



Europe Private Tours

Our passion is exploring...

Europe Private Tours

Terms and Conditions:

This is an informative document, which is part of the general conditions, and in the absence of another, the contract for services.

These general conditions comply with the provisions of the Portuguese Government Decree-Law 209/97 of 13 August, with the wording amended by Decree-Law 263/2007 of 20 July.

The general condition which object is a guided tour or a reservation of any of our transfers, included in this program and the specific conditions contained in the proof of payment provided to the customer at time of booking, express provision of the contract services which binds the parties.

Organization:

The technical organization of the circuits, air or land transfers included in this website is the sole responsibility of Europe Private Tours, based in R. 12 de Maio, nos. 13/15 - Sta. Joana - 3810-251 Aveiro - Portugal, NIF: 187586667 and License: 45/2011 (Tour Operator).

Reservations:

At the time of reservation, the customer must pay a 20% deposit fee to grant his booking and the full price of the service, with a minimum of 90 days in advance, through the means available to that end: bank transfer (national or international), or electronic payment (directly on the website) .

Because Europe Private Tours depends on the hiring of outside suppliers (air, land and sea operators) it will not accept last minute bookings.

Europe Private Tours reserves the right to cancel all reservations that do not meet these criteria.

Claims:

Claims can only be considered if they are tabled in writing to Europe Private Tours, within 20 working days after the end of service delivery.

Responsibility:

The responsibility of Europe PrivateTours, as the organizer of the tourist services provided, on this website, is granted by an insurance contract at the company Liberty Seguros, SA (Portugal) – Policy no. 50/801674.

Reservation Expenses, Service Fees, and Taxes:

Booking fees, service fees and VAT at the current rate (23%), are included in the final price of services.

Documentation:

The client must have in good order his personal or family documents (identity card, authorization for minors, visas, vaccination certificates, passport and others, that may be required).

Europe Private Tours declines any responsibility for denied entrance visas or denied residence authorizations of customers in Europe, and the customer shall be charged for all costs applied to that situation.

Changes:

If necessary, Europe Private Tours can change the order of itineraries, modify the times of departure or replace any of the services provided by others of a similar category, and inform the client of such changes as soon as possible.

If unforeseen circumstances force us to suspend any travel, customers will always have the right to reimbursement of the paid amounts.

Program Cancellations:

When a program is dependent on a minimum number of participants, Europe Private Tours reserves the right to cancel the service if the number of participants is less than the minimum. In these cases, the customer will be informed of the cancellation, within 5 working days and will be refunded of any amounts paid.

Price changes:

Prices of programs are based on the current cost of services and actual exchange rates at the publishing date of these general conditions, which are subject to modifications resulting from the variation in transport costs, fuel, taxes and currency fluctuations.

If a change to the price of the programs takes place, the customer will immediately be informed and invited to decline or to accept the increase or even cancel the reservation, under the same terms and conditions set out at "inability of performance".

Refunds:

After starting the circuits, it is not due any refund for services not used by the client. Failure to provide the services prescribed in programs, for reasons not attributable to Europe Private Tours and, if it is not possible to replace them by an equivalent, it gives the customer the right to be reimbursed for the difference between the price of services provided and the actual circuit performed.

Inability of Performance:

If, for reasons not attributable to Europe Private Tours, it is unable to accomplish any essential service, or ongoing programs of the circuits, the client has the right to withdraw the reservation and to be promptly refunded of all amounts paid, or in alternative, accept an amendment and any change in price.

If those facts not attributable to Europe Private Tours were to cause the cancellation of the reservation, the customer can also choose to participate in another circuit with equivalent price.

If the alternative circuit has a lower price, the customer will be refunded for the price difference.

Withdrawals:

The client, or any of his companions, is free to withdraw or cancel the reservation at any time.

The cancellation means that it is responsible for paying all charges to the waiver and still gives rise to a percentage of up to 15% of the price of the reservation.

In this case, the customer will be refunded for the difference between the amount paid and the amounts above.

Payment of services:

In addition to the electronic payment offered directly on its website (with immediate transaction confirmation), Europe Private Tours also offers payment via wire transfer (domestic and international), whose data will be provided to the customer, at his request to: **sales@europe-private-tours.com**

All transfers must be made 10 working days in advance, at least after the reservation request of the circuits.

After completing the transfer of the amounts for payment of the circuits, we require the customer to send an email to the email address above, along with copy of proof of transfer document, name of the person who makes the reservation, the chosen circuit and contacts.

After payment verification, we will process the reservation confirmation.

Our Sustainable Tourism Best Practices:

In an effort to being environmental and social responsible, Europe Private Tours has determined an operational code of conduct for the economic and environmental areas in which we act as follows:

- **Economy:**
 - ✓ . Investing in the areas we operate to help developing the local economies;
 - ✓ . Contributing to the preservation of the local resources we use;
 - ✓ . Hiring and training local staff in order to offer the maximum services quality to our clients;
 - ✓ . Sourcing local suppliers to support local economies;
 - ✓ . Working with a list of exclusive local providers for fair trade and equity;

- **Environment:**
 - ✓ . Providing staff and guests with information and tips on how to be more environmentally responsible (waste control, recycling and incentivize the use of public local transportation when possible);
 - ✓ . Reducing the waste in office, by using recycled paper, biodegradable ink for printers, energy saving methods for lights and computers and electric devices;
 - ✓ . Using dual flush water in toilets and water consumption timers on taps;
 - ✓ . We work exclusively with small groups of guests to reduce the environmental impact of their visit to the minimum possible;

- **Social:**
 - ✓ . Suggesting to our clients to purchase local products;
 - ✓ . Making sure we and our clients do not purchase products made from endangered species;
 - ✓ . Supporting local causes through donation of a percentage of our profits;
 - ✓ . Informing our clients about any local cultural or religious issues during their visit;
 - ✓ . Making sure our local providers are not exploiting children or breaking human rights conduct;

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