

# Terms & Conditions

These terms and conditions contain legal obligations and we encourage you to read through them carefully. Unless stated otherwise, any purchases made through [queertoursfrance.com](http://queertoursfrance.com), our distributors and our affiliates are subject to these terms and conditions.

## 1. CANCELLATION POLICY

All request for changes or cancellations of the tours must be sent by e-mail at [info@queertoursfrance.com](mailto:info@queertoursfrance.com).

Once the booking completed, we do not guarantee changes in the content and dates of our tours. We can only state on the requested changes after checking the availability of our guides. No refund can be demanded in case we can not deliver the tour with the changes requested after the booking was completed.

Cancellation fees may apply to any cancellations made by the traveller of a service booked with Queer Tours France. Unless otherwise specified in the tour description or by email, the cancellation policy is as follows:

- 1) Cancellations made **more than 10 days** prior to the tour departure receive a full refund.
- 2) Cancellations made **between 5 and 10 days** prior to the tour departure receive a 50% refund.
- 3) Cancellations made **5 days or less** prior to the tour departure require the traveller to pay for the tour in full, and no refund will be issued.

Some tours need entrance tickets that we buy in advance and that will not be refunded.

Please keep in mind that:

Guests who arrive at the meeting point of the tour more than 15 minutes late will be considered no-shows and treated as cancellations with no refund.

No refund is provided for any unused portion of a tour if a traveller does not begin at the designated start point of the tour.

No refund is provided if the tour is interrupted at the client's demand or because of reasons independent from the will of the guide or the company (ex: unexpected closure of the top of the Eiffel Tower because of weather conditions).

Our tours run rain or shine.

## **2. LICENCE**

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