

General Terms and Conditions

Please read this document thoroughly before booking and participating in an activity with WowGironaTours.

These terms and conditions apply to all services directly or indirectly provided by A.F. van der Laan, with NIF X5943048D, (subsequently referred to as: WowGironaTours). By booking an activity tour with WowGironaTours you agree that you accept all terms and conditions set out below (including the privacy statement).

Responsibility

This is a services engagement. WowGironaTours warrants that it shall perform the services in good faith and with due professional care. WowGironaTours disclaims all other warranties, either express or implied. The client declares to be covered by his/her own liability and/or accidents insurance for any of the WowGironaTours activities (bike and walking tours, workshops et cetera) in which he/she participates.

The client is in any case the sole responsible for his/hers/theirs fitness for the activities in question, both physical and mental, including any possible problem incurred for reasons of illness, medication or incapacity of any condition that may affect his/hers/their or security.

WowGironaTours is not responsible for damages due to accidents, injury, impacts, including loss of any personal property of the client during the period of the activity. WowGironaTours is not responsible for occasioned damages by the client, including damage to tour bikes and damage to persons or objects of a third party.

Prices for the services provided by WowGironaTours will be the current prices valid for each service at any given moment. These prices can be found at our web page: www.wowgirona.com. These prices can be overruled by WowGironaTours through written or verbal agreements (either by email, telephone, written proposals etc.)

Cancellation policy

By making a reservation for any activity (walking, workshop et cetera) with WowGironaTours, clients automatically accept the following cancellation and no-show policy of WowGironaTours:

Activities with a total value of 250 euros or more:

Until 21 days prior to activity: cancellation free of charge
15-20 days prior to activity 20% of total fee

11-14 days prior to activity 30% of total fee

7-10 days prior to activity 50% of total fee

3-6 days prior to activity 60% of total fee

25-48 hours prior to activity 75% of total fee

24 hours or less prior to activity 90% of total fee

Privacy Statement

WowGironaTours guarantees the security and confidentiality of personal data provided through the website www.wowgirona.com or by email, telephone or writing. Complying with article 5 of Organic Law 15/1999 on the Protection of Personal Data (Ley Orgánica 15/1999, de Protección de Datos de Carácter Personal, further on referred to as LOPD). The client is informed of and agrees to that his/her data is being incorporated in the data systems of WowGironaTours for reasons of client relationship maintenance and keeping the client informed (by email) about activities of WowGironaTours. It is the responsibility of the user to provide correct data. The user will be held liable for the damages that may be caused by providing data that are false or incorrect.

The user or person he/she represents has the right to access, rectify or remove his/her data, according to the LOPD and other applicable legal rules, by writing to WowGironaTours by e-mail to annemiek@wowgirona.com. A proof of the user's identity is needed to process the request.

Applicable law and jurisdiction

The laws of Spain will be applied to all services of WowGironaTours, independently the country of residence of the client. Any dispute arising out of the interpretation of the above conditions shall be resolved by the courts of Barcelona, Spain.

www.wowgirona.com is owned by A.F. van der Laan, NIF: X5943048D