

Cancellation & Insurance Policy

Payment

1. Bookings will be confirmed only on receipt of the full payment as intimated to you via email.
2. Payments may be made by any one of the following options:
 - (i) PayPal: PayPal.Me/WowGuidePortugal
 - (ii) Wise or direct bank transfer to
IBAN: PT50001800035181822702054
BIC/SWIFT: TOTAPTPL
 - (iii) Payment by credit card to the payment link from Stripe that will be forwarded to you via email based on receipt of request via email.
 - (iv) Payment for bookings with short notice will be as per the payment options as may be agreed with Wow Guide Portugal.
3. If you want a receipt or invoice, please let me know and I'll send it to you by email.
4. If you need to cancel the road trip, 75 % is refundable.

Cancellation

1. In case of intimation of cancellation by email twenty-one (21) days prior to the date of commencement of scheduled travel, because of specific circumstances like death or severe illness in the family, cancelled flights, failure to obtain valid visas and/or other valid travel permits, with no other option to enter and/or arrive at the scheduled destination in Portugal or Europe, seventy-five percent (75 %) of the booking amount shall be refunded to you within forty-five (45) days from date of receipt of intimation of cancellation via email. However, there will be no liability to pay interest on the amount so refunded.

In case of intimation of cancellation for any reason less than twenty-one (21) days prior to the date of commencement of scheduled travel, you will not be entitled to refund of the booking amount.

In the event of untoward weather and/or any other extenuating external circumstances that renders the continuation of the program untenable for any reason, all efforts will be made to reschedule the program within forty-eight hours. However, in the event that such extenuating circumstances continue and do not permit re-scheduling of the scheduled program, there will be no refund of the booking amount.

2. In the event that Wow Guide Portugal has to cancel the scheduled program for any other reasons, you will be entitled to a refund of 100% of the booking amount. However, there will be no liability to pay interest in case of such refund.

Insurances

1. Wow Guide Portugal PT302396683, RNAAT Registo nº: 606/2022 has obtained all the insurances needed by law and covers most situations.
2. However, Wow Guide Portugal and/or its personnel are not responsible or liable for any actions by customers outside the scheduled program, and/ or if given advice and directions are not followed or ignored by customers.
3. Wow Guide Portugal will not be responsible and/or liable for illness or injury, not investigated and confirmed by Portuguese healthcare in direct connection to an incident during this program.
4. Customers are required to obtain and have a valid personal travel and health policy for the duration of the scheduled program.

All insurance documents and other safety advice can be found at

www.wowguideportugal.com

General

The terms and conditions that govern the scheduled program and/or any disputes in respect thereof, are governed by the laws of Portugal and subject to the jurisdiction of the courts in Portugal.

