礼宾服务及定制服务；其供应情况可能随时变动，包括在预订前的最后一刻，且仅在 Algoz 与相关供应商再次确认并将确认结果告知会员或客户后方为确认。Algoz 作为会员和客户与独立运营商、供应商及专业人员之间的中介行事，在任何第三方服务按上述方式再次确认并经确认之前，不对其价格或供应情况作出保证。

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