

## **Price Guarantee**

### **Terms and Conditions:**

“**Price Guarantee** means that we refund the difference in money in case you find a better price at the destination (on the spot) than booking it online.”

**For the Suppliers:** It is understood, accepted, and guaranteed that for the same excursion/tours etc, with the same guided language (in case there is a guide) and for the same period, prices will be the same online and offline.

### **The Price Guarantee applies if the following conditions are met:**

- in case the client finds a better price, for the same tour or activity, for the same date(s), the same length of stay, for the same number of persons (adults and children) at the same rate conditions (i.e. refundable or non-refundable and from the same supplier);
- in case a tour or activity offered at a lower public price and available for booking, this price being calculated in an identical manner, on the same basis as the total cost of the tour or activity with the same inclusions (taxes, VAT, services);
- on the website, mobile website or third-party application (“Third-party booking channel”).

However, in case the client prove that the tour/excursion was offered on the spot with a lower price (same program, same supplier), then the difference of the amount from the buying price online, versus the selling price offline on the spot, will be refunded to the client. This specific amount of the refund will be deducted from the payment to the supplier at the end of the month.

### **“Price Guarantee” shall not apply in the following cases:**

- Group rates;
- Special promotional offers giving rise to an additional discount after booking confirmation (such as promotional codes);
- Rates displayed on websites/portals/web pages which do not have an on-line booking system such as information sites or sites which confirm reservations only after contacting the supplier “on request basis”.

**\*For the clients:** In case any of the tours/excursions etc purchased online by a client and the same tour is offered to a client by the same supplier, with the same guided tour and for the same period at a lower price and this can be proven by the client, then the client must send us the link (and/or a screenshot of the alternative offer) upon request. We will then check this and should the price be lower, then the difference of the amount from the buying price online versus the selling price offline on the spot, will be refunded to the client.

**\*For The Sales Channels:** We guarantee the client that the price of all our products (tour/excursion etc) has a price guarantee. This means that the same product by the same supplier cannot be found cheaper. In case this occurs and is proven, then the client will be refunded for the difference.