



EUROPAMUNDO VACACIONES

**SPAIN
PORTUGAL AND MOROCCO**

TERMS AND CONDITIONS

ADDITIONAL INFORMATION AND GENERAL CONDITIONS

PLEASE READ THE FOLLOWING POINTS CAREFULLY

They are not only about your trip conditions, but also contain additional information you should know.

IMPORTANT

Acquiring any of our trips or services means you accept all of these General Conditions.

BEGINNING AND END OF OUR SERVICES

The services provided by Europamundo Vacaciones S.L. are on land. They began when the client gets the first service from our company (after border formalities) and they end when the client gets the last arranged service. Europamundo Vacaciones does not assume any responsibility for other services not provided by our company.

RESERVATIONS

A reservation is not valid until the representative Operator receives written confirmation from Europamundo.

CANCELLATIONS

Cancellations are valid only after they are formally confirmed to the representative Operator by Europamundo.

Cancellation fees

- 15% penalty for cancellations from 3 to 10 days before the beginning of the trip.
- 25% penalty for cancellations within 48 hours of the beginning of the trip.
- 100% penalty fees for no-shows at the departure point, unless an exceptional arrangement has previously been agreed on.
- Administrative fees of 25 euros cannot be refunded in the event of cancellation.

Cancellation while traveling

In the case of a cancellation while traveling that is due to a legitimate and demonstrable force majeure, payment for the unused portion of the services will be returned. In such cases the administrative fees are still charged.

PASSENGERS NOT ACCEPTED

Europamundo cannot accept clients whose physical or health conditions make a particular route unadvisable. Europamundo also has the right to expel any passenger who significantly disrupts the trip.

UNPUNCTUALITY

Any problems, loss of services or financial consequences resulting from failure to arrive at the arranged meeting place on time, either at the beginning of the tour or during it, will be the traveler's exclusive responsibility.

PRICE INCLUDES

Transport, in accordance with the itinerary, accommodation and breakfast, travel insurance and tour leader, as well as other services listed for each tour.

PRICE DOES NOT INCLUDE

Airport taxes, visas, tips, drinks with meals (usually, except for those included in itinerary), entrance fees for museums and monuments (unless otherwise specified) and in general any service that is not clearly indicated as included.

ITINERARIES

Under exceptional circumstances, Europamundo may change the route or departure times. We do not assume any responsibility if, due to local festivities or some other factor beyond our control, it is not possible to visit a particular museum or monument.

HOTELS

Hotels listed in the brochure are orientative, and we will normally provide one with the same or higher category. Exceptionally, we may use a hotel with a lower category, but will always offer some kind of compensation in such cases. Europamundo will occasionally modify the accommodation city, but will keep the visits and provide the necessary transfers.

HOTEL TARIFFS FOR INDIVIDUALS

These prices are orientative and subject to availability.

MEETING POINTS OR DEPARTURE.

The departure point and time for excursions and tours are written on your voucher, please read it carefully. Lateness at the beginning of any excursion or tour may result in loss of all services without any refund.

HALF BOARD

We remind you that in most restaurants, meals do not include drinks. Normally, half board service for groups has a fixed menu.

TRIPLE ROOMS

In many European hotels, triple rooms are not very comfortable because they are actually double / twin rooms with an extra bed.

SHARED ROOMS

Individual travelers in shared rooms during the tour who wish to book additional nights will be accommodated in single rooms with the corresponding supplement.

LUGGAGE PORTERAGE

Only one suitcase is permitted per person, and a few hotels do not provide portorage. This service is limited to groups, not for individual arrivals to the hotel from the airport / station.

TRANSPORT

In the case of very small groups, and for the purpose of maintaining the guaranteed departure, Europamundo may provide private / regular train or bus transport.

DOCUMENTATION

Travelers are responsible for having all their necessary documents in order (passports, visas, etc.). Cancellation of a tour resulting from a border entry refusal is not considered a force majeure.

LUGGAGE LIMIT AND RESPONSIBILITY

Only one suitcase is permitted per person, maximum 30 kg. Hand luggage must always be carried by the owner, and Europamundo does not accept responsibility for loss or theft of any additional baggage.

EMERGENCY PHONE NUMBER

In case of an emergency during the tour, please contact your tour leader immediately. You may also phone the 24-hour emergency line: (00 34) 609 007 313.

GUARANTEED DEPARTURES

In very exceptional cases, if Europamundo is not able to carry out a guaranteed departure, we will give the same tour a new date before or after the chosen date with a special 50% discount off the total price. No compensation is possible in extreme cases such as wars, terrorist acts, natural catastrophes, etc.

COMPLAINTS

Europamundo guarantees a response to all complaints received from the Operator within 40 days after the end of the services.