

PORTUGAL WALKS

WALKING TOURS IN PORTUGAL, MADEIRA AND AZORES

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BOOKING PROCEDURE

The person signing the booking form expressly warrants that he/she does so with the authority of all the persons named on the booking form.

When booking, please send a deposit of 10% of the total cost per person. You may make telephone/fax reservations if you wish, in which case we will hold your place for 7 days awaiting your confirmation and deposit. The balance must reach us at least 8 weeks before the start of the holiday; otherwise we cannot guarantee to hold your booking. Where bookings are made less than 6 weeks before the start of the tour, the full amount is payable at the time of booking.

IF YOU ALTER YOUR BOOKING

If you wish to alter your holiday arrangements after the booking has been confirmed, we will do our best to accommodate you, subject to availability, but an alteration fee of £35 or 50 euro per person will be made.

IF WE ALTER YOUR BOOKING

In the event of any alteration to the published itinerary prior to your departure you will be notified as soon as possible. If you find the alterations unacceptable, please advise us within seven days. If you wish you may transfer to another trip. We will then pay you compensation of £20 / 35euro for any inconvenience caused unless the reason for the alteration is *force majeure*, defined as unusual or unforeseeable circumstances beyond the control of Portugal Walks, the consequences of which could not have been avoided by Portugal Walks, even with the exercise of all due care. Alternatively, you may cancel your booking and receive a full refund of any sum paid to Portugal Walks.

During the trip we reserve the right, if we consider necessary, for any reason and at any time to alter an itinerary according to weather, *force majeure*, or other considerations.

CANCELLATION

Should a holiday booking have to be cancelled, the person signing the booking form must notify us in writing and will be liable to cancellation charges in accordance with the following scale depending on the period in which we receive notification of cancellation before the commencement date of your scheduled holiday:

Notice of Cancellation	Refund Applicable
More than 56 days	All except the 10% deposit
56 – 42 days	50% of the total payment
41 – 1 day	0%

INSURANCE

We do not accept any liability for any loss or injury however caused. We recommend that you take out appropriate holiday insurance covering you against illness, injury, and loss or damage to luggage. This insurance should also cover the possibility of your having to cancel your holiday for whatever reason.

HEALTH AND FITNESS

Bookings are accepted on the understanding that all persons walking are normally in good health and physically equal to the demands of a walking holiday.

EUROPEAN TRAVEL DIRECTIVE

Under new European regulations, all Tour Operators have to provide protection for their clients in the event of the Operator's financial failure. As required, Portugal Walks deposits all monies received as holiday payment into the Account of Portugal Walks with Santander Bank, Bootle, Merseyside GIR OAA, U.K. which safeguards your money prior to completion of your holiday.