

# Booking terms

**1. Who you book with.** Musette Travel is a trading name of Algarve Cycling Hub, Lda, a Portuguese private limited company (sociedade por quotas), Largo do Poço 2A, 8600-102 Luz (Almádena), Lagos, Portugal, NIPC/NIF 513 430 245, registered at the Conservatória do Registo Comercial de Lagos, share capital €6,000. We are a travel agency registered with Turismo de Portugal, I.P., RNAVT 12588 and RNAAT 804/2016. Contact: [hello@musette.travel](mailto:hello@musette.travel), [+351 917 019 200](tel:+351917019200). Our trips are package travel under Decreto-Lei 17/2018. We are responsible for the proper performance of every travel service in your trip, including those provided by hotels, transfer companies and other suppliers, and we must assist you if you are in difficulty (art. 30 and 35). This section is also our legal notice.

**2. How a booking works.** You enquire, and we send a written proposal within 48 hours. With every proposal you receive the standard information form for package travel (Annex II, Part A, of Decreto-Lei 17/2018) and these terms as a PDF. A booking exists when you accept the proposal in writing, confirming that the booking creates an obligation to pay, and we receive the deposit. We then send you a written confirmation. For a private group, one lead booker accepts and pays on behalf of the group and passes our information to every traveller. For an open week, you book and pay for your own place.

**3. Price and payment.** The price is per person as stated in your proposal and includes VAT. Payment: 40% at booking and the balance 60 days before departure. If you book later, the instalments already due are paid at booking. Extras such as bike rental or a single room are only added if you choose them. The price in your confirmation will not go up: our contract has no price-revision clause. If a payment is still missing seven days after our written reminder, we may treat the booking as cancelled by you, and the charges in section 5 apply.

**4. What is included.** What is listed in your proposal and on the trip page. Not included unless stated: flights, travel insurance, wine and drinks, gratuities and personal expenses. Bike rental and a single room are optional extras at the price shown; when you book them with your trip, they are part of your package.

**5. Cancellation by you.** You can cancel at any time before departure by writing to [hello@musette.travel](mailto:hello@musette.travel). Charges per person, counted from the day we receive your written cancellation:

- 90 days or more before departure: 40% (the deposit)
- 89 to 60 days: 60%
- 59 to 30 days: 80%
- 29 days or less: 100%.

These charges reflect the costs we can no longer recover. On request, we explain how they are calculated. We refund anything you paid above the charge within 14 days of your cancellation. You may transfer your place to another person who meets the conditions of the trip (art. 22). This is always free from our side; you and the new traveller pay only extra costs that hotels or suppliers actually charge for the change, and we show you these. If one person in a private group drops out and nobody takes the place, the cancellation charges apply to that person. The price for everyone else does not change. You can cancel without any charge, with a full refund within 14 days, if unavoidable and extraordinary circumstances at the destination or in its immediate vicinity significantly affect the trip or the transport to it, for example a wildfire closing the route (art. 25).

**6. Changes and cancellation by us.** We may make minor changes to a day's route for weather, safety or road conditions, and we tell you when we do. If we must change an essential part of your trip before departure, we tell you in writing and you can accept the change or cancel free of charge (art. 24). Open weeks run from six riders and take at most sixteen. We confirm each open week as soon as six riders are in, and decide no later than 120 days before the start. If we cancel, you receive all payments back within 14 days, or, if you prefer, an alternative trip of equal value. If we cancel for a reason other than too few riders or unavoidable and extraordinary circumstances, you may also be entitled to compensation.

**7. Fitness, equipment and insurance.** Our trips involve several hours of cycling a day. Tell us honestly about your riding experience and any condition that matters for your safety, so we can advise you. Helmets are mandatory. Before the trip we tell you about the risks of the rides, what to bring and what to do in an emergency. Travel insurance with cycling cover, cancellation, medical treatment and repatriation is strongly recommended.

**8. Our liability.** If something in your trip is not as agreed, we put it right unless that is impossible or disproportionately expensive, and you may be entitled to a price reduction and/or compensation (art. 28 and 29). We are not liable where the problem is caused by you; by a third party unconnected with the travel services in your package, where this was unforeseeable or unavoidable; or by unavoidable and extraordinary circumstances. If such circumstances prevent your return, we pay the necessary accommodation for up to three nights per traveller (art. 30).

**9. During your trip, and complaints.** If something is wrong, tell your guide, or call us on [+351 917 019 200](tel:+351917019200), straight away so we can put it right. Self-guided riders call the same number. If anything was not resolved, write to [hello@musette.travel](mailto:hello@musette.travel) as soon as possible after the trip; this does not affect your legal rights or time limits. We reply within 15 working days. You can also use the Livro de Reclamações (complaints book) at our shop or online at [livroreclamacoes.pt](http://livroreclamacoes.pt). Consumer disputes: you can turn to the consumer arbitration centre of the Algarve, CIMAAL, [consumoalgarve.pt](http://consumoalgarve.pt). Portuguese law applies, without affecting the mandatory consumer protection of the country where you live.

**10. Protection of your money.** As a registered Portuguese travel agency, we contribute to the Fundo de Garantia de Viagens e Turismo (Travel and Tourism Guarantee Fund), managed by Turismo de Portugal, I.P., Rua Ivone Silva, Lote 6, 1050-124 Lisboa, Portugal, +351 211 140 200, [info@turismodeportugal.pt](mailto:info@turismodeportugal.pt). If we fail to provide the services you paid for, including because of insolvency, you can claim a refund from the fund through Turismo de Portugal (art. 31 and 37 to 39).

**11. Travel documents, health and accessibility.** EU citizens need a valid ID card or passport. UK, US and other non-EU visitors need a valid passport; visa-free visitors are registered by the EU Entry/Exit System and will need ETIAS once it starts. Check your government's health advice for Portugal. EU visitors bring an EHIC, UK visitors a GHIC; neither replaces travel insurance. Our trips are not generally suitable for people with reduced mobility. Tell us your needs when you enquire and we will tell you honestly what is possible.

**12. Your personal data.** How we use your data is explained in our [Privacy policy](#).