

## Terms and conditions

### Booking

Make a booking on our website or just send us an email at [info@facelatvia.com](mailto:info@facelatvia.com) stating the tour, date, time and number of people, and I will reply to you as soon as possible. The tour is considered booked after you receive a confirmation e-mail with the confirmation number. You can also reach us on phone, but we may not be able to answer your call immediately (for example, if we are with a group at that moment). Booking should only be made via email or website.

### Payment

You can prepay the tour with bank transfer against an invoice or during the tour in cash. For some tours we will need prepayment - we will state it in the confirmation e-mail.

### Cancellations

It is okay to change plans, but we do appreciate a written notice as soon as possible so that others may book the tour. No cancellation fee applies if the tour is cancelled no later than 48 hours prior to the date, with the exception of tailor-made tours. Beyond this deadline, you will be billed for actual costs that will depend on what is included in the tour.

### Data protection

FaceLatvia.com shall not share your name, phone number or email address with any third party and shall never use that information to send promotional letters or the like.

### Changes

We reserve the right to make changes to the tours we offer. If it becomes impossible to provide any of our services, we will do our best to notify you as soon as possible and offer similar services or the opportunity to cancel the trip. If your tour must be cancelled due to our fault, there will always be a 100% refund + 10% as a little extra for inconvenience (if you have made a pre-payment).