

# FIND LOCAL TRIPS

## Terms & conditions

### RELEVANT INFORMATION

It is a necessary requirement for the acquisition of the services offered on this site, that you read and accept the following Terms and Conditions that are written below. The use of our services, as well as the purchase of these implies that you have read and accepted the Terms and Conditions of Use in this document. To acquire one of our services, the registration by the user will be necessary, with the entry of reliable personal data and definition of a password.

In these terms and conditions referring to "you" or "your" means the purchaser of the pass and/or the passenger with the pass for travel, as applicable. References to "our" mean Find Local Trips.

All purchases and transactions carried out through this website are subject to a confirmation and verification process, which may include verification of the reservation and availability of the travel pass, validation of the payment method, validation of the invoice (if any) and compliance with the conditions required by the selected means of payment. In some cases verification via email may be required.

### RESERVATIONS & TOURS

Each operator listed on our website will provide different conditions for each tour, we highly recommend you to read all the information available before booking.

If you booked through a travel agent, they act on your behalf and the money paid to your agent do not constitute a contract by description between you and Find Local Trips. Your travel agent and Find Local Trips are independent of each other. Receipt of the money by your agent must be forwarded to Find Local Trips otherwise bookings will not be honoured. You must get verification from your travel agent that the money has been forwarded.

### BAGGAGE CONDITIONS

baggage disclaimer

You are advised to keep all VALUABLES, ELECTRONICS, IMPORTANT DOCUMENTS, MEDICATION AND MONEY either with you or in your carry-on baggage. Please also ensure that your belongings are packed suitably and, when required, in hard-shell cases. Never pack fragile items in your checked baggage. While we will make every effort to ensure your baggage is handled with care, a bag's journey through the road is unavoidably harsh. As such, Find local trips and/or the operator of the tour's liability for loss or delay of, or damage to baggage, is limited under the specific terms and conditions set for each tour.

## **PAYMENT POLICY**

Any cancellation or change request may only be made via email from the cardholder to our email [info@findlocaltrips.com](mailto:info@findlocaltrips.com). Each tour operator has its own terms and conditions which are listed before you make a booking, and you need to tick that you agree to these before making payment. For legal reasons, phone calls or any other forms of communication can not be accepted as a valid cancellation or change request.

Please be aware additional cancelation policies may be described on each tour section before you complete your booking. In case of conflict between this section and the additional policies, the last ones will prevail.

The crediting of the refund to your card is normally made in a period not exceeding 10 business days.

## **ANTI-FRAUD CHECK**

The customer's purchase may be deferred for anti-fraud checking. It can also be suspended for a longer time for a more rigorous investigation, to prevent fraudulent transactions.

## **PRIVACY**

Find Local Trips guarantees that the personal information you submit has the necessary security. The data entered by the user or in the case of requiring a validation of our services will not be delivered to third parties, unless it must be disclosed in compliance with a court order or legal requirements.

Subscription to promotional email newsletters is voluntary and may be selected at the time of creating your account.

Find Local Trips reserves the rights to change or modify these terms without prior notice.

## **GUARANTEE**

Find Local Trips reserves the right to modify fares, routes, overnight stops, prices, inclusions, accommodation operators, departure dates, time, and location without prior notice. Find Local Trips reserves the right to substitute other vehicles instead of ours.

Find Local Trips will endeavor to adhere to the stated arrival and departure times, but will not be responsible for any failure to adhere to those times or for any cancellation or delay of tour operator services. Don't worry...they'll always do their best to make sure you arrive on time.

Find Local Trips shall not be liable for any loss or damage of any kind, including indirect or consequential loss or damage, arising directly or indirectly from the cancellation, abandonment or delay of any trip, regardless of the cause.

## **DISPUTES**

If you wish to raise any issues with your trip – please first inform your guide of your concern. If the problem is not resolved, please send an email to [info@findlocaltrips.com](mailto:info@findlocaltrips.com) as soon as

reasonably possible, and within 28 days so that we can investigate your concern. We will not consider your claim after 28 days. Please provide a mailing address if you are emailing us so that we can provide you with a written response.

## **ADVERTISING MATERIAL**

If you take part in a tour offered in Find Local Trips you agree to our use of images of you taken throughout your trip for worldwide advertising and promotional purposes, royalty free in any media. Make your mom proud and become a Find Local Trips supermodel!

## **RESERVATION OF RIGHTS AND LIABILITY**

Find Local Trips will not be liable for the sickness of, injury to, or death of, any passenger, or the loss of, or damage to, any personal effects, whether caused by Find Local Trips' negligence or otherwise. There is no travel insurance cover included in the price of any of the tours offered by Find Local Trips therefore we recommend that you obtain travel insurance to cover any sickness, injury, or loss that may occur while you are travelling.

People who have committed an illegal act or who violate the Health and Safety legislation of the country of the tour (by being a health hazard to themselves or others) will be removed from the tour and will not be given a refund.

Find Local Trips will not be liable for breach of, or any failure to perform its obligations under, these terms and conditions where such breach or failure is caused by anything beyond Find Local Trips' reasonable control including, but not limited to, war, civil commotion, hostility, act of terrorism, strike, lockout, other industrial act, weather phenomena or other act of God, or governmental regulation or direction.

Find Local Trips may, at any time and without notice, vary any of these terms and conditions.

If any part of these terms and conditions is held to be invalid, unenforceable or illegal for any reason, they will be deemed to be modified by the addition or deletion of language necessary to remove the invalid, unenforceable or illegal part, but will otherwise remain unchanged to the maximum extent permitted by applicable law.

## **Privacy Policy**

### **Privacy Policy**

This Privacy Policy establishes the terms in which Find Local Trips uses and protects the information that is provided by its users when using its website. This company is committed to the security of its users' data. When we ask you to fill in the personal information fields with which you can be identified, we do so ensuring that it will only be used in accordance with the terms of this document. However, this Privacy Policy may change over time or be updated, so we recommend and emphasize that you continually review this page to ensure that you agree with such changes.

### **Information that is collected**

Our website may collect personal information, for example: Name, contact information such as your email address and demographic information. Likewise, when necessary, specific information may be required to process an order or make a delivery or billing.

### **Use of collected information**

Our website uses the information in order to provide the best possible service, particularly to maintain a user registry, of orders if applicable, and to improve our products and services. It is possible that periodic emails will be sent through our site with special offers, new products and other advertising information that we consider relevant to you or that may provide you with some benefit, these emails will be sent to the address you provide and may be canceled whenever.

Find Local Trips is highly committed to fulfilling the commitment to keep your information secure. We use the most advanced systems and constantly update them to ensure that there is no unauthorized access.

### **Cookies**

A cookie refers to a file that is sent with the purpose of requesting permission to be stored on your computer, by accepting said file it is created and the cookie is then used to have information regarding web traffic, and also facilitates future visits to a recurrent website. Another function that cookies have is that with them the websites can recognize you individually and therefore provide you with the best personalized service on their website.

Our website uses cookies to be able to identify the pages that are visited and their frequency. This information is used for statistical analysis only and then the information is permanently deleted. You can delete cookies at any time from your computer. However, cookies help to provide a better service for websites, you do not give access to information from your computer or from you, unless you want it and provide it directly. You can accept or deny the use of cookies, however, most browsers automatically accept cookies as it serves to have a better web service. You can also change the settings on your computer to decline cookies. If they are declined, you may not be able to use some of our services.

### **Control of your personal information**

At any time you can restrict the collection or use of personal information that is provided to our website. Every time you are asked to fill in a form, such as user registration, you can check or uncheck the option to receive information by email. In case you have checked the option to receive our newsletter or advertising you can cancel it at any time.

This company will not sell, assign or distribute the personal information that is collected without your consent, unless required by a judge with a court order.

Find Local Trips reserves the right to change the terms of this Privacy Policy at any time.

## **Privacy Policy**

### **Payment with credit and/or debit cards:**

We have an international payment processor Stripe with which we accept Visa, MasterCard and American Express credit and debit cards.

### **What kind of cards do you accept?**

Debit/Credit with local Visa, MasterCard and American Express cards.

### **For what reasons can my credit card be declined?**

Your card may be declined for one of the following reasons:

- The card might be expired. Check that your card does not exceed the validity date.
- The card limit may have been reached. Check with your bank that the card has not exceeded the amount allowed to make purchases, as well as the limit for visa transactions in installments.
- Some data entered may be incorrect. Check that you have correctly filled in all the necessary fields.
- That the anti-fraud system rejects the transaction: in this case the bank authorizes the transaction, but the anti-fraud system managed by Stripe rejects it for detecting possible fraud. The system makes a bank reserve on the credit card for the amount to be purchased and makes a an automatic reversal, not allowing the transaction to be processed.

### **Is it safe to use my credit card on the web?**

Yes, the data is transmitted in SSL encrypted form. The payment system will be made through the secure payment gateway with Stripe.

Your travel pass will not be processed until your payment is confirmed by any means.