



Algoz FZ-LLC
TRN: 105119056700001
Compass building - Al Hulaila, VUNE0977
Ras Al Khaimah, United Arab Emirates
License Number: 5033995 | Registration Number: 4071452
service@algozgroup.com | +971 50 869 4209

DATE:
INVOICE NUMBER: SBC-202601001
DUE DATE:

TO: **Mr. Aaaaa**
+97100000
aaaa@gmail.com
Address

Service Details:

Concierge and vehicle with driver in Rio de Janeiro

DESCRIPTION	PRICE EUR	PRICE AED
Service Details	€4,000.00	17,144.20 ا.د.
-	-	-
-	-	-
Payment Fee	€50.00	214.30 ا.د.
SERVICE TOTAL	€4,000.00	17,144.20 ا.د.

Please, check the payment options at the 2nd page of this document and in the following pages: Terms, Conditions and Refund Policy starting, Privacy Policy and Disclosure Agreement, Client and VIP responsibilities.

TOTAL VAT 5%	00.00 ا.د.
TOTAL IN AED	17,144.20 ا.د.

Exchange Rate Used: 1 EUR = 4.67 AED
(According to xe.com, as of 10 January 2026)

DOMINANCE DELIVERED

PAYMENT METHODS

Payment Methods and Instructions

100% of the invoice amount must be paid in full by the due date.

The Sender must inform us of the preferred payment method and return this invoice duly signed.

By settling the amount of this invoice, the Sender confirms full agreement with the stated terms and conditions.

Option 1. Payment by Credit or Debit Card:

The link requesting payment for the total amount of this invoice will be sent to the client via email or instant messenger. Payment link is activated after e-signature of this invoice. An extra charge will be applied over the invoice amount for card processing fees, payable by the sender (4.6% to 5.7% depending on the card gateway).

Option 2. Bank Transfer:

For bank transfer payment, all correspondent banking charges are payable by the sender (Client or Partner). *Bank transfer (via Mashreq BIZ, with details available for AED, EUR, USD, and GBP currencies; please note incoming international wire transfers may incur AED 100-200 plus approximately 2-3% FX markup).*

Kindly consider the following bank instructions for the execution of your payment through bank transfer.

Payment Code / Reason for Transfer: Please state the Invoice Number and Service Name as shown on this invoice.

Wire Transfer in European Union Euro (EUR): Beneficiary names: Algoz FZ LLC IBAN: AE540330000019101786651 Bank branch: Mashreq NEO BIC: BOMLAHAD Bank name: Mashreq Bank PSC, P.O.Box 1250, Dubai, United Arab Emirates	Wire Transfer in UAE Dirham (AED): Beneficiary names: Algoz FZ LLC IBAN: AE380330000019101786648 Bank branch: Mashreq NEO BIC: BOMLAHAD Bank name: Mashreq Bank PSC, P.O.Box 1250, Dubai, United Arab Emirates
Wire Transfer in US Dollar (USD): Beneficiary names: Algoz FZ LLC IBAN: AE810330000019101786650 Bank branch: Mashreq NEO BIC: BOMLAHAD Bank name: Mashreq Bank PSC, P.O.Box 1250, Dubai, United Arab Emirates	Wire Transfer in UK Sterling Pound (GBP): Beneficiary names: Algoz FZ LLC IBAN: AE110330000019101786649 Bank branch: Mashreq NEO BIC: BOMLAHAD Bank name: Mashreq Bank PSC, P.O.Box 1250, Dubai, United Arab Emirates

ALGOZ GROUP

Registered and Licensed as a Freezone Company under the Rules & Regulations of RAKEZ

Lifestyle Development Consultancy – Businessmen Services – Services Broker – Destination Management – Retail Sale of Travel and Entertainment Services
Security Services Broker Only – Operational execution by licensed third-party partners. Clients must obtain approvals from competent authorities for some services.

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TERMS AND CONDITIONS

1. INTRODUCTION

These Terms and Conditions govern all consultancy, brokerage, and direct assistance/support services provided by Algoz FZ-LLC (trading as “Algoz” and “Algoz Group”), registered at RAKEZ under Trade License No. 5033995 and TRN 4071452. 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.

2. NATURE OF SERVICES

Algoz FZ-LLC provides consultancy destination management, businessmen services, brokerage and direct assistance/support to clients. This includes: Consultancy and Brokerage: 1) Strategic advisory, threat assessments, quotation preparation, and coordination with licensed third-party partners for operational execution (e.g., security, transportation, travel). We do NOT directly execute brokered services. 2) Direct Assistance and Support: Under Businessmen Services and Destination Management, we offer hands-on administrative facilitation, itinerary planning, all arrangements, travel bookings, reception coordination and on-site client support within RAKEZ-permitted scopes.

3. DEPOSIT AND PAYMENT POLICY

3.1 Deposit Requirement: A deposit is required for all new clients (negotiable for returning clients), as specified in the quotation/invoice.

3.2 Determination of Deposit: Deposits vary by mission urgency and scope; full prepayment may be required.

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.

3.4 Accepted Payment Methods:

- Bank Transfers
- Credit/Debit Cards
- Cash (prior agreement only)

For traceability and security, we prefer verifiable methods. Cryptocurrency payments are currently unavailable.

3.5 Payment Schedule: Full payment required before service coordination or direct assistance commences.

3.6 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.

4. CANCELLATION, REFUNDS & FORCE MAJEURE

4.1 Eligibility for Refunds: Refunds only if no preparations started (e.g., partner bookings, allocations, administrative setups).

4.2 Urgent Services: Missions ≤30 days: non-refundable.

4.3 Cancellations by Algoz Group: If Algoz or partner cannot fulfil, partial/full refund issued (less incurred costs).

4.4 Force Majeure: Partial refund; incurred costs non-refundable.

4.5 Third-Party Costs and Authorisation: Third-party costs require written client authorisation; subject to provider policies.

4.6 Rescheduling: ≥30 days in advance, subject to availability.

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5. CLIENT RESPONSIBILITIES

Provide accurate information promptly. Notify changes immediately. Comply with all local laws, partner requirements, and authority approvals. Authorise third-party costs in writing.

6. LIMITATION OF LIABILITY

Algoz FZ-LLC shall not be liable for indirect/consequential damages. Maximum liability: total fees paid for the specific service. No liability for partner actions, local authority refusals, or outcomes beyond our consultancy/brokerage/direct support scope.

7. DISPUTE RESOLUTION

Amicable negotiation first. Unresolved disputes: binding arbitration under RAKEZ Authority rules, Ras Al Khaimah.

8. GOVERNING LAW

Laws of the United Arab Emirates and RAKEZ Regulations.

9. AMENDMENTS

Algoz FZ-LLC may amend these terms. Updates communicated via email/invoice and effective immediately.

10. COMPANY INFORMATION

*Algoz FZ-LLC Trade License: 5033995 | TRN: 4071452 Compass Building - Al Hulaila, VUNE0977, Ras Al Khaimah, UAE
Manager: 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.*

PRIVACY POLICY AND DISCLOSURE AGREEMENT

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, brokerage, and direct assistance/support services.

We process personal data solely for service coordination and guarantee its confidentiality and security.

Brokerage and Third-Party Coordination Algoz FZ-LLC operates as a licensed Services Broker (RAKEZ Activity: Services Broker). We do not directly provide security, transportation, concierge, or other operational services. All such services are facilitated through vetted, licensed third-party partners 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.

Data Confidentiality Algoz FZ-LLC 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.

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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.

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.

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.

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.

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.

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.

Encryption and Security Measures We implement robust encryption methods and advanced security technologies to protect data in transit and at rest. These safeguards are designed to prevent unauthorised access and uphold data integrity.

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.

Regular Privacy Audits We perform regular audits and assessments to evaluate privacy procedures, identify vulnerabilities, and strengthen data protection practices.

Client Consent Client consent is always obtained before sharing personal information with third parties, unless required by law or for immediate safety reasons. This maintains transparency and respect for individual preferences.

Training and Awareness Our personnel undergo continuous training in data protection, cybersecurity awareness, and best practices to prevent social engineering attacks and unauthorised disclosures.

Jurisdiction This Privacy Policy and Disclosure Agreement shall be governed by and construed in accordance with the laws of the United Arab Emirates. Any disputes arising in connection with this policy shall be subject to the exclusive jurisdiction of the courts of the UAE.

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General Conditions

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 to exercise these rights may be sent to: 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.

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.

About Algoz Group Website and Social Media

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. We encourage clients to review the privacy policies of all websites visited via external links. All images and content used on www.algozgroup.com are either royalty-free, sourced from our web builder's authorised libraries, or created by our internal team.

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.

Client and Principal Responsibility Clients and principals are expected to collaborate with our team in adhering to privacy and operational protocols. This mutual cooperation helps ensure the highest level of safety and confidentiality throughout the engagement.

Legal Disclosure We may disclose personal data if legally obligated, including in response to court orders, subpoenas, or when acting in good faith to protect the rights, property, or safety of clients or the public, or to investigate suspected fraud.

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 by experienced and qualified professionals in the relevant field.

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 Manager:

Filipi Rodrigues Oliveira Silva (aka Filipi Algozzino): donfilipi@algozgroup.com

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CLIENT AND VIP RESPONSIBILITIES

At Algoz FZ-LLC (trading as Algoz Group), our commitment to safety, discretion, and operational excellence relies on the full cooperation of our clients and VIPs. By engaging our consultancy, brokerage, and direct assistance/support services, all clients and VIPs acknowledge and agree to the following responsibilities under UAE laws and RAKEZ regulations:

Confidentiality and Non-Disclosure Clients and VIPs are strictly prohibited from disclosing any sensitive information related to Algoz FZ-LLC's personnel, operatives, operational procedures, logistics, mission details, or third-party partners. This includes information concerning assigned agents, Personal Protection Officers (PPOs), team leaders, or representatives of our partner organisations. 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 FZ-LLC operatives or representatives. Refusal may lead to immediate operational changes or termination of services to protect safety and confidentiality.

Conduct and Behaviour Clients and VIPs agree to conduct themselves in a respectful, cooperative, and safety-conscious manner throughout all engagements. Specifically, they agree not to:

- Escalate volatile situations or engage in confrontational behaviour;
- Become intoxicated or operate under the influence of drugs or controlled substances (except medically prescribed) during any period in which services are rendered;
- Act in ways that endanger their own safety, the safety of assigned operatives, or others present.

Compliance with Guidance Clients and VIPs must follow all safety recommendations, logistical instructions, and operational protocols provided by Algoz FZ-LLC operatives, PPOs, and team leaders. These measures ensure seamless execution and mitigate risks in compliance with local laws.

Operational Adaptation and Mission Abortion Algoz FZ-LLC 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 travel route;
- Withdrawal of operatives from the mission.

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.

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