

## TERMS AND CONDITIONS

### 1. Reservations:

Reservations can be made by e-mail at [reservas@tlbenfica.pt](mailto:reservas@tlbenfica.pt), by telephone: **+351 910 353 559** or in person, with our drivers. In any of these cases, TLB will provide all tour information as well as payment instructions. The TLB only considers the reservation validated after the client sends the proof of payment.

### 2. Forms of Payment:

The payment can be made via bank transfer or in cash (currency €) with our drivers. At the time of booking, you will be provided with the necessary information to proceed with the payment.

### 3. Refund Policy:

#### Cancellation / Refund

- a. If a client is unable to attend on the day of the tour, they can reschedule a new date and time or request their refund as long as they do it until 48h before the tour start date / time.
- b. In the case of a technical breakdown or accident that prevents the conclusion of the tour, the TLB provides transportation for the clients to the starting point of the tour. In this case, the client may choose to reschedule the tour for another day (without any type of penalty) or request a refund.
- c. Cancellations and refund requests are made through [reservas@tlbenfica.pt](mailto:reservas@tlbenfica.pt). The client must provide his / her reservation information and TLB will proceed with a bank transfer within a maximum of 14 days. The cost of the transfer will be discounted to the value of the reimbursement according to the tariff established by the Banco Millennium BCP.
- d. A client can only rebook the tour twice.

**There are no refunds of any type of voucher (physical or digital) for tours with discounts of current promotional campaigns. Likewise, there is no right to reimbursement in the following cases:**

- a. The failure of a client to show up at the time scheduled for the tour or at one of the scheduled stops (10-minute tolerance).
- b. When cancellation is requested less than 48 hours from the tour start date / time.
- c. TLB is not responsible (nor will it replace) lost, stolen or damaged vouchers.

#### **4. Other information:**

The TLB - Lisboa and Benfica Tour is not responsible for items left in the vehicle.

The tours are carried out in an electric Mehari with capacity for three passengers.

Please note that the tours are not roundtrip. The 1904 tour starts in Belém and it ends at the Estádio da Luz. The Glorious tour starts at Estadio da Luz and it ends in Belem. However, upon request we will gladly take you to the place of departure without any other costs.

All insurance is in accordance with Portuguese legislation.

All tours are subject to availability.

It is forbidden to smoke and / or drink alcoholic beverages inside the vehicle.

The use of seat belts is mandatory for all passengers. Baby seats available.

The company is closed on 1 January and 25 December. In addition, availability is reduced on 24 and 31 January.

Please protect the environment, do not throw anything out of the car or onto the ground during the rides.