



Terms & Conditions

Martin's City Tours

Paid and Private Tours:

(Private Tours, Majdanek Tours, Lublin Food Tours, Kazimierz Dolny Tours and any other paid or private tours provided by Martin's City Tours.)

Paid tours are regular tours with fixed prices only available on reservation. Private Tours can be our regular tours or tailor-made to your expectations. The maximum group size is up to 20 people. We will charge an additional fee for groups of 20 people and more.

We kindly ask you to meet us about 10, but no less than 5, minutes before the tour's starting time.

We ask participants to stay with their group for the entire tour and to follow the guide's instructions. Leaving the group or interrupting the tour does not entitle you to a refund.

It's possible to combine our Private Tours with a meal, a few drinks or other activities. Meals and ticket fees are not included in the tour's price.

Lublin Food Tours:

The aim of the Lublin Food Tours is to entertain our guests with historical tales and invite them to try our local food. Meanwhile, they can enjoy a drink in the places visited. Guests are not obligated to consume alcoholic drinks. Participants younger than 18 years old are by law not allowed to consume alcoholic drinks.

Lublin all-inclusive day tours:

Polish cuisine offered on this tour is mainly based on pork. Fish, chicken, vegetarian dishes will be available, but limited. Unfortunately, due to the nature of the venues we visit, we are not able to provide vegan options. Neither are we able to cater for people with allergies and food restrictions.

Non-alcoholic beverages will be available for guests who prefer not to have alcoholic drinks. Participants younger than 18 years old are by law not allowed to consume alcoholic drinks.

Lublin Free Walking Tours:

Our Lublin Free Walking Tours operates only on Saturdays starting at 10.00 am. As a guest you are required to make a reservation through our booking system to ensure you can enjoy our Lublin Free Walking Tours. Please, book in advance to ensure we can be there to host you.

The Lublin Free Walking Tours are designed especially for individual travellers and small groups (less than 7 people). We kindly ask you to arrive about 10, but no less than 5, minutes before the tour's starting time.

Circumstances beyond one's control or unforeseen events can force Martin's City Tours to cancel the scheduled Lublin Free Walking Tour. Our Facebook page provides the latest updates and is our leading communication medium. <https://www.facebook.com/MartinsCityToursLublin>.

Audio Tours:

Martin's City Tours is the content provider of our Audio Tours. The application used belongs to izi.TRAVEL. Martin's City Tours are not responsible or will not be held responsible in any way for technical issues and malfunctions of our Audio Tours.

The fees for our Audio Tours are processed by third-parties on behalf of izi.TRAVEL. All questions about payments and refunds need to be directed to izi.TRAVEL. Martin's City Tours will not refund the costs of our Audio Tours.

Payments and Refunds:

Martin's City Tours has the right to request a 100% prepayment on Paid and Private Tours paid by bank transfer prior to the tour. We accept payments by bank transfer in the following currencies: Euro, Pound sterling, and Polish zloty. In case of a refund, the money will be transferred to your bank account within 14 days.

Prices and Price Adjustments:

If unexpected circumstances arise, that will lead to an increase of costs for Martin's City Tours, Martin's City Tours is entitled to increase the agreed charge for their tours.

Martin's City Tours will notify our guests as soon as possible of the unexpected circumstances as well as indicate how the increase is calculated.

VAT Invoices:

Martin's City Tours will provide a VAT invoice on request. In case an invoice is required, the VAT amount will be added to the fees specified on the website or quote.

Cancellations:

You may cancel your booking any time before the tour date by email to info@martinscitytours.com

Cancellation Fees:

In case of a cancellation prior to the tour's start date, the following will apply:

> 7 days:	no cancellation fee
Less than 7 days:	25% of the total cost of the cancelled services will be charged
Less than 72 hours:	50% of the total cost of the cancelled services will be charged
Less than 24 hours:	100% of the total cost of the cancelled services will be charged

Cancellations by Martin's City Tours:

We do all we can to make sure that all tours run as scheduled. However, in the event that a tour is cancelled by Martin's City Tours we will refund the full amount of money transferred to us.

Changes due to unexpected and substantial circumstances:

Please note that the right to make changes to the tour's programme due to unexpected changes in opening hours of the visited sites or traffic restrictions is reserved.

If, due to unexpected circumstances, certain item(s) of the agreed programme must be cancelled, Martin's City Tours shall make our guests an alternative offer.

Martin's City Tours will communicate as soon as possible the unexpected circumstances as well as the change(s) in the programme to our guests.

Acts of God:

Martin's City Tours will not be held responsible if a tour or parts of it are cancelled due to Acts of God, (extreme weather, severe storms, violent windstorms, etc.)

Late Policy:

Paid and Private Tours are booked for a specific length of time. If your group arrives more than 10 minutes late, the waiting time will be deducted from the agreed tour length. If you are running late, please contact us at +48 572 274 339. If no contact is made within 15 minutes after the agreed meeting time, the group will be considered a "no-show" and the tour will be cancelled with no refunds.

Participation:

We ask participants to stay with their group for the entire tour/event and to follow the instructions of our staff and/or the staff of our partners. Leaving the group or interrupting the tour/activities does not entitle you to a refund.

Denial of Participation:

Martin's City Tours are here to provide the best services possible but in doing so we will not tolerate abusive or aggressive behaviour from our guests. We reserve the right at any time and at our discretion to deny participation in our tours or activities of guests who assault our staff, suppliers or fellow guests or who are abusive or aggressive to them and are generally affecting the enjoyment of others with their behaviour. This may include (but is not limited to):

- (a) verbally abusive or offensive language;
- (b) bullying behaviour;
- (c) inappropriate or abusive behaviour including uninvited physical contact, harassment, violence or threat of violence;
- (d) excessive consumption of alcohol or intoxication;
- (e) the possession, carriage or use of restricted substances or drugs (except for medical purposes approved by your doctor);
- (f) failure to comply with Martin's City Tours' (including a representative's) reasonable direction;
- (g) conduct which, in Martin's City Tours' opinion, is not compatible with other guests' general enjoyment and well-being or the smooth operation of the tour or activity;
- (h) the possession, carriage or use of dangerous items (such as weapons);
- (i) breaking the law of the country in which you are travelling; and (j) any behaviour or conduct which brings Martin's City Tours into disrepute or damages its goodwill.

Full cancellation charges will apply and no refund will be made. We shall have no obligation to pay compensation or meet any costs or expenses (including but not limited to return transportation arrangements) guests may incur as a result of the travel arrangements being terminated. By making a booking, you accept responsibility for the proper conduct of all members of your party during your tour or activity with Martin's City Tours.

Risks & Liability:

Participating in Martin's City Tours activities is on a voluntary basis. When organising our tours, we do our best to keep risks to a minimum. However, there are things that cannot be foreseen. Therefore, Martin's City Tours, our employees and partners are not responsible or will not be held responsible

in any way for damage to property or injuries to the body incurred during our tours, activities, or events.

Forgotten Items:

We are not liable for items forgotten or left behind on all transportation and at visited sites.

Privacy and Pictures:

Martin's City Tours collects some data from our guests and reserves the right to use some of it for marketing and research purposes only. During our tours (group) pictures will be taken and then posted on our social media. We reserve the right to use some of the pictures for marketing purposes only. We will never sell data entrusted to us and the pictures taken to any third party.

Data protection:

The personal data provided by our guests to Martin's City Tours shall be electronically processed and used insofar as they are necessary for the performance of the contract. All personal data of the travellers shall be processed in accordance with the European data protection law.

Insofar as our client provides Martin's City Tours with personal data of other persons, in particular travel participants, our client shall ensure that the latter agree to this and that our client is allowed to provide Martin's City Tours with the data.

Place of jurisdiction/governing law:

The place of jurisdiction for charges against Martin's City Tours is Lublin, Poland. The contractual relationship between our guests and Martin's City Tours shall be governed solely by the Polish law. This shall apply also for the entire legal relationship. Insofar as in case of charges against Martin's City Tours abroad, the liability of the tour operator shall not be governed by Polish law, the legal consequences, in particular with regard to the kind, extent and amount of claims of the customer shall be exclusively governed by Polish law.

Ineffectiveness:

The ineffectiveness of individual provisions of the travel contract shall not result in the ineffectiveness of the entire travel contract. The same shall apply for these travel conditions.

Martin's City Tours is part of:

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