

Terms and conditions of sale and participation in the events “Cracow Best Tours”

General conditions

1. Clickandcome.pl is a tour organizer located at Janow Dolny 5, 32-200 Miechow, Poland, tel. +48 41 249 16 62. The company is certified as a travel agency with a tourist licence nr. Z/21/2008 issued by Marszalek Wojewodztwa Malopolskiego on April thr 21st of 2008
2. Clickandcome.pl owns the brand “Cracow Best Tours” and reserves the right to its exclusive use.
3. Clickandcome.pl, called later Organizer, reserves the right to change these terms and conditions of sale and participation in the events organized by it.

Reservations

1. Tour booking is available at www.polandbesttours.com or directly from the Organizer at the address indicated previously.
2. The website is administrated and owned by Clickandcome.pl.
3. The Customer can also purchase tours from Organizer’s representatives, a list of which can be found at www.cracowbesttours.com
4. Reservations for tours “Cracow Best Tours” take place online and allow Customer to select type of tour, date, time, language and type of the ticket.

Payment

1. Payment for reservations on www.polandbesttours.com is made through Paypal System where Customer’s credit card will be charged.
2. Confirmation of booking and payment for each tour is, send by administrator of the website to the email address provided by Customer, ticket entitling the holder to participate in the chosen tour.
3. Payment for booking made directly with the Organizer or the representative needs to be done in cash or credit card. After the payment the Customer is issued with a ticket entitling the holder to participate in the chosen event.

Price

1. Prices for all tours “Cracow Best Tours” are in PLN.
2. Change in prices (price increase) may happen not later than 30 days before the date of the event.

Conditions of participation

General conditions

1. In order to participate in a chosen event it is essential to have a valid ticket.
2. Tickets are registered (with a name written on them) and cannot be transferred to another person.
3. The Customer is required to be at the collection point at least 15 minutes before scheduled departure time.
4. During the trip, the Customer is obliged to follow commands of the guide who is a representative of the Organizer.
5. Durations of the events are approximate and due to any unexpected or uncontrolled circumstances, may be changed by the Organizer.

Cancellations and refunds

1. Cancellation and refund of tickets purchased at www.polandbesttours.com can be made up to 1 day before scheduled start of the event. To do this, Customer needs to contact Organizer or his agent via email at office@cracowbesttours.com
2. Cancellation and refund of the tickets purchased directly from the Organizer or his representative can be made up to 1 day before scheduled start of the event.
3. Refund for cancelled tickets purchased at www.polandbesttours.com follows by the cancellation of the Paypal transaction.
4. Refund for cancelled ticket purchased directly from the Organizer or his representative is made in the place where the ticket was purchased. Reimbursement can be in cash or can be made to the credit card.

Personal data

1. All the Customer's personal information needed for booking and purchasing tours at www.polandbesttours.com are used only by the Organizer and will not be given to third parties.
2. Every connection with www.polandbesttours.com is encrypted to ensure full security of Customer's personal information.

Final provisions

1. The Customer by buying any event "Cracow Best Tours" accepts these terms and conditions of booking and participation in events organized by Clickandcome.pl
2. The Customer has the right to complain about Organizer's services not being delivered according to the provider's terms and conditions of booking and participation in events "Cracow Best Tours" within 7 working days from the end of the event.