



Terms and Conditions

Last Updated: 20th of May, 2025

Introduction

Welcome to Fridays Tours. These Terms and Conditions govern your use of our walking tour services. By submitting a booking confirmation or using our services, you acknowledge that you have read, understood, and fully accept these Terms and Conditions. If you do not agree with any portion of these Terms, please refrain from using our services.

Client Responsibility:

It is your responsibility to read these Terms and Conditions in their entirety and to ensure that you understand all obligations, disclosures, and limitations contained herein. By using our services, you confirm that you have done so and accept all responsibilities and conditions—including those related to tax compliance, invoicing requirements, and other pertinent provisions.

Definitions

- **“Company”** refers to **Fridays Tours, Unipessoal, LDA**, its affiliates, employees, and agents.
- **“Client”** or **“You”** means any person or entity that books or participates in one of our walking tours.



- **“Booking”** refers to the process of making and confirming a reservation for a walking tour.
- **“Tour”** means the walking tour service provided by the Company on scheduled dates and at specified locations.
- **“Services”** includes all activities provided by the Company, such as tours, communications, invoicing, and related support.

Booking and Reservations

Booking Process

All bookings must be made through our website or other approved channels. By submitting a booking request, you agree to provide accurate and complete information as required.

Confirmation and Payment

Your booking is confirmed once you receive a confirmation email. Full payment is required to secure your reservation. The prices and details are as displayed on our website. A detailed breakdown of additional fees—such as taxes and any applicable processing fees—is outlined before payment is collected.

Changes

The Company reserves the right to modify tour details (such as date, time, or meeting location) due to operational requirements. In such cases, you will be notified promptly.



Reservation Policies

At **Fridays Tours**, we take pride in offering intimate, small-group experiences designed to maximize your enjoyment and comfort. Consequently, our standard tours are organized for groups of no more than six (6) guests.

For larger families or traveling groups, reservations for groups of up to ten (10) people are available by direct coordination with the Company. This arrangement ensures that sufficient preparation is allocated to accommodate your entire group and prevents scheduling conflicts with other bookings.

Important: It is your responsibility to contact the Company at info@fridaystours.com or via WhatsApp at **+1 847 830 2513** to inquire about and confirm accommodations for larger groups. Our objective is to ensure that your entire group is suitably accommodated and that you have the best possible experience.

Tax and Invoicing Requirements

In accordance with Portuguese law—and as detailed in our Privacy Policy—the Company is obligated to provide a formal, tax-compliant document known as a “*fatura*.” This invoice details the transaction between the Company and the Client. Payment is processed through our secure third-party gateway, **Stripe**, which collects the total amount (including the per-person tour price, the mandatory Value Added Tax [VAT], and any applicable processing fee[s]). Please note that credit card information is never stored by the Company; all sensitive data is encrypted and handled solely by Stripe.

To issue the *fatura*, the Company requests only the necessary information, such as your full name, address, and email. In applicable cases, we may also



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request your NIF (i.e., *Número de Identificação Fiscal* or Portuguese tax identification number), which is required for individuals registered with a Portuguese tax ID. This information enables us to generate an invoice using software accredited by the Portuguese Tax Authority.

Regardless of your country of origin, you will receive this invoice via email within 2–3 business days of your transaction. This invoice serves as the sole legally recognized proof of payment for our services in Portugal and does not constitute an additional request for funds. The information you provide is contractually necessary, and by booking your tour, you grant full consent to the Company to use your data solely for these purposes as further described in our Privacy Policy.

By agreeing to these Terms and subsequently booking your tour, you acknowledge and accept our obligation as a Portuguese company to comply with tax authority requirements. The Company is not held responsible for any failure that may result from, inter alia, the failure to read or understand the Terms.

Travel Itinerary and Accommodations

All tours include a clear itinerary specifying the exact start and end times. The main attractions of each tour are clearly identified; however, certain additional points of interest—referred to as “hidden gems”—may not be disclosed in advance. This strategy generates anticipation, preserves the uniqueness of the experience, and upholds the Company’s competitive position in the market.

The precise meeting location is provided in the tour description and reiterated at the time of booking. Detailed instructions on how to contact the Company, ensure prompt arrival at the meeting point, and proceed if tardy



are available in the [FAQ section](#) of our website. Additionally, information regarding parking and transport options may be provided to facilitate easier access to the meetup spot.

Fridays Tours values transparency and thoroughness. Delays or absences without justified cause may result in the meeting being marked as unattended.

Cancellation and Refund Policy

We are excited to walk with you, and we hope you are too! However, if unexpected circumstances arise, please note our cancellation policy below:

Cancellations are subject to a standard cancellation fee of 0% (i.e., a full refund), **EXCEPT FOR** those made less than 10 calendar days before the tour. The cancellation fees are as follows:

- **Less than 48 hours in advance:** 100% cancellation fee (i.e., 0% refund).
- **Less than 4 days in advance:** 50% cancellation fee (i.e., 50% refund).
- **Less than 10 days in advance:** 25% cancellation fee (i.e., 75% refund).
- **10 days or more in advance:** 0% cancellation fee (i.e., 100% refund).

This policy ensures that our guides are fairly compensated and accommodates last-minute scheduling changes. The cancellation policy is clearly displayed at the time of booking and must be agreed to prior to purchase. Therefore, this policy will be upheld without exception.



Late Arrival and Tardiness Policy

Punctuality is highly valued at **Fridays Tours** because we strive to provide the best experience for all guests and to respect our guides' schedules.

- Our tours commence at a designated location with an introductory and educational segment that establishes a strong foundation for the experience and accommodates any potential tardiness.
- A 10-minute grace period will be observed if none of your party members have arrived by the scheduled start time.
- **Please note:** if you are participating as part of a mixed group (i.e., alongside other parties), the tour will commence at the scheduled time regardless of whether every party is present.
- For further guidelines on punctuality, please refer to the FAQ section on our website.

Client Conduct & Safety

Conduct

You agree to follow all instructions provided by the tour guide and to behave in a respectful and safe manner during the tour. Disruptive or unsafe behavior may result in immediate removal from the tour without a refund.

Health and Fitness

By booking and participating in the tour, you affirm that you are physically fit and capable of undertaking a moderately demanding walking tour.

Notice: The Company endeavors to provide impartial information regarding the general features of our routes—such as inclines and the presence of



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stairs—and weather-related information in our tour descriptions and guidelines. This information is provided solely for your benefit. Ultimately, you are responsible for evaluating your own health needs and exercising appropriate caution during the tour. Fridays Tours provides more than the necessary information and assumes no responsibility for any injuries or health issues that may occur.

Personal Belongings

You are solely responsible for your personal belongings. The Company is not liable for any loss, theft, or damage to your items during the tour.

Liability and Indemnity

Limitation of Liability

To the fullest extent permitted by law, the Company shall not be liable for any indirect, incidental, special, or consequential damages arising from your use of our services or for any injuries or losses incurred during the tour.

Exemption from Insurance Requirements

Since our activities involve exclusively the development of pedestrian routes and visits to museums, palaces, and monuments in an urban environment, the Company is **exempt from the obligation to take out personal accident and civil liability insurance (Article 28(1)(b), as amended by Decree-Law No. 186/2015, of 3 September).**



Indemnity

You agree to indemnify and hold harmless the Company, its employees, and its agents from any claims, damages, or expenses arising from your breach of these Terms or from any negligent or wrongful acts on your part during the tour.

Transport and parking information provided by the Company are for informational purposes only and are subject to change in accordance with municipal updates and other factors beyond the Company's control. By participating in our services, you agree to assume full responsibility for verifying current parking regulations and traffic laws and for complying with all applicable local ordinances. You further agree to indemnify and hold harmless the Company, its employees, and agents from any fines, fees, or damages incurred as a result of your failure to confirm or adhere to such regulations.

Where services may involve third-party providers (e.g., transport companies, accommodation providers), the Company acts solely as an intermediary and shall not be held liable for any acts, omissions, or service failures attributable to such third parties, unless otherwise provided by mandatory legal provisions.

Information Provided to Clients

All information made available by the Company, including activity descriptions, route options, schedules, and points of interest, is provided for general informational purposes only. The company does not provide advisory or consultancy services and does not make personalized recommendations.



Force Majeure

Neither party shall be held liable for any delay or failure to perform its obligations under these Terms as a result of events beyond our reasonable control (e.g., natural disasters, governmental actions, or emergencies). In such cases, the Company will make every reasonable effort to reschedule the tour or, if rescheduling is not feasible, provide an appropriate refund based on the circumstances.

Intellectual Property

- All content on our website, including text, images, logos, and trademarks, is the property of the Company or its licensors.
- You may not use or reproduce such content for commercial purposes without our express written permission, except for personal, non-commercial use.

Privacy and Data Protection

Your personal data is managed in accordance with our Privacy Policy, which is incorporated by reference into these Terms. Please review our Privacy Policy to understand how we collect, use, and protect your data.

Feedback and Social Media Engagement:

The Company provides clients with the opportunity to offer feedback about their tour through online reviews and/or social media engagement.

Participation in any feedback is **completely voluntary** and is further highlighted in the Company's Privacy Policy. Any client who wishes not to participate in these opportunities retains their full rights regarding privacy;



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however, it is the sole responsibility of the client to indicate whether or not they wish to participate.

Voluntary participation in these opportunities is considered consent. By reading these Terms and Conditions along with our Privacy Policy, you acknowledge that the Company relinquishes any responsibility for any disagreement arising from these terms. The Company provides transparency and sufficient means to access these Terms, and it is therefore the full responsibility of the client to exercise their privacy rights.

Governing Law and Jurisdiction

These Terms are governed by and construed under the laws of Portugal. Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the Portuguese courts.

Amendments

The Company reserves the right to modify these Terms at any time. Any changes will become effective immediately upon posting on our website. It is your responsibility to review these Terms periodically. Continued use of our services after any modifications constitutes your acceptance of the updated Terms.

Contact Information

For any questions regarding these Terms or our services, please contact us at:



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E-mail: info@fridaystours.com

WhatsApp Number: +1 847 830 2513

Website: fridaystours.com

End of Terms and Conditions