

TERMS OF USE AND CANCELLATION

From the moment a reservation is made through the website, a contractual relationship is made between “weWalking” and the User.

The access and navigation through the website does not demand a previous registration. Any User may use the website, research any of the Experiences and consult all the information that has been published.

EXPERIENCE'S RESERVATION

The Users may reserve any of the Experiences they might be interested in. Such reservations are held to answer from “weWalking”, that they will confirm or deny the reservation by email, in a maximum turnaround time of twenty four hours.

The reservation may be made up to 17 hours of the previous day of the respective Experience. In case this time is exceeded, “weWalking” does not take responsibility of confirming the reservation.

PAYMENT

1. Before the experience. The User that wants to ensure his seat in time must pay the 50% of the total sum through bank transfer. Once the reservation has been made, the user must print the bank transfer receipt and present it at the departure point, where the other 50% will be paid.

In the reservation confirmation email, “weWalking” will inform the User of the total amount to pay, as well as a bank account to which make the payment.

2. At the departure point. Once the reservation is confirmed, the User will pay the total amount at the departure point established at the beginning of the Experience, preferably by cash, but with the possibility of paying by credit card.

3. By on-line payment gateway. Some of the Experiences can be purchased directly by the secure payment gateway.

CANCELATIONS AND REFUNDS

Generally, except Experiences paid for by the online payment gateway, the User may cancel the confirmed reservation according to the following Cancellation Policy:

- If you cancel up to 48 hours before the departure, you will receive a 100% refund.
- If you cancel up to 24 hours before the departure, you will receive 50% of the total price of the Experience.
- If you cancel during the 24 hours before departure, there will be no refund.

The Users that may wish to cancel, must do so by emailing info@wewalking.com. Once the email is sent, the User will receive a confirmation from “weWalking” saying that the reservation has been canceled. In case there is no confirmation of the cancellation, the User must contact “weWalking” by other means.

The Experiences purchased by the payment gateway can not be refunded.

When we can not complete the minimum group, “weWalking” will refund the total amount paid.

METEOROLOGICAL CONDITIONS POLICIES

If the case that the Experience depends on the weather conditions, and these are not met, or the weather conditions prevent the realization of the Experience on the day initially scheduled, “weWalking” may set an alternative date for the Experience. In the case that a date cannot be arranged, or this date is reject by the User, the User will have the right to a total refund for the Experience.

RESPONSABILITY

The Users accept the exclusive responsibility of maintaining an acceptable behavior during the Experience.

“weWalking” does not take responsibility for losses, damages or costs that the User may suffer, occur or related with the use of, lack of or delay of the Site; or caused by other factors that escape our control.