

GENERAL CONDITIONS – RENT YOUR GUIDE

GENERAL TOPICS

- Your Tours Portugal recommends the reading of the General Terms & Conditions, available on its website www.yourtours.com, which are inherent to all the activities of the company.
- Your Tours Portugal carries out its activity in accordance with the Portuguese legislation under the RNAAT 347/2016 and RNAVT 9902 Tourism National Registrations.
- By purchasing the "RENT-YOUR-GUIDE" product from Your Tours Portugal, you accept the Terms & Conditions referring to it, as set out below.

BOOKING CONDITIONS:

- All requests for availability, confirmations and/or changes will be answered and considered valid only through our Reservations Department email - reservas@yourtours.pt.
- The reservation will be considered confirmed only after the payment of 50% of the total amount and at least 30 days before the service starting date.
- The remaining 50% may be paid between 29 days until 48 hours before the program starting day/hour.

PRE-RESERVATION conditions:

- Pre-bookings of the guide service can be made up to 12 months before the starting date of the service and will be valid until 30 days before the starting date of the service.
- These pre-bookings are a guarantee of guide allocation for the required dates and do not assume a final confirmation until it is given by email, by the partner, or upon prepayment of the service.

TOUR-GUIDE'S DISPLACEMENTS:

- For services starting/finishing in the city center of Porto, Braga or Guimarães, no travel fee/cost will be added.
- For services with start/finish in other city(ies)/location(s)/location(s) than those indicated above, in case it implies the guide's displacement to the meeting point, the necessary amount for that effect will be charged.
- In services where the service start time is impracticable regarding the guide's arrival (e.g. incompatible public transportation schedule, non-existence of public transportation, etc.), the overnight stay of the guide must be guaranteed the night before the service starts.

CANCELLATION / REFUND CONDITIONS:

CONTINUING SERVICES (more than 4 days/ 3 nights):

- Cancellations made until **30 days** before the service starting date will be free of charge/fees and if any payment has already been made, it will be refunded in full.
- Cancellations made **between 29 days and 8 days** before the service starting date will be charged 50% of the total amount of the service.
- Cancellations made **7 days** before the service starting date will be charged 100% of the total amount of the reservation. No refund will be given.

HALF DAY (HD) / FULL DAY (FD) SERVICES:

- Cancellations made **7 days** before the service starting date, are free of charge/fees and the payment already made will be refunded in full.
- Cancellations made **between 6 days and 48 hours** before the service starting date/hour will be charged 50% of the total amount of the service.
- Cancellations made **less than 48 hours** before the service's starting hour will be charged 100% of the total amount of the reservation. No refund will be given.

