



**VIVE ZARAGOZA
TOURS**

Definitions

Leyre Castellero Ranchal and Blanca Murillo Murillo, from now on 'VIVE ZARAGOZA TOURS'

Individual, company, entity, etc. that hires our services via phone, website or email, from now on 'THE CUSTOMER'

BIG GROUP: Group of more than 6 people that won't be able to join REGULAR TOURS, only PRIVATE TOURS.

The following terms are understood as:

REGULAR TOUR: that takes place in a weekly schedule and has fixed price with open enrollment until the maximum number of attendance stipulated by VIVE ZARAGOZA TOURS is reached. Again, every booking has a permitted quota of 6 people. Any group larger than this is understood as a BIG GROUP and therefore falls outside of this type of activity for logistical reasons.

PRIVATE TOUR: that takes place outside regular fixed schedule but has the same content as a REGULAR TOUR or it's already in our catalog and doesn't need any modifications, and needs different pricing. This type of tour is reserved to only one applicant and each booking can be individual, less than 6 people, a BIG GROUP but never larger than 55 people per tour spoken in more than two languages as stipulated in Artículo 21 del Decreto 21/2015 de 24 de Febrero.

CUSTOMIZED TOUR: that takes place outside any weekly fixed schedule and meets at least one of the following requirements:

1. Change of itinerary/duration of any tour we already offer in our catalog such as: pick-up from or back to any location, expanding or shortening the duration of any tour, modifying the itinerary, including museums, monuments or other sites.
2. Hiring any services involving third parties, including booking restaurants. Reservation and purchase of monument and museum tickets fall outside this point.



Refund policy

THE COSTUMER may cancel by notifying us via email to the address vivezaragozatours@gmail.com or via message (or whatsapp) at the number +34 613719330. We don't take any other way of cancellation. Every cancellation must have the following information: Full name of THE COSTUMER and the date and time of the reserved activity.

Refund fees are the following:

REGULAR TOURS

- Customers may cancel without penalty and get a refund of 100% of the price by notifying us at least 24 hours before their scheduled appointment or reservation time in all tours except those with advanced tickets, whose refund will not be possible. In those cases, THE CUSTOMER will be previously notified.
- Cancellations are considered "late" when THE CUSTOMER does not cancel or reschedule at least 24 hours prior to the scheduled tour. This also applies to missed reservations. These cases won't get any refunds.

PRIVATE TOURS

- Customers may cancel without penalty and get a refund of 100% of the price by notifying us at least 72 hours before their scheduled appointment or reservation time in all tours except those with advanced tickets, whose refund will not be possible. In those cases, THE CUSTOMER will be previously notified.
- Cancellations are considered "late" when THE CUSTOMER does not cancel or reschedule at least 72 hours prior to the scheduled tour. This also applies to missed reservations. These cases won't get any refunds.

CUSTOMIZED TOURS

- Cancellations are considered "late" when THE CUSTOMER does not cancel or reschedule at least 72 hours prior to the scheduled tour. This also applies to missed reservations. These cases won't get any refunds.
- Once the budget gets accepted by THE COSTUMER and the bill is sent to them, they will be charged 20% of the price (non including tickets) in case of cancellation as operating costs.
- VIVE ZARAGOZA TOURS won't be responsible for any refund policies of third parties such as restaurants or transportation companies.



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Cancellation policy

VIVE ZARAGOZA TOURS reserves the right to cancel any booking in a REGULAR TOUR if the number of attendants of the group exceeds 6 people. This is considered as a BIG GROUP and must book a PRIVATE TOUR.

VIVE ZARAGOZA TOURS also reserves the right of postponing or canceling the realization of any of their services justified by a case of force majeure. Every received payment will be refunded to THE COSTUMER without any penalties.