

# TERMS & CONDITIONS - VAN TOURS

## Reservation/Pre-reservation/Payments

- Your Tours Portugal recommends the reading of the General Terms & Conditions, available on its website [yourtoursportugal.com](http://yourtoursportugal.com), which are inherent to all the activities of the company.
- Any booking made will be considered **confirmed** and **guaranteed** only upon **payment of a deposit of 25% of the total cost of the tour** or payment of the total amount of the tour (optional), through one of the available payment methods (Stripe, Credit Card Visa, Mastercard, American Express, or by bank transfer).
- After the reservation deposit is paid and confirmed, a confirmation will be sent via email by the Reservations Department of [Your Tours Portugal](http://Your Tours Portugal), containing all the information and conditions, details and values of the reservation.
- The **remaining amount** can be paid within the 7 days prior to the tour starting day/hour, directly to Your Tours Portugal's Reservation Department, through the options shown above.
- These will always be the base conditions in effect for this point, unless different ones have been protocolled between the parties in writing.

## Cancellations & Refunds

*Safe, flexible and Family-friendly*

- In case **the reservation is rescheduled to a later date**, the amount already paid is guaranteed and the rescheduling of the reservation will have no additional cost, for a period of 1 year after the date of the initial booked tour which is now being altered, always subject to the availability of the local partners contracted.
- In case of cancellations made up to **25 hours before the starting time** of the [Van Tour](http://Van Tour), a refund of 100% of the amount paid is guaranteed.
- In case of **no-show** or cancellation made **less than 24 hours before the starting time** of the Van Tour, there will be no refund.
- These will always be the base conditions in effect for this point, unless different ones have been protocolled between the parties in writing.

## Your Tours Portugal – Tour Operator

- Your Tours Portugal is a company specialised in the design of private tours, guided tours and [self-guided tours](http://self-guided tours), personalised and [tailor-made programs](http://tailor-made programs), as well as other Cultural Touring activities in Portugal and is legally registered with charter and certification by the Tourism of Portugal as Tourism Animation Agent RNAAT 347/2016 and as Tourism Operator with the registration RNAVT 9902. This certification can be consulted at any time at Turismo de Portugal or directly on the RNT platform (National Tourism Register). We invite you to check our quality and standards, through customer feedback on various platforms for travel recommendations, such as [Tripadvisor](http://Tripadvisor) or [yourtours.com](http://yourtours.com).

## Clean & Safe | Safe Travels Protocols

- Your Tours Portugal guarantees the best conditions of comfort and safety required and holds the **Clean & Safe Certification Seals (Touristic Animation)**, **Clean & Safe (Guides-Interpreters)** and also the **Safe Travels Seal - WTTC**, result of the company and its team's investment on specific trainings. The partners of Your Tours Portugal follow the hygiene and prevention standards required in the services provided, working, the first one, only with partners that comply with the recommendations and mandatory requirements of their respective sector.

## Insurances

- All tours, packages and services of Your Tours Portugal, as well as its clients and collaborators, are fully covered by the mandatory insurance required by the Portuguese law for this activity, including (but not limited to): Liability Insurance, Vehicle Insurance, Personal Accident Insurance, Workers Accident Insurance.



## Other notes/information

- A detailed description of all our programs, packages, and services can be found on our [website](#), including prices, inclusions, refund and cancellation policies, and other useful information.
- Any and all items/services that are not listed in the field "services included/what is included", will not be included in the value of the tour/program in question.
- Our tours are conducted by specialised professional guides, certified with training for the activity of tourist animation.
- There is no minimum age to participate in our tours. It is imperative, however, that the age of minor participants be informed at the time of booking so that safety equipment can be provided, in accordance with applicable law, and to ensure maximum safety on board. Minors will always be the responsibility of their parents, adult guardians or family members.
- On tours, packages or any other services provided by Your Tours Portugal, the local monuments/partnerships may close or change visit schedules without previous notice, so we cannot guarantee that, in those occasional cases, there may be no limitations/restrictions on them. We will always try to find the best way to reprogram the route, itinerary and travel program to the dates and specificities of the local points of interest, as possible given the limitations imposed by these external factors that we are unaware of.
- Your Tours Portugal is careful in the selection of its partners and external service providers, in order to maintain a high level of quality in the services provided. However, it is not responsible for any modifications, alterations and/or cancellations, regardless of how they arise and/or how they result in the purchased program, if they are not of its direct control (hotels, car rental, private drivers, events, shows, among others).
- Your Tours Portugal is not responsible for the change of routes, delays and/or the non execution of the natural sequence of the tours, packages or any services acquired from the company, for reasons beyond its control (adverse weather conditions, accidents, ongoing works on the roads, among others).
- Your Tours Portugal does everything to make the tours and other services run in a safe way, but suggests that the personal items are monitored by their owners, with the necessary precaution. The responsibility over personal items is entirely of its owner, whether the items left in the vehicle or in the external service providers included in the services.
- It is strictly forbidden to smoke, consume alcoholic beverages and/or food or the use of illicit substances (the latter is prohibited at any time during the tour), inside the vehicles. There are moments outdoors and various free times, in all tours, in which you will have the opportunity to perform any of these practices, freely and moderately (except the consumption of illicit products/materials).
- Your Tours Portugal will not be held responsible for speculative, false or fraudulent travel reservations made by the customer, for faults in the execution of the agreement attributable to the customer, for faults attributable to a third party not involved in the supply of the planned services, for faults that are unforeseeable and unavoidable and for situations due to force majeure.

