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TERMS AND CONDITIONS PIA TOURS SERVICES

1. Introduction

- 1.1. These terms and conditions shall govern your use of our website of Pia Tours Services in Seville, Andalusia, Spain.
- 1.2. By using our website, you accept these terms and conditions in full; accordingly, if you disagree with these terms and conditions or any part of these terms and conditions, you must not use our website.
- 1.3. You acknowledge and accept that our copyright and disclaimer are understood to be one with these terms and conditions. These can be found on our website.
- 1.4. If you submit any material to our website or use any of our website services, we will ask you to expressly agree to these terms and conditions.
- 1.5. You must be at least 18 years of age to use our website; and by using our website or agreeing to these terms and conditions, you warrant and represent to us that you are at least 18 years of age.
- 1.6. You must ensure that all the information you supply to us through our website, or in relation to our website, is true, accurate, current, complete and non-misleading.
- 1.7. Unless otherwise agreed in writing the following terms and conditions for Pia Tours Services apply. In writing means also email correspondence is understood.

2. Booking

- 2.1. To participate in a tour just fill up the online reservation form on our website. If the reservation form does not work, you can use the general email address or phone number as mentioned on our website.
- 2.2. If you have entered and sent your details, then you are also the responsible head buyer of the services that will be provided by Pia Tours Services. All necessary pre, during and after communication for the services will be done through or with you.
- 2.3. A sent reservation or form is not a definitive booking. Your tour is not final until you have received a confirmation by email from Pia Tours Services. Confirmation is normally done immediately and utmost within 24 hours.

3. Presence and duration

- 3.1. You must be present at the starting point at least 10 minutes before the start of the relevant tour as mentioned on our website.
- 3.2. Our tour specialist does not wait for people who do not arrive or arriving too late. If the tour, not due to the tour specialist, starts later, the tour ends at the originally scheduled time as mentioned on our website. The tour specialist has the right to modify the program in this case.
- 3.3. The duration of a tour as indicated on the website is the best possible approach. The tour specialist may or can slightly deviate from this.

4. Pricing

- 4.1. Only the prices mentioned on our website are in all cases leading.

- 4.2. Prices listed through third parties in any way whatsoever Pia Tours Services cannot take responsibility. In this case, you are required to apply to the relevant person or party.
- 4.3. Pia Tours Services also uses different promotional materials where prices can be mentioned. Also in this case, the prices on the website are leading due to the fact that promotional prices and materials have an expiry date which is also printed on the materials.
- 4.4. Price changes are reserved. If you have made a booking this will always be reconfirmed to you first in line. Both parties may proceed to cancel the booking without a charge in this case.

5. Payment

- 5.1. There is no deposit needed when making a reservation.
- 5.2. When your booking has been confirmed you are required to participate in the tour and pay the tour fee as mentioned on our website.
- 5.3. Payment has to be done immediately at the end of the tour with the tour specialist. A tour payment cannot be done by Chip, PIN or Credit Card. Payment can only be made and accepted in cash (Euro).
- 5.4. In case of a tailor made tour or services or a tour for more than 10 persons Pia Tours Services can demand a minimum of 35 percent deposit in advance.
- 5.5. When a deposit is obliged the amount must be received by Pia Tours Services within 10 days of the conformation.

6. Cancellation

- 6.1. Cancellation of a reserved tour can only be done by telephone until 12 hours before the start. For the right telephone numbers check out our website. A cancellation by email will not be accepted.
- 6.2. If your cancellation is not received on time by Pia Tours Services then the payment of the full amount is obligated.

7. Liability and responsibility

- 7.1. Our tours are accompanied by an expert tour specialist with the greatest care. However, your participation in a tour is at your own risk and responsibility.
- 7.2. Pia Tours is not liable for any injury, loss or theft of your belongings. As a participant, you must have a valid travel insurance in case of injury, loss or theft of property during a tour.
- 7.3. The rental bikes can be purchased from third parties by Pia Tours Seville. In that case, Pia Tours has made agreements on safety and reliability of the bikes with the supplier. However, you are personally responsible for ensuring the safety of the bike.
- 7.4. Bicycle helmet for children under 16 is obligatory and included in the price with a bike tour but you are as a parent/guardian responsible for ensuring the safety and durability of the helmet and your child.

8. Quality

- 8.1. Pia Tours Services is committed to continuously to improve the quality of her services for you as a customer to get the best as possible.
- 8.2. Our tour specialists are professional guides with extensive, specific, local knowledge of the old center of Seville.
- 8.3. If you want to know more about a particular subject, from your own interest or skills please notify us by using the comments or question form at your reservation. In this case Pia Tours Services will try to deliver a specific and specialized guide.
- 8.4. For our tour specialists no question is strange. So when you have a specific question during a tour, then ask it immediately and not afterwards when the tour specialist cannot do anything more.

- 8.5. If you're not satisfied with the service provided of Pia Tours Services. Send your reaction to the general email address as mentioned on the website. In the email clearly mention your name, tour, date, name of the tour specialist and reaction. Without this information, we cannot process your response.
- 8.6. If your comment is well founded refund will be made in cash with a maximum within a week after the settlement

9. Our details

- 9.1. This website is owned and operated by Pia Tours Services.
- 9.2. Our principal place of business is at Avenida Clara Campoamor 15, 41920 San Juan de Aznalfarache, Sevilla (España). This is our post address and not for visiting or meeting.
- 9.3. Our visit or meeting points for our tours and services are mentioned on our website.
- 9.4. You can contact us by writing to the business address given above, by email or by telephone. Our most updated contact information can be found on our website.

Pia Tours Services

12 August 2016
Seville