

Terms of use

Accepting terms and conditions

Using this site or ordering touristic packages you give your consent regarding this Terms & Conditions, without any other restriction. If you do not agree with any of the terms and conditions you cannot use this site.

Paloma Tours' Services

The reservations and flight tickets sales are subduced to General Conditions of Flight Ticket Reservation and Sale (adding the stipulation of the present Contract). For touristic packages the prices displayed on the website are informatory and can change at any moment. The reservation requests made on website do not guarantee the lock of seats and prices. After sending the request on the website, an agent will confirm you the price via e-mail or telephone.

You can choose from the services available on the web site, booking flight tickets, rental car, medical assurance, or hotel rentals.

Paloma Tours acts like an agent for third parties as: airlines, hotels, rental car companies, others (Touristic Services Suppliers). Paloma Tours does not take responsibilities for the touristic packages or services offered by Touristic Services Suppliers and does not guarantee (explicit or implicit) the accuracy or the quality of this packages and services on this web site.

Touristic Services Suppliers Conditions

Any reservation or request made on the web site or call center will be considerate as your initiative to book a product or a touristic service provided by Paloma Tours. If your request will be accepted, you will receive a confirmation e-mail from Paloma Tours and this contract will take effect. The issuing of tickets, the changing of the flight time table, the cancelation of flight tickets, the issuing of hotel vouchers, rental car vouchers, travel insurance vouchers, phone support or any other issue that needs human intervention will be required during the program hours of Paloma Tours. (every week day from 09:00 – 18:00, EEST)

All touristic services on the website are restricted by the Touristic Services Supplier.

The terms and conditions of the Travel Services Provider (including the airline passenger transport rules, hotel entry / exit times, cancellation / change of tourist services) will be applied in addition to the Terms and Conditions of this Site. When you navigate the Site, you will be able to see references to the different terms applicable to special offers. Please read these terms carefully, but please contact Paloma Tours for full details.

Hotel booking conditions

For most hotels, the normal check-in time is 14:00 and check-out is until 11:00. Careful! These hours may vary from one hotel to another. Please check this information on the Paloma Tours website or offer.

If you arrive at the hotel after the check-in time indicated above, your rooms are detained until 18:00 (local time) on the day of arrival. If you arrive at the hotel after this time, please specify in the reservation (if there is an observation field) or let us know of this possibility, including the estimated time of arrival. If the hotel is not aware of this, it has the right to resell the rooms.

Legend:

1. Single room - single bed for one person;
2. Double room - contains a double bed for 2 people;
3. Twin room - 2 single beds;
4. Double / Twin room in single occupancy - contains a double bed for one person;
5. Triple room - contains 3 single beds or a double bed for 2 people and an extra bed for 1 person;
6. Quadruple Room - Contains either 2 double beds, each for 2 persons or 4 separate single beds, or 1 double bed for 2 persons and 2 extra beds for 1 person;
7. Twin / Double plus child - includes either 2 single beds or a double bed plus 1 extra bed for the child, depending on the age indicated on the reservation. In some cases, depending on the age, the child shares the same bed with the parents. If you want an explicit bed for a child, we suggest that you search only for adults, considering the adult child.

Children up to 2 years of age are infants and to obtain a baby cot for them, a confirmation from the hotel is required. Please specify if you want the baby-cot in the reservation field (if it exists) or let us know by email immediately after the reservation is completed.

The allocation of rooms to tourists is made by the accommodation unit (except where a certain room is booked and paid in advance). In case the reservation is not possible (for well-founded reasons), the accommodation unit (for reservations made through Booking.com) or Paloma Tours is obliged to offer accommodation in another hotel unit, of the same or higher category. In this case, the tourist is obliged to accept one of the alternatives. In case of special events (fairs, exhibitions, congresses, sporting, religious or political events, over-year holidays etc.) reservations may have special terms and conditions (minimum number of nights, higher rates, cancellation policy or change of special reservation, payment terms etc.).

Payment of reservations must be made in accordance with the terms and conditions specified at the time of booking. Failure to do so would result in cancellation of the booking.

Conditions for the payment of participation fees

Paid fees are not refunded unless explicitly stated so until a deadline. The amount of the participation fees is established in agreement with the Medical Society.

Collection of reviews

Paloma Tours can collect reviews (reviews of hotels, destinations, services offered by Paloma Tours and its partners) from its customers after they have returned from a conference or a trip.

Customers agree to publish reviews on the site or be used offline by Paloma Tours. Reviews can be collected online in the collection of reviews available on the Paloma Tours website or offline (by email or phone). Paloma Tours reserves the right to refuse certain reviews, especially those with vulgar language. Prior to publishing reviews on the site, Paloma Tours reserves the right to edit grammar and speech errors without changing the meaning of words. Clients' reviews become the property of Paloma Tours and cannot be published on other sites.

Other terms and conditions applied to Paloma Tours

Complaints

The problem that occurred during the tourist stay should be urgently communicated to Paloma Tours in order to be able to resolve it in a timely manner. Any complaint must be made in writing to the accommodation and a copy must reach Paloma Tours within 2 days of the completion of the service. All complaints will be investigated, and an immediate response will be given after a full analysis of the situation presented.

To resolve any problems, in a quick, efficient and amicable manner, please send your messages to office@palomatours.com

Payment

No payment other than those presented on the Site is accepted and we assume no responsibility for the amount of money sent by courier.

In some cases, your credit card details can be transferred to the Travel Services Provider. The provider, in question, will take over the payments for your reservations.

Hotel payments and participation fees are made in accordance with the above paragraph.

Payment can be made with the major credit cards recognized.

Paloma Tours reserves the right to charge any fees (or commissions) that may occur at the time of booking by credit cards. In this case you will be informed of the applicable commissions. Paloma Tours reserves the right to transfer the costs of charge back penalties. If your reservation is paid with another person's credit card, we reserve the right to request a written authorization from that person.

If your credit card issuer so requests, Paloma Tours reserves the right to send tickets, confirmation vouchers or other travel documents to your declared address at the time of issue of the credit card. Incorrect information about this address may be reflected in the cancellation of the reservation, the delay in the delivery of the travel documents, and the increase in the confirmed fare. Please make sure that your billing address details match those on your statement.

In addition, to minimize the effects of attempting to fraud your credit card before issuing travel documents, we reserve the right to perform random checks, request proof of your address and a copy of the credit card as well and a recent account statement.

All charges and fees may fluctuate due to exchange rate changes.

Traveling ticket documents (flight ticket, travel voucher or invoice) can be sent by e-mail to the address entered at the time of booking, by email (at the address specified at the time of booking) or can be picked up directly from our headquarters. Our consultants can give you detailed information at any time, if necessary.

Use of the Site

Paloma Tours is not responsible for the User's ability to access or use the Site, nor for the failures resulting from the deficiency of such abilities. Paloma Tours does not warrant that the Site may not be affected by viruses or other actions that may cause malfunctions or other losses.

Cookies policy

Paloma Tours does not use cookies on its own site.

Obligations of the user

You agree to comply with the following obligations including (but not limited to):

1. Financial responsibility for all transactions made in your account or your name
2. You are over 18 years of age and legal capacity to initiate legal action
3. Guarantee the accuracy of the data provided about you or your family members
4. The non-use of the Site for speculative purposes, the generation of false or fraudulent reservations
5. Prohibition of the transmission of political, pornographic, racist or other materials contrary to the law
6. Obligation not to alter, copy, transmit, distribute, sell, display, license or reproduce the content of the Site except for the personal and non-commercial use of a single copy of the information contained on the Site
7. Paloma Tours does not provide any warranty about travel document arrangements (passports, visas, vaccines, etc.), nor does the fact that the information on the Site is updated. As a result, it is the responsibility of the User to ensure that he / she travels in accordance with the measures applicable to these travel documents.

Newsletters

You can subscribe to the Paloma Tours newsletter, which will be sent to your email address and will include news and special offers as well as other information.

Prohibition of access to the Site

Paloma Tours reserves the right to prohibit you from accessing the Site at any time without prior notice.

Limitation of Paloma Tours liability

SC Paloma Tours Ltd. mentions that the use of the System is solely at the expense and risk of the user. The Company does not guarantee that the use of the System will be error free as it does not guarantee that the search results will meet the User's requirements regarding the content, accuracy and usefulness of the returned information. In addition, responsibility for the accuracy and accuracy of Passenger, Contact, Credit or Billing Data used to make a reservation is entirely to the User, and the Company cannot be held liable if the User is harmed because of non-compliance with this provision.

Certain rates available in the reservation system SC Paloma Tours SRL are subject to certain special booking and issuance conditions.

SC Paloma Tours SRL will offer the Customer services to the best standards. If he is not satisfied with the services he receives, he is entitled to contact the following departments to file his complaint:

Administration or Legal:

Str. Vasile Lucaciu 60, District 3, Bucharest, Romania

E-mail: contabilitate1@palomatours.com

Links to other Sites

This Site may contain links to other external web sites and operated by other parties involved. Paloma Tours has no control or association with these webpages and assumes no responsibility for the accuracy, integrity or quality of these webpages of the parties involved.

The content of these external webpages does not reflect the products, services or information provided by Paloma Tours. Any views on the content of these external webpages will be redirected to the administrators of the pages in question.

Major Force or Insolvency of the company

Paloma Tours is not responsible for party events caused by major force or if the tour operator goes into insolvency. Major events include, but are not limited to, governmental interventions, wars, raids, fires, floods, accidents, storms, strikes, terrorist attacks, etc. which may affect Paloma Tours or its suppliers.

Exchange rate

The rates quoted on the Site are derived from multiple sources and may not always be updated daily. It is mandatory to check the rates of the day of booking.

Changes to the Site

Paloma Tours may alter the design or content of the Site, including the availability of tourism service providers, the database, and other features of the Site.

Privacy

The terms of the Paloma Tours privacy policy are set out in these Terms and Conditions. You agree to the use of your personal information by Paloma Tours or its affiliates and other parties in accordance with the terms and for the purpose stated in the Paloma Tours Privacy Policy.

Security Policy

Paloma Tours uses secure technology to protect your personal information and financial transactions. Paloma Tours complies with the security procedures and standards set forth in the Paloma Tours Security Policy. Online purchases are no longer a novelty. If you choose to pay with your credit card, your credit card details are encrypted during the transaction, resulting in increased security.

Changes to Terms and Conditions

Paloma Tours reserves the right to modify or update at any time the Terms and Conditions regarding the use of this Site without prior notice to Users. The current version of the Terms and Conditions will be displayed on the Site from the date the changes take effect. Continued use of this Site after publishing these changes will constitute your acceptance of these changes.

Governing Law These Terms and Conditions represent the agreement between the User and Paloma Tours and is governed by the laws of Romania. In case of litigation, the competent court is considered the court of Bucharest. In case of litigation, the Romanian version of the terms and conditions will be considered.

CONSUMER PROTECTION - A.N.P.C.C.

- **CONSUMER'S PHONE:** 0800 080 999 - free calling line from the ROMTELECOM network

- **The website of the National Authority for Consumer Protection:** www.anpc.gov.ro

Commerce Authority of Bucharest Municipality Address:

Bucharest, Str. Transilvania nr. 2, sector 1, code 010798

Tel .: 021 / 310.63.75 or 021/9660

Fax: 021 / 310.63.80

E-mail: reclamatii.bucuresti@opc.ro

Web: www.anpc.gov.ro