

# CHADSTONE SL

## Trading as TOUVENIR

### Booking Terms & Conditions

Cancellation Policy, COVID Policy & Liability Disclaimer

#### **Cancellation Policy**

##### **Cancellation by the booker**

Experiences can be cancelled up to 48 hours beforehand and a 100% refund will be given minus transaction fees.

##### **Cancellation by Touvenir**

We offer 100% refunds under the following circumstances:

- The experience is cancelled by Touvenir
- The experience is rescheduled by Touvenir
- A customer is unable to comply with COVID regulations

#### **COVID Policy**

Chadstone complies with any COVID legal requirements to ensure that everyone involved in an experience is safe.

As rules change very frequently, we cannot anticipate those that will be in force at the time a particular experience takes place.

A link to the current COVID requirements will appear on our website and customers should check these to ensure that they are fully informed.

We will contact those who have booked 48 hours beforehand, to remind them of current COVID requirements. Should a customer be unable to comply with those requirements we will make them a 100% refund.

## **Liability Disclaimer**

Chadstone SL trading as Touvenir provides walking tours combined with additional services. Touvenir and its' respective employees, agents, representatives, and assigns accept no liability whatsoever for any injury, damage, loss, accident, delay, or any other incident which may occur during a tour. This includes incidents, which may occur as a result of risks taken during the course of a tour. These risks include but are not limited to faulty pavement conditions, street crossings and the utilisation of any public transportation.

Touvenir may also utilise various independent suppliers that provide food, accommodation, transportation, sightseeing, activities, or other services connected with this tour. Such services are subject to the terms and conditions of those suppliers.

Touvenir and its' respective employees, agents or representatives, accept no liability whatsoever for any injury, damage, loss, accident, delay, or any other incident which may be caused by the negligence, defect, default of any company or person in performing these services. Responsibility is not accepted for any loss, injury, damages or expenses of any kind due to sickness, weather, strikes, hostilities, wars, terrorist acts, acts of nature, local laws or other such causes. All services and accommodations are subject to the laws and regulations of the country in which they are provided.

Touvenir is not responsible for any baggage or personal effects of any individual participating in the tours arranged by Tour Operator. Individual travellers are responsible for purchasing a travel insurance policy that covers expenses associated with the loss, theft or damage of luggage or personal effects.