

1. Acceptance of the Terms

By hiring any taxi or excursion travel service, you hereby agree to the following terms and conditions of reservation.

www.excursionvinales.webcindario.com , www.excursionesvinales.com provides an "online" platform to search for taxi services and acts as a booking agent only in relation to the bookings that you done through our website. By booking any transfer service on our website you automatically enter into a contractual relationship with the coordinator or driver of the journey. We act exclusively as an intermediary.

Although we establish a rigorous selection and publication process for our services, we cannot guarantee if all the information is accurate, complete or correct.

The coordinator of your service will be directly responsible for your service.

2. Confirmation

To confirm a reservation, you must be authorized to make the reservation by all persons named on the reservation and by their mother, father or guardian of all party members who are under the age of 18 at the time of booking.

By making the reservation you are confirming that all the persons named in the reservation will accept the Terms and that you will inform the other persons named in the reservation of the details of the confirmation as well as any other relevant information. By making the reservation you are also responsible for all payments incurred in making the reservation.

At the time of payment you will agree to these Terms and Conditions. When completing the reservation, a document will be sent to you with the details of the reservation, and the details of the person responsible for the journey, which directly links you and the coordinator or driver who performs the service.

You are responsible for paying the remaining amount of the total reservation and in cash at the end of the journey.

3. Age and responsibility.

You must guarantee that you are 18 years of age or older and have the legal capacity to use the Site and to create a legally binding contract with the relevant coordinator and service provider. You must guarantee that all the personal information presented during the reservation of the service is correct and you accept financial responsibility for all transactions made under your name or account.

4. Cancellation and Cancellation

By making a reservation, you will accept and agree to the relevant cancellation. You will be allowed to cancel said reservation 30 days before the service, in which case 50% of the total reservation costs will be reimbursed. Otherwise, no refund policy is applicable.

We are not responsible for airline cancellations, that is, if you have scheduled a service and your flight is canceled, the deposit is not returned, it is saved to schedule a new date. If your airline cancels, it is directly responsible for the expenses and losses caused, including deposits you have made for any type of reservation.

If, for any reason, you do not perform the service once you arrive in Cuba, you must notify the person responsible for the service indicated in the reservation receipt by phone, if you do not do so, you may be required to pay 50% of the service before your departure. Cuba.

5. Modifications or incidents

You will have the right to modify your reservation up to 30 days before the service, otherwise you will not have the right to compensation or return of any kind.

You will have the right to modify your reservation up to 48 hours before the service, and you must do so directly by calling the coordinator corresponding to the contracted route that will always be sent to you with the voucher once the reservation has been formalized.

. In case of incidence or delay (unlikely) they should also contact by phone.

. In the event of a vehicle breakdown, the coordinator or driver will be responsible for solving it, either fixing the car or looking for another replacement vehicle so that it can reach its destination. Therefore, you accept that there may be delays or delays until the problem is solved.

Modifications will not be attended by email or sms / whatsapp messages or any similar.

Our services end with the confirmation of the online booking service and the sending of the corresponding vouchers.

We are not responsible for changes in addresses, hours or dates.

We are also not responsible for any price increases although this would be a highly improbable event.

6. Responsibility and Obligations

The client must know that in Cuba it is not compulsory for taxi drivers to have compulsory insurance for third parties and it must be the same client that contracts compulsory medical and travel insurance as required by Cuban law. Keep in mind that entering the country without insurance implies a serious infraction and can be penalized by law.

www.excursionvinales.webcindario.com, www.excursionesvinales.com will not be responsible for losses, expenses, damages or death of any kind caused to you or any driver or guide who hire or coordinate any service through us.

This means that in case you suffer a personal injury, illness or death as a result of the contracted service or finally if you have any complaint, your exclusive right to file an appeal will be against the independent third party (driver or coordinator) the which provided said service and www.excursionvinales.webcindario.com y www.excursionesvinales.com will not have any responsibility (whether in contract, tort or other).

We are not responsible for what happens once they arrive in Cuba or for monitoring their stay in Cuba. Our services end with the confirmation of the online booking service.

You understand that we may not have carried out any control over the guides or the convenience of the guide and / or the services offered for sale through the Website.

When you, or any of the people in whose name you are booking, have violated any of the provisions of these Terms or in violation of any law or right of third parties, we reserve the right to cancel your reservation without any refund or remuneration and in addition to recover the costs thus incurred due to your breaches of said Terms.

7. Force Majeure

The client must know that in Cuba the main responsible for any act, journey or excursion is the client himself, for which reason, Cuba obliges all tourists who enter the national territory to have medical and travel insurance, it is not mandatory No type of insurance by drivers or guides for the realization of tourist services, so in case of Force Majeure we will not be responsible for any change, cancellation that makes your reservation, loss or damage suffered by you or the guides or drivers and / or www.excursionvinales.webcindario.com and www.excursionesvinales.com when carrying out any of our respective obligations with you that are due to any event or circumstance caused by force majeure.

In case of cancellation derived from a problem due to a major cause, outside of us we are not obliged to return anything, however we will give

you options so that you do not lose your money, such as keeping your deposit for a year so that you can schedule new dates for your services .

As an example, force majeure includes war, revolution, terrorist attack, border closures, epidemic, pandemic, quarantine, natural catastrophes, cyclones or other causes that seriously affect both parties, as well as other unforeseeable causes beyond our reach.

In this case, the client must claim the cancellation expenses of their travel insurance that they are required to contract to enter the country.

8. Miscellaneous

You agree that only financial compensation may not be appropriate for us if there is a breach or threat of breach of our Terms and that we have the right to seek all available remedies. Each right or remedy by you or us with respect to these Terms will not affect any other right or remedy by us, whether under these Terms or not. The rights and solutions given under this agreement are in addition to, and are not excluded from, any right or correction provided by law.

9. Collective routes

. Luggage. If your choice for transfers is in a jeepney, you should limit your luggage to travel backpacks, or small cabin bags. Check-in bags or other types of suitcases are not allowed. Think that there are more passengers who will travel with you and that they should also accommodate your luggage.

You must take into account several aspects when hiring a group. You will depend on other passengers and other passengers on you. Therefore, if any of the passengers canceled the service, the group would be incomplete, in which case we will contact you 48 hours before the cancellation to give you other options.

It is necessary to check your email 2 days before the service, in case there is a modification, since the groups are not very stable, due to constant changes by the same clients.

If you book multiple services, and one is canceled, it does not mean that the others are canceled. The services are completely independent, so cancellations are also independent.