

**Quimera Travel Experiences** headquarters are located 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. Therefore, when contracting the company's services 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 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 indication and approximately, depending, in reality, on factors external to the guide.

To register for an activity, the customer must make a reservation via the reservation form on the website of the **Quimera Travel Experiences**, or by e-mail [info@quimeratravelexperiences.com](mailto:info@quimeratravelexperiences.com), meaning that, in this act, you are purchasing 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/reserving, the customer assumes some commitments to the **Quimera Travel Experiences**:

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

Our travels involve experiences that are different from what is familiar or comfortable to us. Whenever something goes differently from what was programmed, the **Quimera Travel Experiences** will do everything possible to overcome the situation, hoping for understanding from the customer.

**Payments**

When making a reservation through the **Quimera Travel Experiences** website, the customer will have the option of various payment methods such as Paypal and cards.

If the reservation is made and confirmed by email, payment must be made in advance, by bank transfer or MB WAY application, complying with the deadlines specified in the program, and the respective proof must be sent to the email [info@quimeratravelexperiences.com](mailto:info@quimeratravelexperiences.com)

The customer will subsequently receive their invoice and receipts with the data contained in the registration form via the email provided.

**Cancellations and refunds**

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

- If, by the registration deadline, the minimum number of participants has 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, gives the customer the right to a full refund of payments made.

If the customer cancels the reservation, they may receive a full refund of their payment if they cancel:

- Up to 30 days before the event, in the case of organized trips lasting more than 24 hours and with overnight and transport services.
- Up to 5 days before the event, for 1-day events, or those 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 refund amounts already paid.
- If **Quimera Travel Experiences** have already made commitments to third parties, there will be no refund of the full amount.

### **Vouchers**

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

Vouchers issued have the following validity:

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

### **Safety rules**

Our activities scrupulously comply with safety standards, however, participants must bear in mind that, due to the nature of the activities, the risk cannot be completely reduced. Participants must undertake to follow the rules of conduct communicated by the guide, which respect their own safety and that of other people.

### **Insurance Policies**

#### **Civil Liability**

Insurance company Allianz Portugal, S.A.

Insurance policy no.: 203395625

Guaranteed amount: 50.000,00€

### **Personal Accidents**

Insurance company Allianz Portugal, S.A.

Insurance policy no.: 204500254

Guaranteed amount:

- 21.834,08€ in case of death or total and permanent disability
- 3.800,01€ for treatment expenses

To activate the Personal Accident policy, participants must provide Quimera Travel Experiences with their correct details (name and date of birth) the day before the activity.

In the event of an accident, the report must be made to the insurer within 8 days, by filling out a specific form. The form must be requested via email [info@quimeratravelexperiences.com](mailto:info@quimeratravelexperiences.com). The participant will be responsible for sending the elements requested by the insurance company.

The participant must pay the treatment expenses incurred and keep the respective receipts so that they can later receive reimbursement from the insurance company.

The participant must present the hospital emergency report to the insurance company.

The personal accident policy has a deductible of €60 for treatment expenses.

The age limit for remaining insured is 75 years.

The values of other coverages can be consulted in below:

Death due to Accident Coverage

Capital per person 21,834.08 Euros

Deductibles per person ---

Age limit 75 years

Permanent Disability Coverage due to Accident

Capital per person 21,834.08 Euros

Deductibles per person ---

Age limit 75 years

Coverage of treatment expenses due to accidents

Capital per person 3,821.98 Euros

Deductibles per person 60.00 Euros

Age limit 75 years

Coverage Simultaneous death of the Insured Person and Spouse

Capital per person 15,000.00 Euros

Deductibles per person ---

Age limit 75 years

Funeral Expenses Coverage (Expenses)

Capital per person 5,000.00 Euros

Deductibles per person ---  
Age limit 75 years

Coverage of expenses for rescue, search and transport operations  
Capital per person 1,000.00 Euros  
Deductibles per person ---  
Age limit 75 years

#### **Civil Liability for Travel Agencies**

Insurance company Allianz Portugal, S.A.  
Insurance policy no.: 205298236  
Guaranteed amount: 75.000,00€

All insurance held by **Quimera Travel Experiences** are able to be activated within the period of time in which the activity/program takes place.  
Accidents subject to personal accident insurance are considered to be all those that occur as a result of the normal development of the activity described in the program in which the client is participating.

#### **Image rights**

The images collected from participants during the activities carried out by **Quimera Travel** may be used to promote its services on our website, Facebook and Instagram social media pages. If the customer does not agree with this policy, they must inform the company by email ([info@quimeratravelexperiences.com](mailto:info@quimeratravelexperiences.com)), indicating that you do not authorize the use of your photos in advertising our events, on the website and social networks.