

**These general conditions are indicative and may be complemented with the detailed travel program and its particular conditions.**

## ORGANIZATION

The tourism services are organized by INATEL Turismo (a registered trademark of INATEL Foundation), headquartered at Calçada de Sant'Ana 180, 1169-062 Lisbon, registered at Turismo de Portugal IP., under number 2954 (RNAVT).

## RESPONSIBILITY

Fundação INATEL is responsible for the correct performance of all services included in the travel contract. INATEL is not responsible for errors in the booking that are attributed to the participant or that are caused by unavoidable and exceptional circumstances.

## RESERVATIONS

Reservations must be made in writing to [tourism@inatel.pt](mailto:tourism@inatel.pt), including all the necessary information for the tour program (dates, tipology of hotel and rooms, etc.).

Reservations are only considered confirmed after written acceptance and a deposit guarantee.

## INSURANCE

INATEL's liability is guaranteed by civil insurance, according to the portuguese legislation.

We recommend that all participants have a personal accident insurance that can protect against any accidents. If necessary, INATEL can provide available insurance options.

## PRICES

The prices informed with the proposal have a validity of acceptance. They may be changed until the final confirmation of the services and/or for reasons attributed to *force majeure* circumstances.

## PAYMENTS

In general terms, the applicable payment policy is as follows:

- With service confirmation – 25% deposit
- Full payment – before participants arrival
- The payment policy can be changed depending on the conditions of the suppliers

Bank account information (Millenium BCP bank):  
PT50 0033 0000 0018 0680 81077 (Fundação INATEL)

## CANCELLATIONS AND REFUNDS

The cancellation policy is informed on the detailed proposal, but in general terms the following applies:

- Cancellations, total or partial, will only be accepted in writing;
- No cancellation charges apply for services canceled 45 days prior to service, except non-refundable deposits;
- Cancellations with less than 45 days may incur in cancellation fees, to be determined on a case-by-case basis. INATEL will make every effort to minimize cancellation expenses.

## HOTELS

The category of hotels complies with the Portuguese legislation. Some INATEL hotels are not classified as hotels, being designated as "holiday centres".

## CLAIMS

Any non-compliance in the execution of a service included in the travel contract must be presented in writing to INATEL, as soon as such non-compliance occurs, and the participant must inform the suppliers of those services during the trip, demanding from them the respective documents proving the occurrence.

## ASSISTANCE

INATEL has an assistance telephone to support group travel.

In case of difficulties for the participant, or when, for reasons that are not attributed to him, he cannot complete the tour, INATEL will provide the necessary assistance, under the terms of the law, and may charge, if justified, a fee to the participant in the amount of costs incurred.