Terms and Conditions

What to do in Portugal
Owner: David Alexandre dos Santos Monteiro
RNAAT License Number: 877/2017
Registered with Tourism of Portugal

Last Updated October 2026

1. Company Information

These Terms and Conditions ("T&C") are provided by **What to do in Portugal** ("the Company"), a licensed tourism entertainment operator registered with Tourism of Portugal (Turismo de Portugal) under RNAAT License Number 877/2017.

Company Representative: David Alexandre dos Santos Monteiro

The Company is committed to providing high-quality tourism experiences across Portugal while operating in full compliance with Portuguese tourism regulations, including Decree-Law 39/2008 and EU Package Holiday regulations.

2. Booking and Confirmation

2.1 Booking Process

All tour bookings are subject to availability and acceptance by the Company. Bookings are confirmed only upon receipt of payment of the non-refundable deposit (as specified in Section 3).

2.2 Booking Information

Clients must provide accurate personal information, including full names, contact details, and any special requirements or health conditions that may affect participation in tours.

2.3 Confirmation

A confirmation email will be sent to the client within 24-48 hours of booking, containing full tour details, meeting point, itinerary, and payment information.

3. Payment and Deposit

3.1 Non-Refundable Deposit

A non-refundable deposit of **20% of the total tour price** is required to secure all bookings. This deposit covers logistics, including:

- Guide allocation and scheduling
- Transportation reservations
- Venue or activity pre-bookings
- Administrative processing

3.2 Final Payment

The remaining balance (80%) can be paid on the day of the tour.
The 20% non-refundable deposit must be paid in advance to confirm the booking.

3.3 Payment Methods

The Company accepts payment via:

- Bank transfer (details provided upon booking)
- Credit/debit card (through secure payment gateway)
- Other methods as agreed in advance

4. Cancellation Policy

4.1 Client Cancellations

Clients may cancel their tour bookings subject to the following conditions:

More than 24 hours before the scheduled tour:

- Non-refundable deposit (20%) is retained by the Company
- Remaining balance (80%) is refunded in full

Less than 24 hours before the scheduled tour or no-show:

- Non-refundable deposit (20%) is retained by the Company
- Remaining balance (80%) is forfeited
- No refund will be provided

4.2 Refund Processing

Refunds (where applicable) will be processed to the original payment method within 14 days of cancellation, in accordance with EU Package Holiday regulations[1].

4.3 Rescheduling

Clients may request to reschedule their tour instead of cancelling, subject to availability. Any rescheduling requests must be submitted in writing to the Company at least 24 hours in advance.

5. Company Cancellations

5.1 Cancellation by Company

The Company reserves the right to cancel or reschedule tours in the following circumstances:

- Severe weather conditions (Red Alert issued by IPMA – Portuguese Institute of the Sea and Atmosphere)
- Natural disasters or force majeure events beyond the Company's control
- Government restrictions or public safety emergencies
- Guide or transportation unavailability due to unforeseen circumstances

5.2 Notification of Cancellation

In the event of a Company-initiated cancellation, clients will be notified as soon as possible (minimum 48 hours notice where practicable).

5.3 Options Following Company Cancellation

If the Company cancels a tour, clients will be offered one of the following:

- Full refund of all payments (including the non-refundable deposit)
- Rescheduling to an alternative date without additional cost
- Transfer to an alternative tour of equal or greater value

6. Tour Operations

6.1 Health and Safety

All tours operate under strict health and safety protocols. Clients are responsible for ensuring they are in adequate physical and mental condition to participate. Clients with health conditions, mobility issues, or other concerns must disclose these in advance when booking.

6.2 Age Restrictions

Certain tours may have age restrictions or requirements for adult supervision. These will be clearly indicated at the time of booking.

6.3 Participant Responsibility

Participants must follow all instructions from the Company's guides and comply with safety regulations. The Company reserves the right to remove any participant who behaves in a manner that endangers themselves or others, or who fails to follow instructions.

6.4 Weather Conditions

Tours operate in normal weather conditions. In the event of severe weather warnings issued by IPMA, the Company reserves the right to alter, reschedule, or cancel tours to ensure participant safety.

6.5 Photography and Media

Clients grant the Company permission to photograph or video record participants during tours. Such images may be used for promotional purposes unless clients explicitly opt out in writing at the time of booking.

7. Liability and Insurance

7.1 Company Liability

The Company maintains comprehensive civil liability insurance as required by Portuguese tourism regulations (RNAAT requirements). This insurance covers liability arising from the Company's negligence or breach of duty.

7.2 Client Responsibility

Clients participate in tours at their own risk. The Company is not responsible for:

- Personal injuries resulting from client negligence, failure to follow instructions, or pre-existing health conditions
- Loss, theft, or damage to personal belongings
- Indirect or consequential losses
- Travel delays or cancellations by third parties (airlines, hotels, restaurants)
- Acts of God or force majeure events

7.3 Insurance Recommendations

Clients are strongly recommended to obtain comprehensive travel insurance, including medical coverage, trip cancellation insurance, and personal belongings protection.

8. Limitation of Liability

The Company's total liability for any claim arising from these T&C shall not exceed the total amount paid by the client for the relevant tour. In no event shall the Company be liable for indirect, incidental, special, consequential, or punitive damages.

9. Intellectual Property

All materials provided by the Company, including descriptions, itineraries, photographs, guides' knowledge, and tour content, are the intellectual property of the Company or its licensed partners. Clients may use these materials for personal, non-commercial purposes only. Commercial use, reproduction, or distribution is prohibited without written consent.

10. Data Protection and Privacy

The Company collects personal information for booking confirmation, payment processing, and communication purposes. All personal data is processed in accordance with the EU General Data Protection Regulation (GDPR) and Portuguese data protection laws. Clients have the right to access, correct, or delete their personal data by contacting the Company.

11. Complaints and Dispute Resolution

11.1 Complaint Procedure

Clients wishing to lodge a complaint about the Company's services must submit written notification within 60 days of tour completion, including:

- Booking reference number
- Tour date and description
- Details of the complaint
- Requested resolution

11.2 Response Time

The Company commits to responding to complaints within 60 days of receipt, in accordance with EU Package Holiday regulations[1].

11.3 Dispute Resolution

In the event of unresolved disputes, parties agree to attempt mediation before pursuing legal action. Disputes shall be governed by Portuguese law and jurisdiction falls under Portuguese courts.

12. Modifications to Terms and Conditions

The Company reserves the right to modify these T&C at any time. Modifications will be published on the Company website and shall apply to all future bookings. Clients booking prior to modifications taking effect will be notified of changes.

13. Regulatory Compliance

The Company operates under full compliance with:

- Portuguese Decree-Law 39/2008 (Tourism Legal Regime)
- EU Regulation (EU) 2023/2673 (Package Holiday Regulations)
- RNAAT regulations and requirements
- Portuguese Civil Liability Insurance requirements
- EU GDPR and Portuguese data protection legislation
- IPMA weather alert protocols

14. Contact Information

What to do in Portugal
RNAAT License: 877/2017
Owner: David Alexandre dos Santos Monteiro

For inquiries, bookings, or complaints:

- Email: info@whattodoin.pt
- Phone: +351 911 542 421
- Address: Impasse Marquesa de Alorna 7 RC Esquerdo 2735-424 Agualva

15. Entire Agreement

These Terms and Conditions constitute the entire agreement between the Company and clients regarding tour bookings and operations. Any prior agreements, understandings, or representations not included herein are superseded by this document.

References

[1] EU Regulation (EU) 2023/2673 - Package Holiday Regulations. Enforced in Portugal December 2024, guaranteeing 14-day refund processing for EU-compliant package holidays and robust consumer protection standards.

Version 1.1 – 22 October 2026

This document is provided for informational purposes. It is strongly recommended that you have these Terms and Conditions reviewed by a Portuguese legal professional to ensure full compliance with current local regulations and your specific business circumstances.