

## **1. GENERAL CONSIDERATIONS**

These general terms and conditions govern the provision of travel services by Cape Verde Tours, LDA (hereinafter referred to as „Cape Verde Tours“, „we“ or „us“) to the CONTRACTING PARTY (hereinafter referred to as „customer“, „you“, „traveller“ or „user“). The services include travel packages, activities, transfer services, flight and ferry tickets, hotel and vehicle reservations including associated vouchers and all other services typically provided by a travel and tourism agency (hereinafter „Travel Service(s)“ or „Service(s)“).

It is the responsibility of the customer or traveller to familiarise themselves with all the conditions contained herein and to check the respective conditions of the services offered by the various providers.

---

## **2. INTERPRETATION**

In these Terms and Conditions, unless the context otherwise requires, the words and phrases set out below shall have the meanings ascribed to them.

---

## **3. PRESENTATION**

Cape Verde Tours is an incoming tour operator and DMC (Destination Management Company), 100 % owned by national travel agencies based in the capital Praia, Santiago Island, Cape Verde. The share capital is 2 500 000 \$ 00, registration no.: NC 291135790/329240120220804.

---

## **4. FORGING ROLLS**

Cape Verde Tours acts as an intermediary between its clients and national providers whose services relate to hotels, transport, leisure, restaurants, shows, etc. (hereinafter „Providers“). We offer standardised and tailor-made travel services.

---

## **5. PROVIDER**

Providers are companies and/or individuals who provide the end services, e.g:

- Hotels
- Airlines and shipping companies
- Land transport and car hire companies
- Tour guides, interpreters, restaurants etc.

The providers are responsible for the quality of their services and must compensate the customer in the event of poor workmanship, negligence, misconduct, deception, coercion, fault or other damage.

---

## **6. BOOKING GUIDELINES**

- Enquiries about price offers and reservations will be answered in writing by e-mail to [kapverdentours@gmail.com](mailto:kapverdentours@gmail.com).
- Please provide all relevant details when making enquiries. Special requests must be submitted in writing; we will endeavour to implement them.
- For multi-day activities, full payment (100 %) is required to secure the reservation.
- For multi-day activities, a non-refundable deposit of 30 % of the offer price is required.
- Some providers require full or partial payment as a guarantee; when booking flights through us, full payment of the flight costs is required before confirmation.
- All travellers must have comprehensive travel insurance cover.
- The balance must be paid no later than 60 days before the date of departure, unless otherwise stated in the offer.
- Prices are only valid for the dates stated and are subject to change if the requested services are not available at the time of booking.
- Changes that lead to additional costs will be charged to the traveller.
- Price changes may result from government taxes, fuel price increases, air fares, hotel fees, tourism taxes or new national, regional or local taxes.
- Price changes for suppliers will be communicated in writing as far as possible.
- By accepting the offer you confirm the terms and conditions of Cape Verde Tours.
- In the event of unforeseen cancellations, postponements or extensions caused by flight delays, natural events, pandemics, strikes, acts of terrorism or other force majeure, the customer shall bear the costs incurred (e.g. hotel accommodation).
- Price increases before the travel documents are issued are at the expense of the customer and must be paid on request by Cape Verde Tours (e.g. exchange rate fluctuations, availability, seasonal surcharges).
- Travel documents will only be issued after full payment has been received by the banks of Cape Verde Tours or the providers.
- The customer is obliged to check whether prices have changed before making the final payment.
- Air fares are subject to the respective conditions of carriage and fare conditions of the airlines and cannot be guaranteed by Cape Verde Tours prior to payment.

---

## 7. PAYMENT GUIDELINES

- Prices and bookings are only binding once the tickets have been paid for in full and issued; until then they can be changed at any time.

- We accept all major credit cards (e.g. Visa, Mastercard). We send a secure payment link for credit card payments.
  - For bookings lasting several days, an additional bank transfer fee must be paid.
  - For credit card payments, the amount will be converted into Cape Verdean currency (ECV) at the bank's selling rate on the day of payment in order to comply with Cape Verdean foreign exchange regulations.
  - Cape Verde Tours reserves the right to check and validate any method of payment and, if necessary, to refuse, cancel or amend bookings without giving any reason. We accept no liability for payment information provided by third parties.
  - Electronic transfers (proof of payment by e-mail) are checked before travel documents are issued.
  - Payments by cheque are neither accepted by us nor by the suppliers.
- 

## **8. CANCELLATION POLICY**

- Cancellations are only valid after written notification.
  - Day trips:
    - <48 hours before the start: 30 % of the total price (deposit).
    - < 24 hours before the start: 100 % of the total price.
  - Multi-day tours:
    - ≥ 60 days before arrival: 30 % of the total price.
    - 59 - 30 days before arrival: 50 % of the total price.
    - 29 - 14 days before arrival: 75 % of the total price.
    - < 7 days before arrival: 100 % of the total price.
  - The individual providers have their own payment and cancellation conditions, which may be stricter and take precedence over our conditions in individual cases.
- 

## **9. DATE CHANGES**

- Availability of seats and fees for date changes are based on the guidelines of the respective providers and their tariffs and conditions.
- We will inform you about the respective conditions on request.
- We can make date changes for an additional charge or by arrangement. These costs are in addition to the provider fees (airlines, etc.).

- Some providers do not allow date changes; in such cases, the travel document must either be refunded or repurchased for a new travel date.
- 

#### **10. MINIMUM NUMBER OF PARTICIPANTS**

- All guaranteed departures require a minimum of 2 people, except for tours that explicitly require a minimum of 4 or more participants.
  - If the minimum number of participants is not reached, Cape Verde Tours will offer an alternative tour with similar features or a cheaper offer.
- 

#### **11. COMPLAINTS**

- Defects in contractually agreed services must be reported to the travel agency in writing or by other suitable means within 5 working days of their occurrence.
  - Please send your complaint to [kapverdentours@gmail.com](mailto:kapverdentours@gmail.com).
- 

#### **12. TRAVELLERS WITH DISABILITIES**

- Wheelchairs can be transported on domestic flights; however, a surcharge may apply due to limited stowage space. Please inform us in good time if you are travelling with a wheelchair.
  - Many remote areas of Cape Verde do not have lifts or ramps.
- 

#### **13. SCHEDULES & MEETING POINTS**

- All published itineraries are subject to change due to weather or operational reasons. Changes to the timetable may affect departure dates or routes.
  - The traveller must adhere to the departure point and departure time specified in the respective travel plan.
  - We can reach you via the contact details you have provided (telephone, WhatsApp, e-mail, etc.).
  - Failure to turn up at the agreed time may result in the loss of the service without any entitlement to a refund.
- 

*Contact:*

Cape Verde Tours, LDA

E-Mail: [kapverdentours@gmail.com](mailto:kapverdentours@gmail.com)