



## CONDITIONS OF THE GUIDED TOURS OF ŽILINA

A guided tour of Žilina must be booked **at least 3 days in advance**. A guided tour of Žilina in a foreign language **a minimum of one week in advance**. A guide tour of Žilina must be booked by completing **an online booking form**.

**The order is considered to be binding.**

Should the customer cancel the guide service thereafter, the Tourist Information Office (TIO) Žilina is authorised to charge the following **cancellation fees**:

<b>7 or more days prior to the event</b>	no charge
<b>2 – 6 days prior to the event</b>	50% of the calculated price
<b>1 day before or on the day</b>	100% of the calculated price
<b>For a change to a confirmed date and the number of participants of the tour</b>	10,- €

### PAYMENT:

- by cash at the Tourist Information Office Žilina,
- per invoice (by bank transfer).

### IMPORTANT INFORMATION:

- TIO Žilina is entitled to receive a minimum deposit of 50 % of the expected cost of the guided tour. In the case of a foreign invoice for guided tour, the Tourist Information Office Žilina is entitled to request from the customer payment for all charges associated with payment by bank transfer.
- TIO Žilina is authorised in certain cases (charity, school or social dependent groups, special PR promotions) to allow an extra reduction in the basic price.
- TIO Žilina provides these services as a supplier. The guide is obliged to prepare a detailed and relevant itinerary of the tour. The guide is responsible for the content of the commentary.



- TIO Žilina reserves the right not to conduct a tour due to exceptional or unforeseen circumstances.
- The customer must arrive on time and at the agreed location with reference to the commencement of the tour. In case of a delay, the tour is shortened proportionally.
- In case of unforeseen circumstances (traffic restrictions, etc.), the customer must inform TIO Žilina about the delay at least an hour before the beginning of the tour. TIO Žilina however, can not guarantee that the time of the tour will be postponed or rescheduled in any way.
- If the guide has to wait for the group, TIO Žilina is authorised to charge a fee 10,-€ per the commencement of each subsequent hour.
- Each group in the price list is accompanied by one guide. If the number of participants is over 40, they need to be divided into groups. If the number of participants is over 20, the guide can be equipped with a microphone.
- Should the group provide its own interpreter for the guided tour, it must be noted that the duration of the tour will not be extended due to the commentary of the interpreter in question. In these instances the commentary of the guide will be adjusted. If the order includes a request to provide interpretation services, the duration of the guided tour will be extended for a period of interpretation and the commentary of the guide will remain unchanged.