

General Conditions

ORGANIZATION

The technical organization of the tour 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 (made by phone call, e-mail or website) the client must pay 100% of the reservation so that it can be confirmed, via bank transfer presenting the transfer receipt or document or via website through the online paying methods available on our website. **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 3hours in advance.

WITHDRAWALS

If the Customer withdraws from the tour, he will have to pay all the charges of cancellation (credit card fees or bank transfer costs), and if within 24 hours 25%, within 12 hours 50%, within 6 hours 100%, of the final price respectively. The customer will be reimbursed for the difference between the amount paid and the amounts mentioned above, when it is the case.

CHANGES

Whenever there are other reasons that justify, the organizing agency may change the order of the routes or modify the departure times. 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 at least 24 hours before.

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 is not responsible for the eventual lack of documentation of its customers.

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.

BAGGAGE

The agency is responsible for the luggage under legal terms.

RESPONSIBILITY

The responsibility of **LISBON ROOTS, TURISMO LDA.** For the organized trip is duly safe and guaranteed by civil liability insurance and personal accidents 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.