

Terms and conditions

The general conditions below define the relationship between the firm Portugal Wild Trail, herein abbreviated as PWT, and the Client

1º PWT, inserted in CAE (code of economic activity) 93293 - Organization of tourist animation activities - is registered in the National Register of Tourist Animation Agents under the number 77/2016

2º As stated in the Decree 108/2009 redefined in 2013, which regulates tourist animation companies, PWT organizes and sells tourist animation activities, namely land tours.

3º PWT has a civil liability insurance and a personal accident insurance as stated in the Decree-Law 108/2009 that regulates tourist entertainment companies. Both insurances guarantee the Client's coverage during any activity provided by PWT.

4º The Client assumes the responsibility of ensuring that he is in the proper physical and mental health conditions to carry out any and all activities of the route in which he is registered.

5º The Client must know and respect all the specific conditions of the activity and course he is going to take. He must also respect all the indications to be given during the duration of the course or activity.

6º The Client is responsible for the possession of the equipment necessary to carry out any activity or route.

7º The Client is responsible for his individual conduct. PWT assumes no responsibility for reckless acts or accidents on the part of the Client, or for the disrespect for any order or requests made during any activity, route or tour.

8º PWT is responsible for the Clients during the course of any activity or tour, except for the part of photo-safaris in which the Client follows in his own car and with the insurances inherent to it.

9º PWT is not responsible for any act that does not depend on your will or is not controlled by it.

10º PWT does not assume any responsibility for the Client's goods.

11º PWT reserves the right to cancel any activity or route reimbursing the Client for the amount paid when, for instance, the minimum number of participants is not met; whenever the weather and other conditions make any activity or route impracticable or dangerous; when reasons of force majeure are invoked; and when particular conditions required of the Client are not met.

12º The reservation of any activity or route must be made by mail.

13º The reservation must be made at least 2 days in advance.

14º The Client must only pay the value of the event after confirmation of the appointment by PWT.

15º The value will be paid through bank transfer and the proof must be sent by mail or other means to PWT.

16º The referred payment is made before the beginning of the event so that the respective insurance can be issued.

17º In case of withdrawal, and up to 48 hours before the beginning of the activity, the amount will be returned. After 48 hours there is no return. The same applies in case of absence.

18º The Client may request changes to the reservation made up to 48 hours before the scheduled date of the activity, without any penalty.

19º The duration, extension, degree of difficulty and altitude profile displayed for each activity are merely informative.

20º The route of any of the routes may be changed without prior notice, or for reasons that are not attributable to PWT.

21º In case the Client does not enjoy the services granted during any activity, there will be no refund by PWT.

22º In case there is any previous alteration to the route, the Client will be contacted, having the right to give up the reservation, being returned the deposit made. The Client may also choose another route/event with an equivalent price. If the proposed route/event has a lower price, the Customer will be refunded of the respective difference. If the route/event chosen by the Customer has a higher price, the Customer will pay the difference.

23º PWT, undertakes to comply with all legal and regulated provisions on the matter. Complaints will only be considered when presented in writing.

24º All contacts of informative nature or regarding reservations made between PWT and the Client, will be made through e-mail, and always with the maximum possible antecedence, being the telephone/mobile in general the means of contact for the operational activity of the day of the event.

25º All the above conditions may be altered or revoked through contracts, obligations, or through agreements made in parallel and in writing.