

FREE TOURS BY SIMPLY B

SECURITY & PRIVACY

Privacy policy

Your privacy is important to Free Tours Porto by Simply b, as is your trust in our products and services. We want you to know that the information you share with us will be treated with care. We never use your email for unsolicited emails and never provide your details to any third parties without your consent.

Your personal information

The information you share with us is that which is required and used to fulfil the booking process and any associated requests you make. We will retain submitted personal information for only as long as required for the fulfilment of the services you've booked via the platform and associated facilities, such as providing you the opportunity to review and rate the tour on the platform for a reasonable length of time (up to 7 days) following the tour / service completion date.

Your name, email address and / or contact number (if submitted) is included in the booking notification that we send to the tour provider whose tour service you book. Once they are in receipt of this information, the independent tour provider is wholly responsible for handling & storing this data as per legal requirements in their jurisdiction and all other applicable laws, and you agree to indemnify Free Tours Porto by Simply b against same. Credit card details, if required, are never shared with the tour provider or any other party.

How can you control the personal data you have provided?

You have various rights under data protection law in connection with our processing of your personal data. You can control your personal data in the following ways:

- Right to access your personal data – You can request a copy of the personal data that we hold about you, together with how we process that information.
- Right to rectification – You can request that we change or correct your personal data we hold about you if it is inaccurate or incomplete.
- Right to erasure, restriction of processing or to object processing – In certain situation you have the right to ask us to erase or restrict the processing of the personal data we hold about you, or object to particular ways in which we can use your personal data.
- Right to data portability – You can request us to provide you or a third party with a copy of your personal data.

In the event of the sale, transfer, or financing of a significant part of a Free Tours Porto by Simply b business during the time that your information is on file, the information may be included in the transfer for the fulfilment of the pending service. We will not share your personal information with third parties, other than the tour operator / service provider whose service you booked or requested information from without your explicit permission.

You can request a copy of your data as held by us. Just send us an email to porto@simplyb.pt. Please see 'Terms & Legal ' for information about the booking process and payments made through the website.

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Information may be changed or updated without notice. Free Tours Porto by Simply b has no obligation to update information presented on this website. Free Tours Porto by Simply b may also make improvements and/or changes in the products and/or programs described in this information at any time without notice.

Terms & Legal

This agreement is between you, the user of Free Tours Porto by Simply b website(s), and Free Tours Porto by Simply b (Free Tours Porto by Simply b).

'The tour provider' is the organizer of the tour which is offering services (Tour) for booking or sale via the website(s). 'Tour' should be considered as inclusive of all services, includes, added value and other offered by the tour provider displayed 'as is' on the website(s).

- You confirm that you are of legal age to lawfully use Free Tours Porto by Simply b web-sites & services, to enter into a contract and that you are solely responsible for all uses performed on said sites / services by you, even if on the behalf of another.
- You understand that Free Tours Porto by Simply b is a platform which facilitates your booking of tours provided by us. As tour provider Free Tours Porto by Simply b is solely responsible and liable for providing you with tour service as booked or with an alternative to your satisfaction where applicable.
- It is the responsibility of Free Tours Porto by Simply b to ensure the accuracy, legitimacy and correctness of all content and information pertaining to their tour and services as displayed on Free Tours Porto by Simply b website(s). Free Tours Porto by Simply b is responsible for the organization but not for providing of all the tastings, experiences and services provided by other partners and that might be mentioned in the basic program.
- All currency conversions displayed on Free Tours Porto by Simply b sites are calculated by using an exchange rate derived from a third-party reputable currency conversion website in real time.

Booking process, cancellations & refunds.

The Free Tours Porto by Simply b platform facilitates the booking of 'free tours' by provided by us, whereby you are free to pay what you feel the tour experience was worth directly to the tour guide at the end of the tour experience, in person, on the day of the tour as booked. You are not required to pay any amount at the point of booking through the platform and there are no booking fees or charges applied.

Free Tours Porto by Simply b remains responsible for all transaction amounts carried out on our site, including facilitating charge-backs and refunds of said amounts where required. We are not responsible for other amounts paid and processed outside of our site in relation to other tour services that were made without our knowledge or consent booked directly with the guide or any costs incurred during the service for add-ons, local taxes, or other purchases.

A 'confirmed booking' registers your request to join the tour with us. Free Tours Porto by Simply b reserves the right to reject your booking or deny your service in the event of over-booking or if tour capacity has already been reached upon your arrival to the tour.

You will receive a booking confirmation via email shortly after completing the booking process informing you of the payment methods and payment forms.

The Free Tours Porto by Simply b platform also facilitates the booking of 'paid tours' services offered by Simply b.

To make a booking for a paid tour via the Free Tours Porto by Simply b platform you will receive a payment form with a reference for direct payment via bank transfer. This form will be sent by email or phone message and the payment must be done according to the instructions provided. Once the receiving payment is confirmed you will also receive a legal confirmation of the operation.

Once the payment is confirmed possible total refund due to cancellation will be only possible if cancellation is informed by email 72 hours before the beginning of the tour, in 50% if that communication occurs until 48h before the beginning of the tour and in 25% until 24h in accordance with the stated on our cancellation policy. Deposits paid on bookings cancelled by you after the cancellation time period has elapsed are not refundable or transferrable.

The deposit is always refundable in instances of the tour if we fail to provide the service as booked. You can claim a deposit refund by email (porto@simplyb.pt).

If you did not paid for the total amount for the tour you chose, you are responsible for paying the remaining balance (the remaining value of your booking after the deposit paid) on arrival to the tour.

Only cancellations made via email will be deemed valid.

The deposit paid when booking must be paid using our bank transfer payment system or by valid Credit Card or Debit Card.

You confirm that all information submitted by you to Free Tours Porto by Simply b, including Credit card / Debit card details, are complete and accurate and that you have been granted the required permissions and authorizations to use said card. Payment is processed by a secure & reputable payment portal. Credit / Debit card details are entered on a secure page and transferred using SSL technology.

You will receive a booking confirmation via email shortly after completing the booking process, provided that all information submitted is correct and that the payment has been made according our indications or that there are sufficient funds available to the credit / debit card used to complete the transaction.

In making a booking you agree to our policies, including all relevant no-show and cancellation policies as displayed or set out our profile. Accordingly, in the event of your failing to comply with said policies, including failure to arrive by your agreed time or failure to cancel your booking within the permitted time-frame as set out by us, you authorize Free Tours Porto by Simply b to charge your credit / debit card and retain an amount not greater than the balance due for the service as booked after the partial deposit paid at the point of booking. Free Tours Porto by Simply b may inform you of the charge in such an event, as a courtesy.

It is your responsibility to notify Free Tours Porto by Simply b directly to make any amendments to your booking or to inform of any special requirements / facilities that you or a member of your party may require.

Free Tours Porto by Simply b may offer you the opportunity to review our post-service in relation to your tour experience and your opinion. The ranking and rating attributed to tour products and services are influenced by this feedback and your review and rating may be visible on our site(s) social networks.

All personal data provided to Free Tours Porto by Simply b is treated, controlled and processed in accordance with local laws (that of The Republic of Portugal). The security of your personal information and privacy is hugely important to us and we have taken enough measures to ensure this is controlled in a consistently secure manner. We will never provide your details to any third party.

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