

GENERAL CONDITIONS

ORGANIZATION

These are the terms and conditions that will govern the provision of travel services organized by All The Way Travel, SA, with head office in Rua João de Barros, nº 293, Loja 43, in Oporto, with registered capital of 100.000€, RNAVT number 3518.

All the Tours “Experiências” depend, always of our previous confirmation.

All the tours begin near the “Catholic University”.

All The Way Travel will provide all the logistics before, during and after tours.

TIMETABLE

Half Day – Begins at 09h00 to 12h30 OR 14h00 to 17h30

Full Day – Begins at 09h00 to 18h00

REGISTRATION AND PAYMENT

For registration, the Client must send an email to susanavieira@allthewaytravel.pt with the full name, tour date and any additional request.

The client will receive 48 hours after, a confirmation of the request.

In maximum 30 days before the tour, the client will receive the booking confirmation by email, with all the information and the details for the payment.

Only after the payment received, the process is complete.

Any request submitted after the deadline for registration is subject to our reconfirmation, maximum in 48 hours.

REFUNDS

Upon confirmation and payment of service, in case of cancellation by the client, there is no refund.

No charge for cancellations within 30 days of departure date.

CANCELLATION, DELAY OR ALTERATION OF THE TOURS

All the way Travel, reserves itself the right to cancel, postpone or change the ride of any of the journeys, for whatever reason, including, but not restricting to: weather conditions, earthquakes, floods, medical emergency; mechanical problems; strike or labour disruption on site; or insufficient number of reservations with no penalties imposed on to All The Way Travel.

If, for acts not attributable to the All The Way Travel, this comes to be unable to comply with any essential service in the program, including its cancellation, cannot, under any circumstances, be liable for non-compliance, if this will be due to reasons of force majeure motivated by abnormal and unforeseeable circumstances beyond their control.

Once the reservation is confirmed, cancelling costs will apply, corresponding to a total value equal to the amount already paid to All the Way Travel until the moment it received the cancellation. The lack of attendance at the day of departure will imply the loss of the reservation's total cost.

CLAIMS AND REIMBURSEMENTS

Only the claims and requests for reimbursement presented in writing to All The Way Travel with confirmed receipt within 6 days after providing of the service, will be duly attended. It remains as from now duly settled and accepted that in case of dispute, only the Court of Porto will decide, expressly excluding any other court.