POLICIES FOR ENOGOURMET EXPERIENCE ROUTE

Customized Holidays & Events is a Spanish Travel Agent (DMC), since 1998. We validate the requisites under the Spanish Tourism Law Ministry. Therefore, the clients will be covered by Customized Holidays & Events under the Basque Government Regulation, described as follows:

In accordance with the 4th article 4. 1 of Royal Decree 271/1988 of 25th March (BOE, 29th March) the requirements of Article 5. ⁰ of the Decree of April 14, 1988 (BOE of 22) are met, therefore the Title for Travel Agency License Retail Signed in Basque Country Code. C.I.E. 2228 is granted.

ZaporeaZ & GS incoming have created and designed this EnoGourmet Experience Route under the same requisites.

The Program Participants of SDSU won’t be liable for any of the aspects described below. The Booking Contract will be exclusive between the final client (participant) and Customized Holidays & Events (from now on GS incoming)

Terms & Conditions to enjoy the EnoGourmet Experience Route (proposal attached)

Responsibility of Organizer. (GS incoming)

GS incoming GUARANTEES

Passion for the details, for simple and well-made things. Our expertise and know-how are our greatest attributes.

We identify ourselves as Travel Artisans therefore you won’t find any standard service. Your leisure time is important to us and we understand that everything must be thought out for your needs and dreams.

We are professionals of different industries, born and raised in this beautiful country. We have deep professional and personal knowledge because we live and work here. Our aim, show you a different and authentic Basque Country.

Responsibilities:

To ensure the program unfolds in a professional manner and provide the best service possible as described in the attached original proposal. The program has been designed in careful consideration with regard to the safety and well being of participants to ensure a unique and mindful experience.

Other responsibilities:

Organizing all the vendors, hotels and services described on the original proposal. Attend all the questions, doubts or needs that the clients could have via e-mail: enogourmet@gsincoming.com

GS incoming will present any legal documents you may require to proof the good professional terms under the Basque Government Regulation and complying with Spanish Tourism Ministry.
However, we can assume no liability for any services not described in the proposal.

We cannot accept any responsibility for losses or additional expenses due to delay or changes in air or other services, sickness, weather, strike, war, force majeure, or other causes beyond our control.

GS incoming reserves the right to:

1. Change or substitute any activities described on the proposal for inclement weather, unforeseen circumstances, natural acts or inconveniences beyond our control.
2. To make any alterations in the original proposal when necessary to ensure the best service.
3. To cancel this program due to a major problem. In that case a full reimbursement to the client will apply without further obligation on our part.
4. Decline any person deemed inappropriate for the program or that hasn’t commit to the payments on the due dates.

Participant Responsibility (Participants – Clients)

We are happy to discuss any aspect of this trip with you. We expect that you will be in sufficient good health to undertake the trip. Much of our discovery of La Rioja and Basque Country region is done on private transportation & on foot. We expect that you can walk up and down steps, walk around the vineyards and feel comfortable walking a couple of hours per day. If you have certain dietary restrictions, please ascertain beforehand so we try our best to accommodate your needs. Vegetarian diets can usually be adapted, but we regret that our chefs might not be able to accommodate a vegan diet.

In order to provide the best service possible, we would require the Booking Contract (SDSU website), completed and returned to GS incoming via mail (provided below) by each client.

Reasons why we advise purchasing Personal Travel Insurance from an independent supplier:

Although you are covered by GS incoming Travel Agent insurance we strongly recommend purchasing Personal Travel Insurance. These are some of the reasons why: Luggage and Personal Effects loss, travel delay, theft of cash, travel documents (loss, theft, damage), delayed luggage, return airfare reimbursement, resuming your trip, dental expenses, etc.

Deposit and Payment for EnoGourmet Experience Tour

GS incoming partnering with Zaporeaz Gastronomía y Enoturismo, will provide the client with a written tour proposal (named original proposal doc) and pricing, describing the whole experience.

Kindly note that this EnoGourmet Experience Tour will be in high tourism season. Therefore hotels, bus and restaurants require prepayment before the group arrival and the deposits dates have been chosen accordingly to this prerequisite.

Group’s prices are based on a minimum of 10 people performing the EnoGourmet Experience Route and a maximum of 20.

Payment Details

Double Occupancy: Total Cost in US Dollars: $2,935*,- 2,600€
1st Payment: 1,300€ (4th November 2016)
2nd Payment: 1,300€ (3rd March 2017)

Single Occupancy: Total Cost in US Dollars: $3,274*
2,900€

1st Payment: 1,450€ (4th November 2016)
2nd Payment: 1,450€ (3rd March 2017)

* Exchange rate at March 18 2016: 1 USD dollar: 1.128 €.

Please, note that the currency in Spain is in Euros but we have converted it into USD dollars to help with the approximate calculations. Therefore, we strongly advice to agree an Exchange insurance with your Bank when arranging the 2 deposit so you can avoid to pay for the currency fluctuations as well as international bank charges that they could apply.

Payment will be done by credit card. Once we have all your Booking Contract signed we will provide you an exclusive link so you can proceed with the first payment.

If GS incoming does not receive payment in full by the required date as specified above, the reservation shall be cancelled and the deposits forfeited.

(Please don’t make non-refundable travel arrangements until you are given confirmation by us.)

Cancellation Policy for EnoGourmet Experience Route:

If customer chooses to cancel the reservation, GS incoming must receive written notice of said cancellation via certified mail, or e-mail sent to mariana@gsincoming.com (with confirmation of receipt from GS incoming), and shall be subject to the following cancellation policy:

- Cancellation earlier than March 3 - 2017 20% charges will be applied.
- Cancellation later than March 3 - 2017, 100% charges will be applied.
- Cancellation after March 3 - 2017 or in case of no show (cancel without prior notification): no refund will apply.

A reduction in the number of guests does affect the total price for a private group tour, since group tour pricing. Therefore if the group is still interested on experiencing the EnoGourmet Experience Route as described on the original proposal, we will need to revaluate the final amount to be paid.

GS incoming reserves its right to cancel the reservation if payments are not done on the due time or if the group number is less than 10 people.

EnoGourmet Experience Route 2017

Contacts:

By phone: Ana Gabriela Serra. Mbl No.: (+34) 608 158 412
By mail: Mariana Arizmendi. Email: enogourmet@gsincoming.com

We look forward to enjoy this amazing EnoGourmet Experience Route with you!