

## Terms & conditions – We Love Small Hotels

When you book a tour with us you accept all Terms herein and direct us to perform services on your behalf. All persons named in this booking (“Participants”) are subject to this Agreement. By confirming your tour and these terms, you affirm that you have made all other Participants listed in the booking aware of these Terms – regardless of how final payment is made – and that all Participants accept these terms. This agreement is made between the customer and We Love Small Hotels travel agency.

### 1. Reservation

1.1 The reservation is done by accepting all terms sent by email and all information in this document. Reservation will be accepted only with payment of 30% of total program amount. This reservation must be totally confirmed until 30 days before departure, with the remaining payment.

1.2. With the registration the client assumes:

1.2.1. the obligation to know and accept the terms and conditions of participation as well as specific conditions contained in the program that he is going to participate;

1.2.2. to be in good health conditions to participate in the program as it is part and accepts the possibility of running all the risks inherent to their nature;

1.2.3. to be aware of the type of physical demands, psychological and cultural activities they involve, and materials including personal injury, illness, inconvenience and discomfort and accept them, and accept that they could produce unforeseen events.

1.3. We Love Small Hotels reserves the right to consider invalid any registration for which payment has not been made under the conditions mentioned.

### 2. Prices

Prices may change activities deem notice for reasons of price variation in supply, fuel, fees or taxes. Whenever there is a price change, the customer will be informed and be able to keep or cancel their reservation. If enrollment occurs 30 days or less from the date of the program, the total value of the program must be paid upon reservation, leaving the customer with a confirmation subject to obtaining confirmation of reservation by all service providers involved in the program.

### 3. Cancellations

If a customer wishes to withdraw its tour, must do so in writing or by e-mail and will have to bear the costs of dropping out according to the following scale:

»30 to 15 days before the tour start 50% of total

»Less than 15 days the tour start or no show - 100% of total

"In addition a fee for administrative costs of 5% of the program or a fixed minimum of € 100 will apply.

THERE ARE NO EXCEPTIONS to this cancellation policy, including for reasons related to weather, terrorism, civil strife, personal, family or medical emergencies or any other circumstances beyond our control.

### 4. Cancellations by We Love Small Hotels

We reserve the right to cancel any tour prior to departure for any reason. In the event of cancellation, a check for a full refund will be issued to you, which constitutes full settlement. If the tour is cancelled within 30 days of departure, an additional discount will be made for an alternate trip with We Love Small Hotels in addition to the full refund. In the event that, prior to departure, we make any significant changes because of a problem with a supplier, for example a hotel bankruptcy, we will, as soon as reasonably possible, notify you of available alternatives. Such changes may require a supplemental payment from you or possibly a refund. No refunds under this paragraph will be provided due to cancellations or changes due to Force Majeure.

## 5. Flexibility

You understand that the amenities, lodgings, type of transport, route, schedule, and itinerary may change without prior notice due to local circumstances or events, which may include mechanical breakdown, flight cancellations, illness, strikes, political disputes, weather, border crossing problems, and other unforeseeable factors.

## 6. Responsibilities during the tour

**Tour Start Date:** It is your responsibility to be ready to go at the departure city at the specific tour departure day and time. We are not responsible for any losses due to cancelled or missed flights, changed flight itineraries, late arrivals, or early departures.

**Compliance with Local Laws and Tour Etiquette:** Your additional responsibilities include, but are not limited to, strictly complying with all local laws, respecting customs and culture, assessing your abilities, respecting other trip members' privacy, and if on a guided trip following the suggestions and advice of the guide.

## 7. Degree of difficulty

It is the customer's responsibility to verify the degree of difficulty of the program that fits and whether it is appropriate to their capacities. We Love Small Hotels clarifies all the doubts and questions during the application but cannot be held responsible for the fact that the participant does not have the skills or physical condition to complete the activity.

## 8. Security

We have always the first priority the safety of all persons involved in its activities, clients, guides or anyone who assists in organizing the activity.

## 9. Accommodation

The lodgings suggested by We Love Small Hotels are carefully chosen according to the characteristics of prepared routes and are chosen based on proximity of the route, often the only option available. We favour sites that have a character and a special atmosphere, either by location, comfort, friendliness of the owners, or the rustic way they integrate into the landscape in order to provide a pleasant stay, adequate rest and activity. However this is not always possible and sometimes to maintain the integrity of the route turn to private housing, shelters, campsites or hotels. Whenever possible avoid the passage and stay in places where tourism is massive demand. It is intended that any accommodation guarantee minimum services such as: Bathing with minimum health, hot water, breakfast service, beds equipped with clean clothes.

## 10. Food

We choose the best and most typical restaurants along the places where we spend thinking about the gastronomic satisfaction of our customers, either inside the chosen hotels / B&B's or in the local restaurants. If there is any specific need / restriction in your diet let us know when you confirm the trip so that we can satisfy you better.

## 11. Logistics Support

The customer is responsible for their luggage. We Love Small Hotels recommends that this never put in the luggage transport values such as money, credit cards, personal documents (identity card, airline tickets, etc.). Or any other document that its loss can lead to complications in the normal course of the journey. We Love Small Hotels is not responsible for failure by the client of this recommendation nor can be held responsible.

## 12. Insurance

The trip insurance is guaranteed by the travel agency We Love Small Hotels with the following insurance No. 000335887 by the European insurer Tranquilidade, SA. Liability: 75.000,00 euros. All luggage, equipment and personal belongings will be on the customer's responsibility. We Love Small Hotels assumes no liability for any loss, damage, theft or accident to any luggage or equipment, regardless of how this occurs.

### 13. Personal Requirements

Our mission is to provide you the best vacation, so we will do everything to meet any special needs such as vegetarian diets. Just inform us in advance as possible.

### 14. Travel Documents:

**Pre-departure Documentation:** After we receive your final payment, you will receive by email a variety of documentation. Also included will be confirmations, travel information and an outline of what to expect on the tour. Please read these documents carefully as soon as you receive them and contact us if any information seems to be incorrect. We cannot accept any liability if we are not notified of any inaccuracy in any document within 10 days of us sending time to you or your travel agent.

**Passports and Visas:** You are responsible for ensuring that all necessary travel documents are valid and effective and in your possession for the entire tour. You are responsible for passport requirements, and we suggest you plan early to apply for or renew a passport. You assume complete and full responsibility for checking and verifying any and all passport, visa, vaccination, or other entry requirements. You are also solely responsible for any adverse consequences resulting from missing or defective documentation. While we may provide information or advice on visas, vaccinations, climate, clothing, baggage, special equipment, etc. in good faith as a courtesy to you, we are not responsible for any errors or omissions as to the information provided.

### 16. Use of Photographs and images

Any client's image, captured by We Love Small Hotels employees can be used in the illustration of promotional material and advertising company such as brochures, slides, videos and the Internet. In the photos that clearly identifies persons is not marketed or made available for other purposes.

### 17. Complaints:

They are considered the complaints which are submitted in writing within no more than 15 days after the termination of service.

Any dispute arising from this contract to provide services shall be settled by the Court of the Judicial District of Lisbon, with express waiver of any and all matters not governed by these Terms of Participation will apply to Portuguese law.

### 18. Rent a Car with Europcar

In case you book a rent a car, the conditions of the rent a car are specified in a different document that needs to be signed between the client and Europcar.

### 19. Disclaimer

Travel is an adventure for those who enjoy travel adventure and is indicated for active travellers that feel good with the discovery and the unexpected! Provide unique moments of conviviality, more direct contact with nature, good humor and camaraderie, yet has very specific characteristics that can jeopardize your satisfaction. So we recommend that you inform yourself carefully about the degree of difficulty of the program intended to ensure that you have the physical and psychological level sufficient to participate. Do not hesitate, put us all your questions! They can also occur in unexpected route developed, changes to the environment or unforeseen adverse weather conditions may necessitate changes in the program during the trip. Participants should have a positive outlook and be flexible enough to face these changes in a pleasant way.