

Prices are in Euro per person based on two people sharing a room and include: entrance fees to museum and sites included in the itinerary, airport or hotel pick up (we strongly recommend your arrival a day prior to the tour – it will cost you a little extra but save you a lot of headache: cancellation etc.) and airport or hotel drop off, transportation during the tour, accommodation with breakfast and guided sightseeing tours with a certified tour guide during the tour. Our tour prices are based on two people sharing one room with one bed or two separate beds. Participants travelling alone are supposed to pay a single supplement charge. Triple occupancy is available. Meals will be included based on the package you purchased.

Prices do not include Airfare, travel insurance, lunch and/or dinner (if not purchased), excess baggage fees, valet service, extra hotel costs (e.g., consumption from the mini bar etc.), or costs resulting from a tour participant failing to arrive at the pick-up location on time.

A valid **passport** is required for all tour participants on our tours. A driver's license issued by your state, or a passport card cannot be used for overseas travel. Per international travel regulations, your passport must be valid for at least 6 months after the date of return from your trip. U.S. citizens travelling to Europe will need to apply for an ETIAS the new travel authorization for Europe that will come into effect in May 2023.

Reservations can be made by sending us an email to csaba@phoenixcustomtours.com and as response we will send you a registration form that must be returned completed. Booking and payment is available online as well – see: Booking and payment A place on the tour is reserved upon receipt of the registration form and the payment of your registration fee. The cost of the tour is due as follows: you can pay the entire sum upon registration OR a registration fee of 500 EUR per person when sending us the registration form or booking online and the remaining balance 70 days or more before departure. The registration fee is not an extra or hidden fee, it is part of your tour price. Payments can be made online by credit card and made directly to our bank through a secure server. At no point is credit card information available to us.

Cancellations and refunds: Tour participants cancelling a tour after registration will be subject to a registration fee of 500 EUR per person. Notice of cancellation must be received in writing by us more than 70 days prior to departure for a full refund less registration fee. If cancellation is received by us less than 70 days before the departure date, the tour participant shall be responsible for the total cost of the tour and shall not receive a refund. Cancellations must be made by e-mail to csaba@phoenixcustomtours.com.

Physicality and disability: all our trips require walking, and some more strenuous activities. You are responsible for judging your own capacity and being able to do tour activities without delaying or infringing upon the progress of the trip. Public facilities may not be fully accessible to participants with disabilities in Europe. All tour participants must be able to get on and off our vehicles on their own; we are not able to accommodate walkers, wheelchairs, and scooters. We cannot provide individual assistance to tour participants for walking, dining, or other physical needs.

Tour participant conduct We reserve the right to expel any person from the tour should a) their behavior be destructive for any reason threatening the safety and well-being of other tour participants or b) not accurately disclose their physical conditions that may result in any form of disruption of the tour or the duties of our staff. Any expenses incurred because of not participating in the remainder of the tour shall be borne by the expelled tour participant, and no refunds will be paid. We are not responsible for any costs incurred due to nonparticipation in a tour program, or additional transportation needed to leave or join up with the group, as a result of any disclosed or undisclosed condition or limitation. Tour participants are solely responsible for being in sufficiently good health to undertake any tour and for taking all appropriate medical precautions.

Transportation: Our tours are ground based and delivered via minivans or motor coaches operated by our trusted providers. Driving times are highly regulated in the EU, and we ask for your understanding should those regulations affect scheduled travel times.

Airport pick-up: On the first day of the tour there is normally one pick up time at 10:00 am at the airport (airport hotel pick up is also available before 10:00 am) If a flight that was scheduled to arrive by the given time is delayed, participants will be required to arrange their own travel to the designated hotel. We will do everything we can to assist with these arrangements, but we will not assume responsibility for any additional costs. If your tour is a private one that is organized for you and for your family, friends as one group, we will wait for you until your plane arrives. (We strongly recommend your arrival a day prior to the tour – it will cost you a little extra but save you a lot of headache: cancellation etc.)

Airport drop-off: On the last day of the tour, we will arrange a transfer from the hotel to the airport in the final city of the tour for the tour participants' return flights. There is one departure time from the hotel at 7:30 am.

Tips are not included in the tour price but are a voluntary way of showing satisfaction for good service at restaurants, hotels or for our guides/drivers.

Itinerary changes and delays: We reserve the right to modify and substitute any published itinerary should road conditions, traffic, unexpected detours, or local conditions beyond our control so require. We will notify all tour participants of this change as soon as we are aware of it.

We are not responsible for baggage loss or damage, or additional expenses incurred through delays or changes in flight schedules or transportation service, injury, death, damage or loss due to mechanical defects or failure of any nature aboard buses or at accommodations or in connection with other third party services, or resulting directly or indirectly from any acts of God, weather, strikes, bankruptcy, quarantine, acts of war, terrorism or civil disturbances, governmental edicts or regulations, or any other causes beyond our control.