

# Tour conditions

**RESERVATION:** Abreu Tours recommends that you book through your travel agent or contact Abreu Tours at +1 800-223-1580 or [www.abreu-tours.com](http://www.abreu-tours.com).

**DEPOSIT:** A non-refundable deposit is required at time of reservation.

Individual Packages, FIT \$100 per person

Escorted tours \$200 per person

Sea or river cruises \$200 per person, certain cruises may require a higher deposit

If Abreu Tours is not able to confirm the arrangements requested, and you do not accept our alternatives, the deposit is fully refundable.

**FINAL PAYMENT:** We must receive your final payment at least 90 days, for all Cruises, and 45 days prior to departure for all other tours.

**FORM OF PAYMENT:** Payment can be made by bank check, wire transfer or major credit card. Credit card charges will be accepted by phone or online for the non refundable deposit only. For final payments an Abreu Credit Card form is required. Abreu does not accept third party credit cards. Special payments conditions apply for group payments.

**ADDITIONAL FEES:** Payments for reservations made less than 21 days before departure date will have an additional \$25 fee. If changes of reservations occur after the reservation is confirmed, a fee of \$50 will apply.

**AIRLINE TICKETS:** Abreu Tours has negotiated air fares with regular scheduled airlines. Regulations of these fares vary in terms of advance purchase and length of stay. Lower published fares may also be available and require a ticketing fee of \$ 25 per ticket. Airport taxes and surcharges are not included and will be advised at the time of booking.

The name in your airline ticket must match your current passport. Abreu Tours will not be held responsible for the denial of services by a carrier due to any name discrepancy. Names changes must be applied in writing and are subject to additional charges. Most airline tickets are now issued electronically (E-ticket). Most airline tickets are non refundable.

**PRICES:** Abreu always sends a quotation or confirmation invoice in writing, detailing all services that are included in your particular tour. Prices and included features can change at any time, until the final payment is received. Circumstances may occur beyond the control of Abreu Tours, such as, but not limited to, increase in tax rates, fuel related surcharges or currency exchange fluctuations.

**DOCUMENTS:** Travel documents will be sent up to two weeks prior to departure. Travel documents may be released earlier for an additional fee of \$ 25. A complete street address is required for mail documents; post office box number cannot be used.

**CANCELLATIONS AND REFUNDS:** All cancellations after final payment must be advised in writing during normal business hours (9:00 am to 5:00 pm Monday to Friday).

Cancellations penalties are per person:

Days prior to departure	Packages	Motorcoach	Cruises
Up to 121 days	\$100	\$200	\$200*
120-90 days	\$100	\$200	15% of the price
89-60 days	\$100	\$200	35% of the price
59-45 days	\$100	\$200	50% of the price
44-30 days	\$200	25% of the price	50% of the price
29-07 days	\$300	50% of the price	80% of the price
6 days	\$400	100% of the price	100% of the price

\* Certain cruises may apply a higher cancellation fee

Additional fees charged by suppliers beyond our control may also be imposed.

Air cancellations: After tickets are issued, fees from \$150 to full cost of tickets may be applied depending on airfare used. Cancellation fees may be waived due to hospitalization or death of passenger or immediate family member. A hospital/death certificate is required.

**MOTORCOACH DEPARTURE CANCELLATIONS:** Motor Coach departures are guaranteed. If it becomes necessary to cancel a coach tour prior to departure, Abreu Tours will offer an alternative date. If the alternative date is not acceptable, Abreu Tours will give full refund. We cannot be held responsible for any additional expenses you may have incurred, such as non-refundable air tickets not issued by Abreu Tours.

**CANCELLATIONS AND REFUNDS AFTER DEPARTURE:** There will be no refunds for unused packaged tour services arranged by Abreu Tours. If you must return home after the commencement of a tour, you will be refunded the net funds Abreu can recover from the contractors of the services not used. Refunds will not be made for less than 3 days and 2 nights of consecutive absence from the tour. Refunds will not be made for unused sightseeing-tours, meals, entrance fee's, accommodations, missed flights, and missed transfers due to flight schedule changes. Applications for refunds must be made in writing to Abreu Tours within 60 days of tour termination.

**CANCELLATION BY TOUR OPERATOR:** Tour operator reserves the right to cancel any tour. In the event of such cancellation, all monies received by the tour operator will be refunded in full.

**TRAVEL INSURANCE:** Abreu Tours offers travel cancellation insurance which will cover reimbursement of your cancellation charges if the cause is due to illness, injury or death of participant or a immediate family member (for more details contact Abreu Tours at [www.abreu-tours.com](http://www.abreu-tours.com), or see page 58 in this brochure). Abreu Tours acts as agent for the insurance company involved. Any and all claims made under the insurance coverage must be dealt with directly with Travel Guard (Insure America).

**PASSPORTS AND VISAS:** All passengers must have a valid passport to visit Portugal and Spain. At time of printing, U.S. Citizens do not currently need either visas or vaccinations; however, visa and health requirements are subject to change without notice. For visits of less than 90 days, a passport valid for at least six months after the end of the stay is necessary for visitors from the North America. Non-U.S. citizens should check with the respected consulate of the country(s) to be visited for current entry requirements.

**CAR RENTALS:** All car rentals include unlimited mileage, VAT (value added tax), CDW (Collision Damage Waiver) and TP (Theft Protection). Not included are gasoline and PAI (Personal Accident Insurance). CDW insurance deductibles vary depending on the country and car group.

Age/Driver requirements: Minimum drivers age; Spain: 23 years of age for all categories. Portugal: 21 years of age with category restrictions. Drivers must have a valid driver's license for at least two years prior to time of rental. A "young drivers charge will apply", see specifications under car rentals page 58.

**TRAVELERS WITH SPECIAL NEEDS:** Passengers who require particular assistance must travel with a qualified companion as Abreu Tours guides/drivers cannot provide individualized help for dining, walking, getting on/off transportation vehicles. We will make reasonable efforts to accommodate passengers with specific needs, but we are not responsible for denial of services by any of our suppliers.

**DISCLAIMER OF LIABILITY & LAND OPERATOR'S RESPONSIBILITY:** Abreu Tours, Inc. is the land operator. Abreu Tours, Inc. and its employees/agents/representatives act only as agents for tour transportation, sightseeing, hotel accommodations and other services related to this tour program. Abreu Tours does not own, manage, operate any transportation vehicle, any hotel or restaurant, or any other suppliers of services related to this tour program, and assumes no responsibility for delay, change in schedule, strikes, loss, injury, acts of God or of governments, fires, wars, whether declared or not, riots, theft, pilferage, epidemics, quarantine, medical or customs regulations, delays or cancellations. All exchange orders, coupons and tickets issued are subject to the terms under which such means of transportation, accommodations and other services are provided. The Travel Agent and/or Tour Operator shall not be held liable for any injury, delays, substitutions of equipment or any act or omission whatsoever by the air carrier(s), its agents, servants and employees and the passenger hereby waives any claim against the Tour Operator arising there from. The Tour Operator shall have no responsibility beyond refund of payments received from the tour passenger. The passenger waives any claim against the Tour Operator for any damage or loss of property, injury or death of person due to any act of negligence of any airlines, transportation companies, hotels, auto rental companies or any other persons.

**AIR CARRIER RESPONSIBILITY:** The sole and exclusive responsibility and liability of the I.A.T.A. airlines chosen shall be in accordance with and as limited by the contract of carriage in the passenger's ticket, the applicable tariffs and the provisions of the Warsaw convention, if applicable. They shall not be responsible or liable for any act, omission, or occurrence during the time passengers are not on board their airplanes. All tour services including, but not limited to, accommodations, restaurants, guide services and transportation (other than air) are furnished by contractors that are independent and that do not act for or on behalf of airlines, are not servants of airlines and with whom the airlines do not have any business relationship, as joint ventures or otherwise. Further, airlines shall not be responsible or liable in any way for the accuracy of any representations of the tour operator and its agents on tours or tour services of any I.A.T.A. or A.T.C. carrier may be used in the performance of these tours, and references to airlines herein shall be equally applicable to such I.A.T.A. or A.T.C. carrier. All fares are subject to government approval and may change without notice.

**Baggage:** Free baggage allowance is limited to 2 bags per person, according to IATA transatlantic rules. Their combined linear dimensions (length plus width plus depth) may not exceed 106". Neither bag may exceed 62". The weight may not exceed 50 lbs (23 kilos) per bag. Within Europe, baggage allowance is limited to 44 lbs. (20 kilos) per person. Luggage and personal effects are at owner's risk throughout the tour unless insured.

**OTHER IMPORTANT INFORMATION:** Sightseeing and excursions by regular motorcoach service or other local conveyance as required include the services of an English speaking guide and admission fees to all places visited. Tour Prices include VAT tax, the cost for planning, promotion and operation of the programs described.

Transfers for passengers with a maximum of two pieces of luggage per person are provided by private car, taxi, motorcoach or other local conveyance according to plan selected. Throughout the brochure "double" or "twin" traveler means two people sharing one room (with twin beds or double bed) and sharing services (i.e. transfers and/or sharing one self-drive car in case of car rentals). "Single" traveler means one person using one single room and having services for one person (i.e. transfers and/or one self-drive car in case of car rental). Lower rates may be available for three or more persons sharing services (i.e. transfers and/or self-drive cars) but having single and or multiple room accommodations. Check-in times at hotels: Check-in times at hotels are usually between 2 pm and 4 pm. Many of our clients arrive in Europe early in the morning, hotels may allow earlier check-in solely at their discretion. If you would like guaranteed early check-in, Abreu Tours will make arrangements accordingly with possible additional costs.

**Baggage:** All baggage is at owner's risk through the surface portion of the tour. Insurance is recommended. The tour operator will accommodate and handle only one normal size suitcase plus one small overnight bag on motorcoach tours. Wheeled carry-on cases are considered a normal piece of luggage. Abreu Tours is not responsible in the event that luggage or tour participants' belongings become damaged or lost, which occurrence must be promptly notified to, and acknowledged by recognized authority in writing.