

# TERMS & CONDITIONS - TAILOR-MADE PROGRAMS

## GENERAL TOPICS

- 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.
- Your Tours Portugal carries out its activity in accordance with the Portuguese legislation and under the RNAAT 347/2016 and RNAVT 9902.
- By purchasing the product "TAILOR-MADE" from Your Tours Portugal, either through [yourtoursportugal.com/yourtravel.pt](http://yourtoursportugal.com/yourtravel.pt), or directly through our Reservations Department ([reservas@yourtours.pt](mailto:reservas@yourtours.pt)), you accept the Terms & Conditions referring to it, as set out below.

## RESERVATION TERMS

- Programs will be considered confirmed only **upon payment of 50% of the total program**.
- The remaining 50% can be paid between 30 days (inclusively) and 48 hours before the program starting date/hour.
- Considering the degree of complexity of the program in question, other modalities of booking and payment can be considered, with the endorsement of both parties made in writing.
- Your Tours Portugal can only guarantee to start the booking process from its partners/service providers, after receiving the valid proof of payment of 50% of the total value, within the deadline established on the previous points. If the proof of payment is not sent and/or the payment is not made as established above, the reservation can be considered canceled and the cancellation policy defined below will apply.

## CANCELLATION AND REFUND POLICY

### **Postponement of the booked program to a later date:**

- In this case, the amount that has been paid in the meantime will be credited to the date set for payment of the total amount, according to the new dates scheduled. No procedural fees will be charged
- Your Tours Portugal guarantees the same initial conditions, until 1 year after the first confirmed reservation date/hour, always subject to the availability of the local partners contracted.

### **Cancellation made up to 30 days before the program starting date/hour:**

- In this case, the amount paid by that date will be fully refunded to the customer.
- If the method of payment of this refund is increased by additional fees, these will be borne by the customer.

### **Cancellation made between 29 days until 11 days before the program starting date/hour:**

- In this case, a cancellation fee of 50% of the total amount of the reservation will be charged.
- If the amount already paid by the client to date is more than 50% of the total amount, the exceeding amount will be refunded to the client, as per the previous point.
- If the method of payment of this refund is increased by additional fees, these will be borne by the customer.

### **Cancellation made between 10 days and 48 hours before the program starting date/hour:**

- In this case, there will be no refund of any kind on the total amount paid by the customer to date.

### **Cancellation made less than 48 hours before the starting hour or in case of no-show:**

- In this case, no refund of any kind will be given and the full amount of the program will be charged.



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## ACCOMMODATION

- The information that Your Tours Portugal publishes about the accommodation in its programs is based on the information provided by the accommodation units.
- Despite the rigorous criteria of selection of partners and in the regular communication maintained with them, Your Tours Portugal cannot verify or guarantee that all the information is exact, complete or correct, nor can be considered responsible for any errors (including manifest and spelling mistakes), any interruptions (either by temporary and/or partial collapse, repair, update or maintenance of the websites or any other reason), incorrect, misleading or false information.
- The description displayed in the programs of Your Tours Portugal about the accommodation units is indicative and their classification (group, type, stars) is determined by the legislation of the country where they are located.
- The accommodation provided in the programs of Your Tours Portugal is only for the use of the customers that buy it. Subletting, sharing or giving them to others is expressly forbidden.

## CONDITIONS FOR CHILDREN/ MINORS

- Children between 0 and 3 years old will be free of charge.
- Programs are feasible for children or minors (less than 18 years old) only when traveling with at least one responsible adult or adult guardian (more than 18 years old)

## RESPONSIBILITY, RESTRICTIONS and SECURITY

- Your Tours Portugal is not responsible for changes of routes and itineraries, delays and/or for the non execution of the natural sequence of the services included in the program purchased, for reasons beyond its control (adverse weather conditions, accidents, ongoing works on the roads, force majeure, among others).
- Your Tours Portugal will do everything to make the programs run in a safe way, but suggests that the items are monitored by their owners with the necessary precaution. The responsibility over the personal items is entirely of the clients, either the items left in the vehicle (in the programs in which the transport is part), or in the external service providers, museums, monuments, among others.
- 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, such as accommodation units, car rental, private drivers, events, shows, among others.
- Your Tours Portugal will not be liable for the speculative, false or fraudulent booking of a tour by the customer, the cancellation of a tour by the customer without prior notice or simply no-show, the faults in the execution of the agreement attributable to the customer, the faults attributable to a third party not involved in the supply of the services, the unforeseeable and inevitable faults and the situations due to force majeure, among others not foreseen in this paragraph, but that have the same content.

