



Varna Eye Tour Guides Terms and Conditions

1) Bookings with Varna Private Tour Guides

- Bookings can be made online through the Varna Eye Tour Guide website.
- A confirmed enquirers booking will formalised and confirmation of booking tour, dates and times be allocated according to your requirements (subject to terms contained in paragraph 4 of the Terms and Conditions).
- Once the booking is confirmed in accordance with paragraph 2 of the Terms and Conditions, a confirmation email will be sent to you detailing the meeting place, date, time and the guide's contact information and an invoice allotted to you.
- Changes to dates, times, and numbers of participants will be subject to the Var Tour Guide Cancellation, Amendment and Refund Policy (paragraph 3).

2) Payments

- All payments must be completed in full at the time of the booking. Partial deposits are not accepted as a booking guarantee.
- Payments for all tours by a Varna Eye Tour Guide can be made by PayPal/credit/debit card. We are not able to accept cash payments on the day of the tour.
- Final price will include all taxes.
- All prices are indicated in EUR and if charges are made in EUR, the conversion rates relevant on the day of the booking will be used.

3) Cancellation, Amendment and Refund Policy

- The dates, times, numbers of participants can be amended upon agreement with the guide and company. All amendments should be discussed via email as early as possible. While the amendments to date and time are free, extra participants may be subject to additional charge. Please note that amendments to date and time may not be possible during the high season (May-September).
- Varna Eye Tour Guide reserves the right to restrict the number of participants to six to ensure the highest standard of the private tour experience.
- In the unlikely event of a tour being cancelled on our side, Varna Eye Tour Guide will offer an alternative tour date or a full refund.
- If you wish to cancel the tour, you should first consider rescheduling the tour, which is offered for free, at the company's discretion. The tour can be postponed until the end of the next calendar year.
- If postponing is not an option, and you need to cancel the tour, these are our terms: at least 15 days before the tour start date, you are entitled to a 80% refund (we retain 20% to cover admin costs). If you cancel 14-8 days before the tour start date we will offer you a 50% refund. No refunds are issued for cancellations made less than 8 days prior to the tour date. All cancellations are to be discussed via email or by phone.



- Exceptions can be made for cancellations and refunds requested due to a 'force majeure' event, such as extreme weather conditions or serious health issues. This is at the discretion of the company.
- If you are unsatisfied with the quality of the tour and wish to request a refund, we ask that you get in touch via email and provide a detailed account of the tour so we could investigate the circumstances.
- All refunds requested by you are issued minus the processing fees.

4) Guides

- We will do our best to assign each customer the guide of their choice or the guide that we believe best suits their interests. However, the guides' personal availability cannot always be guaranteed, and we reserve the right to assign any other guide from the team.
- Varna Eye Tour Guide reserves the right to change the guide up to 24 hours prior to the tour. In such a case, a notification will be sent to you with the name and contact details of the new guide.