

## *Terms and Conditions*

*December, 4th, 2016*

### **General.**

*The website [www.bbtoursrio.com](http://www.bbtoursrio.com) is a property of Bruno Bar Tourism Services (Trading Name), Company name: Bruno Bar 07963227757, enrolled with the National Register of Legal Entities (CNPJ) under No 25.171.479/0001-50. The objective of this website is to offer tourism services.*

*You should read the following policies bellow: booking and payment, booking changes, cancellation, refunding, eventuality and responsibility before booking a tour. The use of this website is a contract to the terms and conditions described here and you ensure the comprehension, agreement and acceptance of these terms and conditions.*

### **Tours.**

*The offered tours are described according two categories: Local Tour ([www.bbtoursrio.com/tour-local](http://www.bbtoursrio.com/tour-local)) and Traditional Tour ([www.bbtoursrio.com/tour-tradicional](http://www.bbtoursrio.com/tour-tradicional)). For every tour offered there is a specific departure time and available days. This website only offers private services. There is a possibility to customize and make small changes in each tour plan, even the departure time, when agreed between both parties. The tours are going to be guided by Bruno Bar, except in extraordinary cases, according to the terms described in cancellation policy due to operational problems or tour date change resulting an impossibility to be guided by this professional.*

### **Booking Policy and Tour Payment.**

*The booking policy is described at the following link [www.bbtoursrio.com/reservas](http://www.bbtoursrio.com/reservas). This page permits to fill in a form with information of the client and his needs related to the services offered. After this, the client will receive an email containing availability, quotation, the value for booking and the payment method. After confirming, the client will receive additional instructions for the tour day, such as departure time, meeting point in case of the Local Tour and recommendations.*

### **Tour changes Policy.**

#### ***Changing the hotel location.***

*In case of changing the hotel location you have to send an e-mail to [bbtoursrio@gmail.com](mailto:bbtoursrio@gmail.com) with 48 hours in advance. If the new location affects the tour duration it is possible to have an adjustment of the price (only for Traditional Tours).*

#### ***Rescheduling the tour date.***

*In case you need to reschedule the tour date, you have to send an email to [bbtoursrio@gmail.com](mailto:bbtoursrio@gmail.com) up to a week before. The availability for the next date will be verified. If there is no availability, it will be possible to select a partner or a tour guide able to provide the service without additional costs. After all the alternatives explained at this paragraph, it will be possible to full refund (read about tickets refund) the client upon presentation of the new flight ticket copy.*

## **Cancellation Policy.**

### **No-show and Delay.**

*After 1 hour, when the client is not at the chosen meeting point (Local Tour) or it's unable to find him/her at the hotel (Traditional Tour) and doesn't report any changes will be considered No-show. Bruno Bar Tourism Services won't refund the client. If the client is late, the guide has the right to enshorten the tour according to the contracted period of time.*

### **Cancellation by the customer.**

*The tours happen on rainy or cloudy days. Clients cannot cancell a tour based on their own assumption that the weather represent a risk, or simply because they wish to do a tour on a sunny day, and still expect a refund. For the tours that include Corcovado and Sugar Loaf is not possible to guarantee visibility.*

*More than 21 days prior to tour date - 50% refund*

*Less than 21 days prior to tour date - no refund*

*For the refunding policy related to the tickets and vouchers cancelled is important to read the cancellation policy (above) and the policies of the attractions (bellow) to buy in advance.*

*Corcovado Tram - the deadline for cancelling the voucher is more than 24 hours prior to the tour date. To reschedule there is a fee of 10% (more than 24 hours prior to the tour date) and 30% (less than 24 hrs prior to the tour date) over the total value of the tickets.*

*AquaRio (aquarium) - the deadline for cancelling or rescheduling of the voucher is more than 72 hours prior to the tour date.*

*Museum of tomorrow (individual tickets and groups unmediated groups) - the deadline for cancelling is seven days after purchase by Bruno Bar Tourism Services and more than 48 hours prior the tour date. Within the time limit, the client will be refunded in full discounting the convenience fee. The client will be partial refunded (50% of total value of the tickets discounting the convenience fee) when cancelling seven day after purchase and less than 48 hours prior the tour date.*

*Museum of tomorrow (tickets for mediated groups) - the deadline for cancelling is seven days after purchase by Bruno Bar Tourism Services and more than 15 days prior the tour date. Within the time limit, the client will be refunded in full discounting the convenience fee. After the time limit, won't be able to cancel.*

### **Cancellation by the company.**

*In case of a Local tour cancellation due to climate changes before the tour resulting in natural disasters as: strong rain, flooding, strong winds, mud the client will be full refunded.*

*Strong rain is the one which prevents or considerably affects the performance of the tour acordding to the guide experience.*

*In case of a Local Tour (except Two Brothers Trail), cancelling due to climate changes during one tour (described above) can lead to a partial refund of 50% of the total value, if the elapsed time is less than the half of the total duration of the tour and the client doesn't agree to adjust the original tour plan. If the elapsed time is more the than the half of the total duration of the*

*tour, the client will not be refunded. The client will be full refunded when the Two Brothers Hike is cancelled due to climate changes.*

*In case of a Traditional Tour, the tour plan will be adjusted when climate effects prevent to follow the original tour plan.*

#### **Cancellation due to operational problems.**

*When the tour doesn't happen due to a disease or force majeure (ex: discomfort, incapacitating injury, loss of a loved one, traumatic event) both parties agree to a full refund of the deposited value or to select another partner able to provide the service when there is an adequate time and availability for the selection.*

*When the tour doesn't happen due to operational problems in the vehicles the client will be refunded proportionally of the tour duration not provided.*

*The client won't be refunded when a late attendance at the meeting point happens due to traffic or to a mechanical failure that doesn't exceed 60 minutes. If it exceeds more than 60 minutes the guide should analyze the possibility to cover the original tour plan at the same day without refunding. The second alternative, is to substitute the attraction to another one at the same day, agreeing with the client or to visit in the day after the missing attraction if there is availability of Bruno Bar Tourism Services. In case of not visiting one attraction it can be agreed to a partial refund (proportionally to the tour duration not provided).*

#### **Liability.**

*Bruno Bar Tourism Services claims no responsibility for any loss, damage, accident, injury, sickness or schedule change due to weather, strike or any other cause beyond our control. We will make every effort to safeguard our customers and their personal property, but cannot be held responsible for personal events beyond the tour company control, or to damage sustained by tourists including those occurring outside the touring program. Bruno Bar Tourism Services acts in good faith, and cannot be responsible for any act by third parties. It is recommended to have a comprehensive travel insurance to meet all contingencies. Bruno Bar Tourism Services reserves the right to alter routes, itineraries or departure times, without prior notice, should the necessity arise to provide an excellent and safe customer service.*

#### **Behaviour/Codes of Conduct.**

*Passengers are expected to behave respectfully to others, including but not limited to fellow passengers, guides, staff and/or activity personnel, and to the property of others, including but not limited to shared facilities and public environment. Also, passengers are expected to obey the laws and adapt to the customs of the country they travel in. Codes of Conduct described serves as a guideline for all passengers to follow.*

*Bruno Bar Tourism Services reserves the right to remove a passenger from his/her tour if such passenger violates the Codes of Conduct. No refund will be given, and the passenger must pay the full compensation for any damages that might have been caused.*

**Court.**

*The contract incorporating these conditions shall be governed by Brazilian law and any matters arising out of it shall be subject to the jurisdiction of the Court of Rio de Janeiro, excluding any other. If there is a possibility, both parties will seek a mediator assistance to solve the problem.*