



# GLAMOUX

## GLAMOUX PORTUGAL – TERMS & CONDITIONS

### Effective as of the date of your Proposal

Glamoux Portugal Unip Lda (Registration and Tax ID 516500414, registered office Av. da Liberdade 706 1E, 4710-249 Braga, Portugal – hereinafter “Glamoux”) is a duly registered, accredited and insured company in Portugal, holding RNAVT Licence No. 9787 issued by the Portuguese Tourism Board and IATA TIDS registration 96107513.

These Terms and Conditions, together with our Privacy Policy and any written information provided before confirmation, form the basis of your contract with Glamoux. “We”, “us” and “our” means Glamoux. “You” and “your” means the first named person on the booking, all persons on whose behalf the booking is made, or the person representing them.

By making a booking, you confirm on behalf of the entire party that:

- a) you have read, acknowledged and agree to these Terms and Conditions;
- b) you consent to our use of your personal data (including special categories) in accordance with our Privacy Policy and EU GDPR;
- c) you are over 18 and all party members meet any age requirements;
- d) you accept full financial responsibility for the entire booking.

We act in two capacities:

- As Services Organiser (Section B applies), or,
- As Agent for the Supplier/Principal (Section C applies).

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## **SECTION A – APPLIES TO ALL BOOKINGS**

**1. Booking, Confirmation & Payments** A booking is confirmed only upon receipt of your payment and our written confirmation. A Proposal is prepared based on your requirements. For complex arrangements, a design fee may apply. A deposit may be requested when you express your intention to book.

**2. Balances & Payment Terms** Any remaining balance must be settled no later than 90 days prior to the commencement of the services. For bookings made within 90 days of the start date, 100% of the total amount is due immediately upon invoicing. All payments must be received by us in the currency specified on the invoice. Glamoux cannot be responsible for intermediary bank fees, exchange-rate fluctuations or banking or credit card processing delays.

**3. Credit Card Payments & Processing Fees** All credit card payments are processed through a secure service and are subject to a 3.75% processing fee, which will be added to the total invoice amount.

**4. Accuracy** We make every effort to ensure descriptions and prices are accurate, but we reserve the right to correct errors. You must verify all details at the time of booking.

**5. Travel Insurance** Adequate travel insurance is mandatory. It must cover pre-existing medical conditions, cancellation, medical expenses and repatriation. We can provide insurance coverage (at cost), or you may contract your own. Should you choose not to take out insurance, a signed waiver may be requested. We cannot accept liability for losses that would have been covered by insurance.

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**6. Events Beyond Our Control (Force Majeure)** We are not liable for any failure or delay caused by events beyond our or our suppliers' reasonable control (war, terrorism, civil unrest, serious disease outbreaks, natural disasters, government and law enforcement action, strikes, technical transport problems, etc.).

**7. Special Requests** Special requests (diet, room type, facilities, specifics, etc.) must be advised before booking and confirmed in writing. We will endeavour to meet them but cannot guarantee them. We reserve the right not to accept any request that we consider unsafe, unlawful, immoral, or unethical at our sole discretion.

**8. Accommodation, Ratings & Disabilities** Accommodation and service ratings are for guidance only. You must inform us before booking of any medical condition or disability. We may require a doctor's certificate and reserve the right to decline or cancel the booking (with applicable charges) if we cannot reasonably accommodate the needs.

**9. Responsibilities & Behaviour** You and your party must behave appropriately and respectfully. Unacceptable behaviour may result, at our sole discretion, in immediate termination of the booking with no refund. You will be liable for any costs, damage or losses caused.

**10. Excursions, Local Tours & Activities** Any excursions, tours or activities booked locally by you are not part of your contract with us. Such contract/booking is with you and the local operator.

**11. Entry, Passport, Visa & Health Requirements** It is your sole responsibility to ensure you have a valid passport, correct visas, waivers and meet all health and immigration requirements. We provide general information only. At your request, our legal team can engage with you to analyse, suggest, and process any specific requirements, to which service fees may apply.

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**12. Non-Circumvention** By engaging Glamoux, you acknowledge that we have invested significant resources in curating and vetting our network of partners. You agree not to circumvent Glamoux by contacting, negotiating or booking directly with any of our suppliers. In the event of breach, Glamoux shall be entitled to full compensation equivalent to our standard commission/margin on the services.

**13. Privacy, Data Protection & Discretion** Glamoux operates under a strict code of professional discretion. All personal data is processed in accordance with EU GDPR and used exclusively for the fulfilment of the requested services.

**14. Cancellation by You** Cancellation must be in writing. Charges are:

Notice period before Start of Services	Charge
More than 90 days	Loss of deposit and/or design fee
89 – 60 days	50% of total price
59 – 30 days	75% of total price
29 days or less	100% of total price

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## **SECTION B – PACKAGES (where we act as Services Organiser)**

**15. Package Definition** A Package exists when you book a combination of at least two travel services purchased together for an inclusive price.

**16. Price Breakdown** A package price includes an embedded commercial bundle discount for the combined services. A detailed price breakdown does not benefit from such discount.

**17. Cancellation, Amendments & Refunds** Any request for cancellation or amendment must be submitted in writing. Refunds are only possible where the supplier accepts cancellation without charges. You acknowledge and agree to pay any cancellation charges imposed by our suppliers. Deposits and design fees are strictly non-refundable. If cancellation occurs within 90 days of the service date, Glamoux reserves the right to retain up to 100% of the total booking value, depending – but not limited to - on the specific penalty schedules of the end-suppliers. Requested modifications after confirmation are subject to availability and may incur additional service fees or costs.

**18. Our Responsibility (as Services Organiser)** We accept liability in accordance with Portuguese legislation. Glamoux acts as a travel agency and/or intermediary/Concierge. While we perform rigorous due diligence on all partners, we are not liable for personal injury, illness, death, property damage or delays resulting from the acts or omissions of third-party providers, or by you.

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## **SECTION C – WHEN WE ACT AS AGENT**

Within the scope of our Concierge & lifestyle management services, where we act only as agent for the Supplier/Principal, your contract is directly with that supplier. We accept no liability for the acts, omissions or performance of the supplier. Our role is limited to arranging the booking or service.

**General Portuguese law governs these Terms and Conditions. Any disputes shall be subject to the exclusive jurisdiction of the Portuguese courts.**

**Complaints** Any complaint must be notified to us in writing as soon as possible and in any event within 5 business days of the end of the service provided.

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## SECTION D – WHITE-LABEL & B2B INTERMEDIARY SERVICES

**19. White-Label Definition** White-label services refer to situations where Glamoux acts as a behind-the-scenes supplier or intermediary to other travel professionals, Destination Management Companies (DMCs), lifestyle and/or concierge agencies, or corporate clients. In these cases, Glamoux sources services from our vetted partners (e.g., transportation, accommodations, activities, guides, venues, etc.), applies our margin/mark-up, and supplies them under the client’s branding or as part of their own packaged offering. The end-client relationship remains between the DMC/client and their customer. Glamoux does not have a direct contractual relationship with the ultimate traveller in white-label operations.

**20. Our Role and Liability** When acting in a white-label and/or B2B intermediary capacity, Glamoux functions strictly as an intermediary/supplier. We are not the principal provider of the underlying services.

Although Glamoux provides end-to-end support, Glamoux cannot be liable for acts, omissions, negligence, performance failures, personal injury, illness, death, property damage, loss, theft, accidents, delays, or any other misfortune arising from the services provided by third-party suppliers. Our responsibility is limited to the careful selection and contracting of reputable partners and the accurate transmission of booking details.

**21. Insurance Requirements** Adequate insurance remains the sole responsibility of the contracting party. This must include, at minimum, coverage for cancellation, medical emergencies, personal injury, public liability, property damage, and repatriation, as appropriate for the nature of the services.

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Glamoux may, upon request, propose suitable insurance options (at cost). Should the contracting party choose not to purchase the recommended insurance, Glamoux reserves the right to request a signed waiver of liability. Failure to obtain appropriate insurance does not create any additional liability for Glamoux.

**22. Contracting Party Responsibility** By requesting a white-label service, the client or requesting company confirms that it has authority to contract the service, has assessed the risks associated with the service, and will ensure that any necessary insurance is obtained before the service begins. Glamoux may refuse to proceed with any white-label request where, in its sole discretion, it considers the insurance position, legal compliance, or risk profile to be inadequate.

**23. General** All other provisions of these Terms & Conditions apply to white-label services where relevant, particularly those regarding payment, cancellation, force majeure, behaviour, and non-circumvention. Portuguese law governs these arrangements, with exclusive jurisdiction of the Portuguese courts.

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