

Booking Terms

1. General Conditions

The Tour Operator

All the items on this website are sold by Portugaltrails-Viagens e Turismo,Lda, located at Rua das Lapas, Centro Comercial da Charneca, Loja 8 Charneca, 2750-772 Cascais, VAT number 508821363, with a social capital of 100.000€, registered at Conservatória do Registo Comercial de Cascais, number 508821363 and License nr. 1569/2009.

VAT

All prices mentioned on Portugaltrails website are in EUR and include VAT.

Eligibility to purchase

The purchase of goods or services is limited to parties that can lawfully enter into and make contracts on the website under Portuguese law. This means that if You are an individual, you must be 18 years or older to purchase any goods or services via the website and by offering to purchase any goods or services you represent to us that you are 18 years of age or older (to rent a car you must be 21 or older). In order to purchase, you must provide your real name, phone number, e-mail address, credit card details and other requested information. The website is available only to individuals and companies or partnerships whom we, in our absolute discretion, consider eligible. The eligibility criteria include, without limitation, those who have been issued a valid credit card by a bank acceptable to us, whose applications are acceptable to us and who have authorized us to process a charge or charges on their credit card in the amount of the total purchase price for any goods or services which they purchase. By making an offer to buy any goods or services, you specifically authorize us to your credit-card number or credit reports, to authenticate your identity, to validate your credit card, to obtain an initial credit card authorization and to authorize individual purchase transactions.

Holiday participation

We reserve the right to decline to accept or retain any person as a customer if his/her conduct is disruptive and affects the enjoyment of other holidaymakers, and we shall be under no liability for any extra costs incurred by such a person as a result of our doing so.

Organization responsibility

All possible care is taken to ensure that our suppliers maintain the highest possible standards. We are not responsible in any way for problems, however they arise, that result from the booking of services we do not directly control (hotels, rent-a-car, private drivers and other activities). The responsibility of Portugaltrails is granted by a Civil Responsibility Insurance according to the current Portuguese law.

Unused services

No refunds or exchanges can be made with respect to accommodation, meals, sightseeing tours, transport or any other services, included in the tour/activity price after the tour has started. If you do not use any of the services you have paid for any reason during the tour no refunds will be made.

Non-fulfilment

If, for reasons we cannot foresee, we are obliged to cancel or change any of the services provided in the tour you have chosen, you have the right to give up your reservation, being reimbursed according to our cancellation policy or accept the change and possible price adjustment. You can also choose another Portugaltrails tour with approximate value; lower value tours will imply reimbursement of the respective difference.

If you have a complaint

If you have a complaint about your holiday please refer the matter to the supplier immediately (hotel, car hire, driver etc). Matters can most easily be resolved for you on the spot, when the supplier can see and understand the exact nature of any problems you have. It is unreasonable to take no action whilst on holiday, and then complain afterwards. In the unlikely event that matters cannot be resolved to your satisfaction we will ask you to record details and you must then follow up your report by writing to our Customer Services Department. Please note that we will not accept complaints that have not been previously made to the supplier.

Special conditions

Portugaltrails can send all invoices via email (e-invoicing). The present conditions may be complemented with other special conditions that will be valid when signed by both parties. This information is valid at the time of publication but is subject to change without prior notice. However, should any changes occur, they will be posted on the website in due course. Should the Booking Terms change after the deposit is paid, the Booking Terms under which the deposit was paid shall apply.

Travel documentation

All participants must have their travel documentation in order and up to date (identity card, passport, driving license, minors' authorization, and others that might be demanded at the time of travel). Any inconvenience caused by any failure in travel documentation is participants' responsibility.

Reservations

Payments Policy

After our availability confirmation email, you are required to pay 25% of total cost in advance to secure your booking. We will only book with the service providers after payment confirmation by our bank. Please bear in mind that if this process takes too long some of the services may not be available anymore.

The rest of the payment should be made 4 weeks prior to arrival date so that you receive your travel kit (Guide, Map, roadbook and vouchers) on time. If we do not receive this final payment we will consider the reservation as cancelled. And the cancellation policy applies.

Cancellations policy

- If you cancel 8 days prior to your arrival your cancellation will be free of charge.
- If you cancel one week or less prior to your arrival the first week of stays will be charged.
- If you do not show at hotels the full amount will be charged.

If you have already received your "Travel Kit" (Roadbook, Guidebook, Maps, Vouchers) we will charge €75.

Giving someone your reservation

You can give someone your reservation, since the person (people) involved fulfils all the requirements to travel. You must warn Portugaltrails at least 15 days in advance and change will only be guaranteed once all the suppliers accept the new person (people). Portugaltrails will notify you by email of the decision.

2. Accommodation

When rendering our services, the information that we disclose is based on the information provided by the hotels. Although we will use reasonable skill and care in performing our services, we will not verify if, and cannot guarantee that, all information is accurate, complete or correct, nor can we be held responsible for any errors (including manifest and typographical errors), any interruptions (whether due to any temporary and/or partial breakdown, repair, upgrade or maintenance of our website or otherwise), inaccurate, misleading or untrue information or non-delivery of information. Each hotel remains responsible at all times for the accuracy, completeness and correctness of the descriptive information displayed on our website. By making a hotel reservation, you accept and agree to the relevant policy of that hotel, and to any additional terms and conditions of the hotel that may apply during your stay, including for services rendered and/or products offered by the hotel. The hotels described on the website are indicative. We will book the ones described or similar. The hotel classification (group, type, star rating) is determined by the Portuguese Law.

Hotel Rooms

The accommodation provided is only for the use of clients shown on the confirmation invoice as confirmed by us; subletting, sharing or assignment is prohibited. The prices presented are per person and based on double occupancy standard rooms. Not all the hotels have triple rooms, they will most likely place an extra bed, which might not be so comfortable.

Hotel check-in and check-out times

Check in time is normally 4pm and check out 12 noon, although most hotels can provide luggage storage and changing room facilities if you arrive earlier or stay later and you may be able to pay locally for a late check out. If you think you will need any of these services please mention it in your booking preferences.

Child conditions

The price mentioned for child on Portugaltrails website is only valid if the child is travelling with at least two adults and sharing the same room. If you are travelling with more than one child or have specific needs regarding this matter you must always ask Portugaltrails for further information.

3. Activities

Please be aware that many of the Excursions/Activities are conditioned by weather or other conditions that we can not foresee. Therefore, please consult the detailed information about the Excursions/Activities you are about to book on our website (www.Portugaltrails.com). Note that some activities have a minimum number of participants, so they will only take place if the minimum required number is achieved. Be aware of the fact that some activities should be booked well in advance, since they may become easily fully booked.

Excursions or other activities that you may choose to book or pay for whilst you are on holiday are not part of the tour package provided by us. For any excursion or other tour that you book, your contract is with the operator of the excursion or tour and not with us and we are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision.

4. Rent - a - Car

Our supplier Terms&Conditions will apply.

Age restrictions and licence requirements:

Minimum drivers' age is 21 and the maximum age for rental is 85. Drivers must be 25 to drive compact cars and above. Drivers must have held a full national driving licence for at least 1 year. For luxury cars or with capacity of 7 or more people, the minimum age for renting is 25 years old and the driver's license must have been issued for at least 2 years. Passports must be shown for identification. Drivers with endorsements on their licences will not be allowed to hire a vehicle. The vehicles can only travel to Spain and with prior permission of Portugaltrails (that will arrange all the details with the supplier).

Fuel conditions:

You will be required to leave a credit card imprint to cover the fuel - 70,00 €. Your car will be supplied with a full tank and must be returned full. Missing fuel and a refuelling surcharge of EUR 25 will be debited from your deposit. Cars should be returned empty and no refunds will be given for unused fuel.



Insurance details:

You will be required to leave a deposit for the value of the insurance excess. If the car is damaged during the rental you may be charged an excess of between EUR 892.50 - 2082.50 depending on the size of the car, which will be debited from your deposit. Please obtain a damage report from our car rental partner and send it to Budget.

Picking up your car:

You will be required to leave a credit card imprint to cover the insurance excess and fuel. This amount will be held on your credit card. Cash/debit card deposits will not be accepted.