

Quimera Travel Experiences is headquartered at Rua da Liberdade, 28, Belavista, 8400-663 Parchal.

Activity licenses:

National Register of Tourist Entertainment Agents RNAAT No. 628/2015

National Register of Travel and Tourism Agencies RNAVT No. 8466

The conditions described below regulate the relationship between the aforementioned company and the customer. In this way, when contracting the services of the company, it is assumed that the client is aware of and accepts these conditions.

Quimera Travel Experiences reserves the right to change, if necessary and without any prior notice, parts of the programs, as long as this does not result in a loss of value for the customer. Such changes will be communicated to customers and will be available for consultation on our website.

The duration of the activities is given only as an approximate indication, depending, in fact, on factors external to the guide.

To register for an activity, the customer must make a reservation via the booking form on the Quimera Travel Experiences website, or via email info@quimeratravelexperiences.com, meaning that, in this act, you are making the purchase of the requested service. In this way, you undertake to pay for all services provided in the activity for which you made your reservation.

When registering/booking, the customer assumes some commitments to **Quimera Travel Experiences**:

- Having read and accepted these Terms and Conditions for participation, as well as the activity program;
- That you are in adequate health conditions for the activity in which you are signing up.

Our trips imply different experiences from what is familiar or comfortable. Whenever something goes differently from what was planned, **Quimera Travel Experiences** will do everything possible to overcome the situation, waiting for the customer's understanding.

Payments

The customer, when making his reservation through the **Quimera Travel Experiences** website, will have the option of several payment methods such as Paypal and credit cards.

If the reservation is made and confirmed by e-mail, payment must be made in advance, by bank transfer or MB WAY application, meeting the deadlines specified in the program, being necessary to send the respective proof to the e-mail info@quimeratravelexperiences.com.

The customer will then receive, in the email provided, the invoice and receipts with the data contained in the registration form.

Cancellations and Refunds

Quimera Travel Experiences may cancel the activity in the following situations:

- In the event that, by the registration deadline, the minimum number of participants is not registered.

- Due to lack of safety, weather conditions or other unavoidable and exceptional circumstances.

The cancellation of the activity or trip by the agency, under the terms mentioned above, entitles the customer to a full refund of the payments made.

In the case of cancellation of the reservation by the customer, he/she may receive a full refund of His/her payment if cancelled:

- Up to 30 days before the event, in the case of organized trips, with more than 24 hours and with overnight stay and transport services.
- Up to 5 days before the event, for 1-day events, or events that do not include services such as overnight stay and accommodation.

To the above-mentioned conditions, the following safeguards apply:

- In the case of sold out events, **Quimera Travel Experiences** does not issue refunds of amounts already paid.
- If **Quimera Travel Experiences** has already made commitments to third parties, the full amount may not be refunded.
-

Vouchers

If the refund conditions are met, **Quimera Travel Experiences** may agree with the customer to issue a voucher with the amount to be refunded, to be discounted in future activities.

Issued voucher have the following validity:

- 12 months from the date of issue, in the case of organized trips, with more than 24 hours and with overnight stay and transport services.
- 6 months from the date of issue, for 1-day events, or events that do not include services such as overnight stays and accommodation.

Safety rules

Our activities scrupulously comply with safety standards, however, participants should be aware that, due to the nature of the activities, the risk cannot be reduced in its entirety. Participants must commit to following the rules of conduct communicated by the guide, which respect their own safety and that of others.

Insurance Policies

Civil responsibility

Insurance company Allianz Portugal, S.A.

Policy No: 203395625

Guaranteed amount: €50,000.00

Personal accidents

Insurance company Allianz Portugal, S.A.

Policy No.: 204500254

Guaranteed amount:

- €21,834.08 in case of death or total and permanent disability
- €3,800.01 for treatment expenses

Civil Liability for Travel Agencies

Insurance company Allianz Portugal, S.A.

Policy No: 205298236

Guaranteed amount: €75,000.00

All insurances held by **Quimera Travel Experiences** can be activated within the period of time in which the activity/program takes place.

Accidents subject to activation of personal accident insurance, are considered to be all those that occur following the normal development of the activity, described in the program in which the customer is participating.

The images collected from the participants during the activities carried out by **Quimera Travel Experiences** may be used for the purpose of disseminating its services on our website, Facebook and Instagram social media pages. If the customer does not agree with this policy, he/she must inform the company by e-mail (info@quimeratravelexperiences.com), indicating that do not authorize the use of the photos in the dissemination of our events, on the website and social networks.