

## Terms & Conditions

### Portugal Fall 2025

This information is important. Please read it carefully. Submission of an online or printed Booking Form along with payment of required trip deposit indicates you have read and expressly agree to these Terms and Conditions. If there is something that you do not understand please ask us about it!

**Reservations and Payments** – A non-refundable deposit of \$1300.00 per person is required at the time of booking. Written confirmation will be provided upon receipt of deposit. Balance of payment will be due 90 days before departure. The tour price is based on exchange rates in effect as of October 31, 2024, and are subject to adjustment on the final invoice.

**Number of Guests** - A maximum of 25 guests (this includes the tour escort and guide) per tour can be accommodated. A minimum of 16 guests (not including the tour escort and guide) are required to operate the tour at the quoted price. Purchase of non-refundable services outside of tour itinerary (such as your international air) before the minimum number of guests have registered is at the sole risk and expense of the guest. Sterling will advise when the tour has been filled by participants so that you may proceed with purchasing your international air.

**Cancellations** – All emergency cancellations must be made in writing. As noted, your deposit is non-refundable. Should you need to cancel, we will do our best to fill your space. If we find a replacement, we will refund your deposit minus the cost of the air included in the program if already purchased on your behalf. The final payment is due 90 days prior to departure and is non-refundable. Final payments for services rendered are non-refundable. Accordingly, we strongly recommend that you purchase appropriate cancellation insurance.

**Hotels** – Hotels are shown on your itinerary. Sterling Tours reserves the right to change any hotel through any circumstance---the substitute will be of equal or higher quality.

**Scheduled Activities** – Every effort will be made to provide such services as listed, but where unavoidable circumstances necessitate changes, the best substitute alternatives will be made at the discretion of Sterling Tours, the local escort, or the ground operator without financial compensation to tour members.

**Service Fees & Taxes** – Today there are frequently service charges and taxes imposed by hotels, suppliers, and governments. These fees and taxes are included to the extent possible, but where pre-payment is not allowed the amounts concerned must be paid locally by tour members.

**Travel Documents** - A passport valid for at least 6 months after the last date of this tour is required for this trip.

**Baggage** – Sterling is not responsible for loss, theft or damage to your baggage---travel insurance is strongly recommended to protect against loss. Guests are responsible for airline and government-imposed baggage regulations and fees. Guests are limited to One Checked Bag, one carry-on and one personal item. This is for the purpose of the coach and smaller domestic flight.

**Exclusions** – Your arrangements exclude international airfare, passports, visas, excess baggage charges, items of a personal nature such as laundry, communication expenses, room service, meals not specified in your itinerary, optional sightseeing and other excursions, and any items not listed in your documents.

**Travel and Trip Cancellation Insurance** – We strongly recommend that you purchase Travel Insurance. We do not sell travel insurance. We suggest Travel Guard, which you can find online at [www.travelguard.com](http://www.travelguard.com). This decision to book insurance is at the guest’s discretion and will be "as is" between the guest and their selected agency. Sterling Tours LTD shall not be held liable for any insurance claims resulting from usage of the product.

**Physical Capabilities** - The tour includes a SIGNIFICANT amount of walking, FREQUENT use of stairs and steeply sloped pathways on uneven or unpaved surfaces. Some of the places we will be visiting can only be seen on foot with no other access possible. Guests with limited mobility MUST consult with Sterling prior to tour registration.

**Responsibility Clause** – Sterling Tours – the “Operator”, CEO, Michael Lee, Group Facilitator and Tour Escort, Shannon Cummins, guides and/or agents or representatives, act only as facilitators for the various companies involved in providing included visits and services. They assume no responsibility or liability in connection with the service of any means of conveyance which may be used either whole or in part in the performance of its duty to the passenger. Likewise they will not be responsible for any act, error or omission or for any personal injury, damage, loss, accident, delay, irregularity or inconvenience which may be occasioned by reason of any defect in any vehicles, or through any act, neglect or default, or any company or person engaged in carrying out the purpose for which tickets or coupons are issued, whether negligent or not, including, but not limited to, any act of God, terrorism or war. In the event it becomes necessary or advisable for the comfort or well-being of passengers, or for any reason whatsoever, to alter itinerary or arrangements, such alterations may be made without penalty to the Operator. The right is reserved to withdraw any or all tours should the condition’s warrant, also to decline to accept or retain passengers as members of the tour. Legal proceedings against the Operator may be instituted only in a State or Federal Court within the County of San Diego, State of California, and any claim involved in such proceedings shall be decided in the County of San Diego, State of California. Any legal proceedings against the Operator must commence within one year following the date of tour completion. Neither the Operator nor Shannon Cummins nor any organization involved in the tour shall in any case be liable for compensatory damages and you hereby waive any right to punitive damages.

**Please sign you agree to our Terms and Conditions as stated above.**

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