



GENERAL CONDITIONS

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ORGANIZATION

The technical organization of the trips included on this site is the sole responsibility of Domitur - RNAVT: 1974.

PAYMENTS

At the time of booking, you should consult the specific cancellation policies for each service/hotel, if any. These always take precedence over general cancellation policies.

If any rate is non-refundable, 100% payment will be required.

The remaining will be in accordance with the contract signed with Domitur

The agency reserves the right to cancel any booking for which payment has not been made under the above conditions.

BOOKING FEES

For each reservation, the service fee will be charged in accordance with the contract signed with Domitur.

PLAN CHANGES

These will be analyzed on a case-by-case basis, always taking into account legal penalties and possible changes to the final price. If it is not possible to make the change, the customer will be subject to the expenses and charges provided for under "Withdrawals".

ASSIGNMENT OF THE RESERVATION

The customer cannot assign their reservation. If you are unable to make the trip, you must cancel it and appeal to your insurance if there are already cancellation charges.



BOOKING CHANGES

Whenever there are unrelated reasons, Domitur may change the order of the routes, modify the departure times or replace any of the planned hotels with others of a similar category.

REFUNDS

Once the trip has begun, no refunds are due for services not used by the client.

COMPLAINTS

Complaints about operators/agents must be submitted in writing and no later than 20 days after the end of the service. They can only be accepted if they have been reported to Domitur by the client during the course of the trip.

DOCUMENTATION

The client must have all their personal or family documentation in good order (passports, identity cards, permits for minors, visas, vaccination certificates and any others that may be required). Birth certificates are not valid as travel documents. The organizing agency declines any responsibility for refusing to grant visas, or not allowing the client to enter a foreign country; in these cases, the conditions established for cancelling the trip apply, and the client is responsible for any and all costs arising from the situation. When traveling in the European Union, clients must have their European Health Insurance Card in order to obtain medical assistance.

TRAVEL DOCUMENTS

In most situations, and for ecological reasons, Domitur Lda no longer prints vouchers. Customers should always have our emergency contact number and reservation number with them in case they are asked when check in. In exceptional situations imposed by suppliers, documentation may be sent to the operator/agent for delivery to the customer. The delivery of this documentation is the responsibility of the operator/travel agent who requested the booking.

TIMES DESCRIBED IN THE BOOKING CONFIRMATION

Arrival and departure times in each city are indicated in the local time of the respective country.

WITHDRAWALS

At any time, the passenger may withdraw from the trip by giving written notice and will be entitled to a refund of the amounts paid minus the following costs;



1- Management costs, these are the costs incurred by Domitur in making the booking and a percentage of up to 15% of the price of the trip (minimum €30.00 per passenger).

2- Cancellation costs are the non-refundable costs of hotels, ground transportation and escorted tours.

CURRENCY AND VAT

The prices quoted are in EUROS and already reflect value added tax (VAT) at the current rate.