



CREDIT CARD AUTHORIZATION FORM

I hereby authorize payment in the amount shown below to my VISA/MasterCard for our coming services organized by Letango Tours.
Please see below for detail on the contracted services.

Please be aware all of these records will be kept totally confidential and will be destroyed when we close your file.

Visa ____
MasterCard ____
Amex ____
Other_ Specify_

Account # _____ Exp. Date _____ Last 3 digits on
the back of the card _____
Name as it appears on card (Card Holder) _____
Address to which bills are sent _____
City _____ State _____ Zip _____
Home Phone # _____

Amount to charge (this will be in euro currency)

This amount correspond to (choose one)

- Deposit
- Balance

By signing this form, you accept that you have read and agree to the terms and conditions here below.

Card holder signature: _____ Date: _____

Please sign the form electronically and email it back to us or print it, sign it and take a foto or scan it and email it to us.



Terms and Conditions

Organization

Letango Tours is an authorized and bonded travel agency registered in Apex North Carolina. with . The company holds a liability insurance with . Money protection:

General

The purchase of any travel services offered by Letango Tours , constitutes a contractual arrangement between you and Letango Tours and represents your acceptance of Letango's Terms & Conditions set out herein. Please ensure that you read carefully and understand these Terms & Conditions prior to booking. Initial contact, deposit and process: Our website is designed to answer many of your questions upon first contact. When you register and fill out a form, you will receive a confirmation of the order. We reserve the right to cancel this order within 48 hours if we deem it impossible to fulfill due to being a last minute order or affecting specific holidays that make it impossible to plan the trip for those dates. In such a case the customer will receive notice and a full refund.

Deposit

When you decide to purchase our services, you can reserve over the phone or you can sign up directly online. Our requirement is a 30% deposit of the total amount reserved. You will make this payment through our online system. Contact us if you have any problems. Once this is paid, we will begin to reserve your services. Full payment is due 30 days before your service(s) begins. If you sign up within those 30 days, full payment is due. In Spain and Portugal, trains, flights or buses and sometimes hotels usually require full payment upon booking and in that case, we may ask the customer for additional deposit to cover those expenses. Letango accepts checks, bank transfers, money orders or most major credit cards. (Visa, Mastercard, Discovery, and American Express)

Balance owed

Balance for Tours and Excursions is due 30 days before service. Balance for Itineraries and Packages is due 60 days in advance

Pricing

Prices are in USD per person and there is no State tax due to purchasing services that will be performed abroad. Prices can be found under information for each tour. Once you pay a deposit the price is firmed. If there is a change in the euro/dollar value of more than 15%, we reserve the right to increase our price provided you have not paid

the deposit yet. All day services will have an added fee of 10% if the service falls on a weekend or a bank holiday. Each tour or service will list what is included with the service. If request for service like transportation or hotels is made during a major holiday, we cannot confirm price until we try booking, as major events and congresses in a city will cause the price of services to go up considerably. In this case, we will check with client first to make sure they are ok with the increased price before purchasing or putting money down.

Entrances

Often times, we do not include entrance fees but there are exceptions to this rule and we will state it on the website under each tour or service when an entrance is included. If entrances are not provided by the guide, client will purchase entrances upon entering the monument with the guide. If a monument expects an extensive wait to enter, we will do our best to accommodate by purchasing entrances in advance or giving warning to the client. Any doubts, please contact us. Please do bring senior or student cards and copies of your passport to save money on entrances.

Gratuities

Not included with the prices of tours, excursions or itineraries. A recommended amount could be between 5-10%.

Number of Participants

Number of participants will affect our services directly as well as tour prices. Number of pax, will determine size of vehicle (van vs. bus) and if a local licensed guide is required to accompany vs. just a driver. This will undoubtedly affect the price. When a group of 15 signs up for one itinerary, we can take separate cc's when it is a package that includes everything from hotels, guided tours and transport. We cannot accept multiple cc's from individuals when they are individual services. When several people sign up for one private itinerary, we respectfully ask to have one contact person to be communicating with Letango Tours in representation of the group.

Photography

Letango reserves the right to take photographs and video during the tours, excursions and itineraries for promotional purposes during the program. By booking with us, clients agree to allow their images to be used in photos and videos. Clients who prefer their image is not revealed, please let us know ahead of time. Thank you.

Cancellations

Must be notified in writing to info@letango.com and will be only effective upon receipt of written notification. LETANGO TOURS reserves the right to cancel any service prior to departure for reasons beyond our control. If tour is cancelled by LETANGO TOURS, participants will receive a full refund.

If the customer cancels the service(s) the following fees apply as a percentage of the total holiday cost from the date prior to your departure after your written cancellation is received.

Day tours and excursions

If you cancel your services with us the following fees apply.

61 or more days prior, 20% of total cost

60-30 days prior to tour, 35% of total cost

29-16 days prior to tour, 45% of total price,

15-7 days prior to tour, 60% of total price

6 days or less, no refund.

Packages or Itineraries (that include hotels, guided tours, transport and organization

61 days or more prior, 35% of total cost

60-30 days prior, 50% of total cost

30 days or less prior, 100% of total cost

We highly recommend buying Trip Cancellation Insurance. Ask for details.

Cancellation fees are in many cases, reclaimable with the terms of your travel insurance policy.

Cancellation of individual travellers that are part of a group, will include, in addition to cancellation fees for those cancelling travelers, re-invoicing the remaining travellers at prices correct for the new party size.

Our cancellation policy takes into consideration that Letango may have fully planned your trip months ahead and 90 % of the work is done.

Late Bookings

You have the option of booking at any time and even until the last minute. We do, however, require full payment with your credit card in the event that it is last minute. We strongly recommend you give as much advanced notice as possible but we are happy to try and accommodate you. An early booking will assure we can reserve our best guides, drivers, hotels for the service.

If you are booking last minute, we do not start the search and reservation process for guides and drivers until we have payment. In the case that we are not able to find you one, we will refund automatically.

Waivers

Letango does not take responsibility for any injury during the time of your tour. Signing of a waiver may be required before going on any tour, driving excursion, or itinerary.

Liability

All of Letango's suppliers have a regular and ongoing relationship with us for years. We do everything in our power to ensure our clients well being while travelling. On occasion on a trip, things can go wrong. Letango is not liable and cannot be held responsible for actions of property owners, organizers of activities, providers of transport, and any other suppliers involved in the services you have contracted with us. We are specifically not liable for events outside our reasonable control or if there has been no default or neglect by us and in no event shall we be liable for any special, indirect or consequential loss, including loss of profit. We strongly recommend that all clients obtain appropriate travel and personal insurance coverage.

Our responsibilities

Walking tours will commence rain or shine. Wear appropriate clothing for the weather. Letango is not responsible if your flight, train, or bus arrives late, therefore making you late to your tour. The guide is reserved for the time slot you have requested and is not obligated to extend the tour from when you begin, due to a late start. Nor is he obligated to postpone the tour. We will, however, do our best to accommodate but we cannot promise that the guide is not committed for another visit following your tour. Participant is responsible for arriving to the tour on time. Letango accepts responsibility for ensuring that all we say is included on the tour and is fulfilled by our service providers. Please note that Letango Tours cannot accept responsibility for any loss during your trip due to failure to read information supplied by Letango Force Majeure: We cannot accept liability or pay compensation where the performance of our contractual obligations is prevented or affected by "force majeure". In these Booking Conditions, "force majeure" means any event we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riots, civil strife, terrorist activity, industrial dispute, natural disaster, adverse weather conditions, fire and all similar events outside our control.

Physical Condition

Our tours will include lots of walking and sightseeing. While our day tours will never exceed walking 3 miles, we ask that you be prepared to climb hills and steps with the guide. Bring comfortable shoes as some of the city streets are paved in cobblestone. Regardless of the weather, it's important to bring appropriate weather gear in case of rain. During summer months, hydration and sun protection are highly encouraged. If you have special needs, please let us know. For individuals with physical disabilities, we will do our best to accommodate you but we ask that you let us know in advance so that if we have to map out a special route, we can do that. Wheelchair ramps and elevators with wheelchair access are less common in Spain and cannot be promised.

If you need to make changes to your booking

If you need to make any changes to your booking that will require making new reservations, changing dates, cancelling, etc. you will need to confirm it in writing with Letango Tours. Each major change would be €45 per service to cover the administrative costs incurred.

If Letango cancels or alters your booking

In the event that Letango has to make a change ie guide or driver change. This is not unusual in Spain. In the event of any changes to the agreed services prior to departure we will make every effort to offer a suitable alternative. Most changes are minor and we will inform you with as much advanced warning as possible. It is our policy to receive payment before services begin. If the full amount is not paid, Letango reserves the right to cancel the services.

Complaints

In the event of a complaint, please contact us right away so that we can try to address the problem and get it resolved. Most problems can be dealt with quickly. If you remain dissatisfied, however, please put your complaint in writing to us via email so we can deal with it accordingly as soon as possible.

Is my hotel booking guaranteed?

When booking Hotels with Letango as part of a vacation package, we will always take a 30% deposit. If the hotel requires a pre-payment, we may ask for extra deposit specifically for that hotel. All other due balances apply.

Important information regarding Longer Itineraries

Passport & Visas: It is suggested that ALL participants, regardless of the passport they hold, check with the appropriate consulates to determine if any visas are required. The possession of required and valid documents is the sole responsibility of the traveler. Letango assumes no liability for lack of proper documents when travelling with Letango.

Limits on Responsibility

Letango Tours, its employees or directors, does not own or operate any entity which is to or does provide goods or services for your trip. It purchases transportation (by aircraft, coach, train, vessel or otherwise), hotel and other lodging accommodations, restaurant, ground handling and other services from various independent suppliers. All such persons and entities are independent contractors. As a result Letango Tours is not liable for any negligent or willful act of any such person or entity or of any third person.

Letango Tours, acts solely as agents for the client with respect to all transportation, hotel and other tour arrangements. In that capacity, Letango Tours exercises all reasonable care possible to ensure the traveler's safety and satisfaction, but, Letango

Tours neither assumes nor bears any responsibility or liability for any injury, death, damage, loss, accident, delay, or irregularity arising in connection with the services of any airplane, train, ship, automobile, motor coach, carriage, or other conveyance, or the actions of any third-party involved in carrying the traveler or in affecting these tours. LetangoTours is not responsible for damages, additional expenses, or any other losses due to cancellation, delay or other changes in air or other services, sickness, weather, strike, war, civil disturbances, acts or threats of terrorism, travel warnings or bans, termination or suspension of war risks or other carrier insurance, quarantine, acts of God or other causes beyond its control. All such losses must be borne by the traveler, and tour rates provide for arrangements only for the time stated. Letango Tours is not responsible for delays, changes or cancellation costs due to incorrect, incomplete or expired traveler documents. In the event of cancellation, delay or rescheduling mandated by any of the aforesaid causes beyond Letango Tours' control, the passenger shall have the option of accepting in lieu of the original tour such rescheduled tour or other substituted tour(s) as may be offered, or else, receiving a refund of as much of such advance tour expenditures as Letango Tours can recover on the traveler's behalf from carriers, third-party tour vendors, etc., but, Letango Tours shall not have any obligation or liability to the traveler beyond the foregoing. Letango Tours reserves the right to make alterations to the tours itinerary and to substitute hotels, vehicles, ships, or activities if this is required. Letango Tours reserves the right to cancel, delay, or reschedule any tour prior to departure, and, so long as this is not due to any of the aforesaid causes beyond our control, the passenger shall be entitled to a full refund of all monies paid to that point if he/she so desires, less any non-refundable deposits or uncollectible expenses incurred.

In addition and without limitation, Letango Tours is not responsible for any injury, loss, death, inconvenience, delay or damage to personal property in connection with the provision of any goods or services whether resulting from but not limited to acts of God or force majeure, illness, disease, acts of war, civil unrest, insurrection or revolt, animals, strikes or other labor activities, criminal or terrorist activities of any kind, overbooking or downgrading of services, food poisoning, mechanical or other failure of aircraft or other means of transportation or for failure of any transportation mechanism to arrive or depart on time.

Risks: There are certain inherent risks in adventure travel of the type involved here. These include, but are not limited to, hiking, walking, climbing injuries and altitude sickness, and in all trips dangers of animals, inaccessibility to medical attention and difficulty in evacuation from remote locations in the case of a medical emergency. Passenger assumes all such risks with regard to these possibilities.

Travel Advisories/Warnings: It is the responsibility of The Traveler to become informed about the most current travel advisories and warnings by referring to the U. S. State Department's travel website at www.travel.state.gov/ or by phone at 1-888-407- 4747. In the event of an active State Department Travel Warning against travel to the specific destination location(s) of the trip, should The Traveler still choose to travel, notwithstanding any travel advisory or warning, The Traveler assumes all risk of



personal injury, death or property damage that may arise out of the events like those advised or warned against.