

Terms & Conditions

ORGANIZATION

The technical organization of the trip presented is of the responsibility of the commercial firm **LISBON ROOTS, TURISMO LDA.**, with address at: Quinta de Tavares, Estrada 16 de Setembro, nº 28, 2140-189, Chamusca, Portugal and registered at the Portuguese Institute of Tourism with the n.5786.

APPLICATIONS

During the application the client must deposit 25% of the trip price paying the remaining 75% until 21 days before the date of the departure. If the registration takes place 21 days or less from the date of departure the full amount must be paid at the time of enrollment, conditional for the obtaining the confirmation of the reservations by the suppliers for all services. **LISBON ROOTS, TURISMO LDA.**, reserves the right to cancel any registration whose payment has not been made under the conditions mentioned above.

ASSIGNMENT OF ENROLLMENT

The client may assign his registration, being replaced by another person who fulfills all the conditions required for the trip, provided that he informs **LISBON ROOTS, TURISMO LDA.** at least 15 days in advance conditional on the acceptance of replacement by the different travel services providers. The transfer of registration jointly and charges the transferor and the transferee for the payment of the trip and for the additional charges incurred, since they are already debtors of the value in question, provided that they are duly certified by an appropriate document

WITHDRAWALS

If the Customer withdraws from the trip, he will have to pay all the charges of cancellation, and still 15% of the final price. When this is the case, the customer will be reimbursed for the difference between the amount paid and the amounts mentioned above.

AMENDMENT EXPENDITURE

For each change (names, room type or any extra) **a service fee of 20€ will be charged, to be settled within a maximum of three days from the request date. In case of non-compliance with this deadline, the client must bear an extra fee of 5€.** To the penalties contained in this clause VAT can be added at the legal rate.

CHANGES

Whenever there are other reasons that justify, the organizing agency may change the order of the routes, modify the departure times or replace any of the hotels provided by others of similar category and location. If unforeseen circumstances require the suspension of any travel, Customers are always entitled to reimbursement of the amounts paid.

CANCELLATION OF THE PROGRAM BY THE ORGANIZING AGENCY

The agency reserves the right to cancel the trip if the number of participants is less than the minimum required. In these cases, the customer will be informed in writing of the cancellation within 10 days.

PRICE CHANGES

Prices shown in the program are based on the costs of the services and exchange rates prevailing at the time of printing and are therefore subject to changes resulting from differences in transport or fuel costs, duties, taxes, exchange rate fluctuations. Whenever there is a change in the price of the trip, the Customer will be informed immediately and invited to, within the established time limit, accept the increase verified or cancel its registration under the terms and conditions that the unforeseen in the item "impossibility of fulfillment".

IMPOSSIBILITY OF COMPLIANCE

If for reasons not attributable to the organizing agency it becomes impossible to fulfill some essential service included in the travel program, the Client has the right to withdraw from the trip, being immediately reimbursed of all the amounts paid or, alternatively, accept a change and Price variation. If the facts that are not attributable to the organizing agency determine the cancellation of the trip, the client may also choose to participate in another organized trip, of equivalent price. If the arranged trip proposed in substitution is of lower price, the Customer will be refunded of the respective difference..

REFUNDS

Once the trip is started, no refund for any services not used by the Customer is due. The provision of services provided in the travel program for causes not attributable to the organizing agency and in case it is not possible to replace them with other equivalent ones, gives the customer the right to be reimbursed for the difference between the price of the services provided and those actually provided.

DOCUMENTATION

The Client must have in good order his / her personal or family documentation (passport, identity card, military documentation, authorization for unaccompanied minors of parents, visas, certificates of vaccines and others that may be required). The agency declines all responsibility for the refusal to grant visas and permission to enter the Customer in a foreign country; In these cases the conditions set out in the "Withdrawals" clause apply, and it is the responsibility of the Client, whatever the cost entails..

CLAIMS

They can only be considered provided that they are submitted in writing to the agency where the reservation and settlement of the trip have been made and within a period not exceeding 20 days after the end of the provision of services. They can only be accepted as long as they have been participated to the providers of the services (hotels, guides, local agents, etc ...) during the course of the trip, requiring them the corresponding documents proving the occurrence.

BAGGAGE

The agency is responsible for the luggage under legal terms. The passenger has the obligation to complain to the entity providing the services, at the time of subtraction, deterioration or destruction of the luggage. The responsibility of the agency can only be triggered by submitting the proof of the complaint provided for in the previous number.

RESPONSIBILITY

The responsibility of **LISBON ROOTS, TURISMO LDA.** For the organized trip is duly safe and guaranteed by civil liability insurance contracted with a suitable insurance company, thus complying with the terms of the legislation in force regarding the civil liability regime applicable to tourism entities.

VAT

The prices mentioned in this program already reflect the Value Added Tax at the rate in force.

NOTE:

These General Conditions may be supplemented by any specific ones, provided that they are duly agreed by the parties.