

AmfiebieTrek's Terms & Conditions

1. Reservation Request

You can use the Internet or call to make a reservation request. We charge € 20,00 reservation costs for each booking.

2. Acknowledgement

If you book via Internet you will receive immediately a confirmation via email. This is a confirmation that your reservation is received correct, but this is still no definitive confirmation of your reservation. If you book by phone, you will also receive a confirmation via email.

3. Final confirmation reservation

Once your reservation has been processed, you will receive by email a confirmation of your booking. If you have no Internet, it is also possible to send the booking confirmation by mail.

4. Preference or essence

AmfiebieTrek's will try to agree to every attempt for special needs (preferences), which were made known in the reservation.

If something is needed and whether or not to book a holiday depends on it we are talking about an essence. For an essence a single amount of €35 will be calculated. If the essence cannot reach to an agreement you can waive the entire booking. This is a clear difference from a preference.

AmfiebieTrek's Booking Conditions

1. Payment

a. Amount of deposit

With your booking confirmation, you find a billing statement with the amount of down payment. The down payment is equal to 30% of the total amount. The down payment must be paid within 14 days after final confirmation of your reservation.

b. The remainder of the payment

The remainder of the payment should be in our possession at the latest six weeks before the date of departure. For booking within six weeks before the holiday (after receipt of the confirmation) the total amount should be paid immediately. Failure to pay gives us, after a demand, the right to be entitled to cancel your booked holiday and you will be excluded from participation. In this case the cancellation policy (see section 4.) will be held and the appropriate cancellation fee will be charged.

c. Late payment

When the payment of the client is late, the traveler is in default. The party leader will be notified by one of our employees to pay the outstanding amount within 7 working days. If payment still is not made, the contract is deemed to have canceled on the day of default. AmfiebieTrek's is entitled to charge a cancellation fee. In such case the terms of Article 4 apply and the funds already paid to the cancellation are settled.

2. Changes by traveler

For changes in your booking (add a person to booking, excursions etc.) we will charge € 35,-.

3. The substitution

If a member of your party, for whatever reason, cannot participate in an already booked holiday, then someone else can take this place instead, if announced to AmfiebieTrek's in time. To this so-called "substitution" will be charged a fee of €35,-. Condition is that the main booker should make the notification to AmfiebieTrek's about the person who should regulate.

4. Cancellation by passenger *

Of course it is possible that you need to cancel your booked holiday. Please note that there are costs involved. How much this will be, depends on when you cancel your booked holiday. Below are the charges based on the number of days before departure (For cancellations outside of office hours the next day will be counted):

– For cancellation up to 28 days (excluding) before the departure : amount of the down payment

– For cancellation from 28 days before departure : the full fare.

* Cancellation is only possible through info@amfibietreks.co.uk

NOTE: It will not be possible to cancel a booking without any costs. If you have booked today and tomorrow you would like to cancel, there will always be a cancellation fee to be paid.

5. Dissatisfied or complaints

Obviously we do everything to satisfy you during your stay at AmfibieTreks. Despite our utmost care it may arise that during your stay at AmfibieTreks there will be things you may not like.

a. Method of reporting

If you have complaints regarding the program, or you are dissatisfied with your accommodation, report it immediately to the reception at site. In consultation with the supervisor in Sardinia a solution to your problem will be found.

This method is absolutely necessary because when you make your complaint known, usually immediately we can do something about it. We will do everything to make your holiday as pleasant as possible and therefore take every complaint very serious. A fitting and proper solution can only be put forward at the time of your holiday and not after returning home. Given the personal nature of holiday and travel experiences, complaints should be submitted individually. Group complaints (whether with or on behalf of other people) therefor will not be processed.

b. Subject

A holiday abroad means other people, a different culture, different food etc. That is one of the attractive aspects of a holiday, but also an aspect to your holiday expectations to take into account. Please understand that some shopping and entertainment facilities will give limited service in low season. Sports and recreation facilities may not be available when the weather conditions make it impossible to operate. No refunds will be given for this eventuality.

6. Liability

AmfibieTreks assumes no liability for personal injury or property damage of participants. This also applies to all agencies and tour guides, which AmfibieTreks cooperates with. Anyone who books a holiday as the main booker, is responsible for all fellow travelers. AmfibieTreks is not responsible for any damage, loss or destruction during your stay. The costs will be refunded at all times by the relevant person.

7. Data Protection Act

AmfibieTreks handles personal data under the Data Protection Act (www.cbppweb.org). Personal data will be used to implement your reservation request or reservation, providing participant lists to the local organization and after sales service.