



CANCELLATION POLICY

- All cancellations must be notified in writing to HANDMADE TOURS by e-mail (welcome@handmadetours.es) specifying your reservation number OR full name of the client, in the subject line.
- **A 25% charge** of the total amount of the booking would be applied for cancellations between 10 and 3 days before the beginning of the experience.
- **A 50% charge** of the total amount of the booking would be applied for cancellations between 72 and 24 hours before the beginning of the experience.
- **A 100% charge** of the total amount of the booking would be applied for cancellations 24 hours before the beginning of the experience.
- **Refund of 100%** of the total amount of the booking in the event of:
 - Cancellations more than 10 days before the beginning of the experience.
 - In cases of force majeure beyond the control of Handmade Tours which impedes the correct provision of the agreed services.
- The change of dates is only possible if places are available in the experiences calendar.

- The duration of the experience will be approximately 7 hours.

- All experiences are shared. They only will be undertaken in private with the payment of the corresponding supplement of “Private Experience”.
- Minimum number of participants shall not be less than 4 to provide the experience.
- Maximum possible number of participants in each experience will be 8.
- There are different prices depend on the number of participants: Up to 4 participants applies a group price according to the number of participants, from the fifth participant an additional charge per pax applies up to a maximum of 8 participants in total, only for private groups.
- After 10 minutes of the scheduled time of departure at the pick-up point, the customer absence will be considered as a cancellation of the contracted services, being this sufficient reason to apply the corresponding cancellation policy.
- Handmade Tours reserves the right to change the course of the itineraries due to climatic conditions, in cases of force majeure or due to conditions beyond our control.
- Please, notify to Handmade Tours in sufficient time any specific requirements and any particular restrictions such us diets, allergies and mobility problems...

WHERE TRAVELERS MEET TRADITIONAL LOCAL FLAVOURS



Handmade Tours absolves itself of any liability relating to the lack of communication of any of the above cases.

- Price includes: an English/Spanish guide, entrance, tastings and aperitif for each product, transport in a van, pick-up & drop-off at your accommodation, accident and civil liability insurance of the vehicle and passengers and taxes -IGIC-.
- Price not includes: lunch and coffee breaks (except private tours)
- Lunch is included after paying the corresponding supplement.
- Handmade Tours is not responsible for the loss of properties including the theft or misappropriation when the vehicle is parked. Each participant is responsible for his or her own belongings in every moment.
- Read the section of "Legal Notice" to find out your rights relating to data protection.
- Handmade Tours (HmT) reserves the right to change, reschedule or cancel the course of the itineraries due to climatic conditions, in cases of force majeure or due to conditions beyond our control.