

Terms and Conditions

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Access

The purpose allowed for the use of this site is to obtain information on the tourist offers and programs of Perfect Journey, information about the destinations promoted, subscribe to the newsletter, purchase Perfect Journey products, bookings, As well as live or email support, etc. Any use for purposes other than this is not permitted.

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- Your personal information owned by Perfect Journey at the time of registering on the site or buying tourist services is protected under the terms of law 677/2001.
- Perfect Journey SRL is a personal data controller registered under No. 0002675 at A.N.S.P.D.C.P.
- By completing the fields in online registration forms, users agree that the personal data they register to enter the Perfect Journey database and receive messages about products and services, promotions, contests or Any other editorial and marketing actions conducted in the future by Perfect Journey and its agreed partners.
- At the explicit request of the user addressed at it@perfectjourney.ro, Perfect Journey undertakes to rectify, update, block, erase or transform into anonymous data and cease processing of the user's personal data, free of charge, according to the provisions of Law No. 677/2001 on the protection of personal data and the free movement of such data.

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- Perfect Journey or third parties may provide authorized, via the site, links to other pages or resources of the World Wide Web. Perfect Journey does not warrant, is not and cannot be made responsible in any way of their availability, form, content, advertising, products or other materials available on those sites.

Hotel reservation Terms and conditions

- The rates of hotels are only guaranteed on the basis of a confirmed reservation. Meals included in each tariff are specified in the table on the Perfect Journey website.
- In Some destinations it is possible to charge local tax payable directly at the hotel. The hotel's management has the right to request credit card details or a deposit to cover and guarantee any additional charges that may arise during your stay upon arrival.
- Accommodation is usually between 12.00 and 14.00, local time, on the day of arrival scheduled in the reservation. On the Romanian coast the accommodation starts at 18:00 o'clock on the day of arrival and ends until 12.00 on the day of departure. To avoid problems at accommodation, please inform us in case you arrive later at the hotel.
- The distribution of rooms at the hotel is done at the reception and any problem related to the location or appearance of the room is resolved by the customer directly at the reception, assisted by the Agency representative.
- All hotels published on www.perfect-tour.ro require at least one of the passengers to be 18 years old. In case of non-presentation at the hotel, a penalty of at least one night will be applied (up to the maximum cost of the entire stay, depending on the hotel cancellation policy).
- Requests for reimbursement, due to the non-use of all or part of the tourist services, must be accompanied by a written confirmation from the hotel.
- This confirmation does not guarantee the return of the unused services and will be honored only if the hotel accepts the return of the consideration.
- All bookings will be honored only for the persons in whose name the reservation was made. Name changes are not allowed.
- In case of forced impossibility to honor the reservation, Perfect Journey reserves the right to replace the hotel or other services initially confirmed with others of similar or superior category, without any other compensation in return or to return the money Where it is impossible to provide an alternative.
- Room types may depend on the availability of that type of camera in the hotel and may vary depending on the hotel and/or country. We try to make sure that the hotel offers the type of room booked, however there may be occasions when instead of a double bed room can be allocated a room with two separate beds or a room with double bed can be allocated instead of a room with two separate beds.
- Please be aware that most European hotels offer two adjoining single beds to form a double bed. While all preferences related to the desired room type are sent to the hotel, the room allocation is made by the hotel and depends on the availability at the time of entering the hotel.
- A triple room does not guarantee three separate beds. 3-bedded rooms (triple) can be with 3 beds of the same kind or with 2 single beds and one extra bed or with a double bed and a normal one or an extra bed.
- The beds ' sizes and their configuration may differ. A quadruple room is a room for four adults, two, three or four beds. This can also include folding beds. The arrangement of the beds can vary considerably.
- Any additional application, such as for the upper floor, for the smoking room, etc. is not guaranteed at the time of booking and depends on the availability of the hotel on the day of entering the client.

- The star classification of accommodation units is the one officially attributed by the respective country ministries and as such, complies with local standards.
- The specific criteria and requirements applied may differ from country to country, following the classification of hotels offers only a general idea of hotel quality and an approximate level of facilities, services and conveniences. Perfect Journey is not responsible for this variety in terms of classification of hotels between countries, room types and hotel information related to these issues. It is the responsibility of the person making the reservation to ensure that the room type reserved is suitable for the number of people traveling.
- Any complaint must be filed in writing at the Perfect Journey headquarters within 30 days from the date of exit of the hotel. We will not consider complaints that were not subject to the hotel's attention during the client's stay.
- Any complaint must be reported on the spot of the hotel and local guide, or the emergency number on the voucher.
- We are not responsible for compensating any situation that could have been solved at the scene if the hotel had been informed. Perfect Journey will not be responsible for any inconvenience or results of unforeseen circumstances such as floods, earthquakes, riots, terrorist acts, government acts or the change of authority in a country, weather conditions Unfavorable or renovations at the hotel which were not communicated in advance.
- Climate differences and energy saving rules from different countries can affect heating systems in hotels located in the respective area or country. For example, in Italy the heating system can only be operated between 15 November and 15 March due to government regulations. Starting and slowing down the operating data of the swimming pools can also be affected by weather and climate conditions. Perfect Journey is not responsible for hotels policies related to these issues.
- After the booking process, please check and make sure that all the details in the voucher (such as the hotel address, hotel information, city and country) are correct. In this way you will be protected from any inconvenience caused by a system error.

Terms and conditions of airline tickets purchase

- Along with the effective reservation, you will receive from Perfect Journey information about the flight rate (valid on the date of booking), as well as information on conditions, restrictions and rules applicable to the airline ticket that can be bought in The basis of that reservation.
- All conditions, rules and restrictions applicable to an airline ticket are those dictated by the airline as well as other factors (e.g. visa requirement), independent of willpower Perfect Journey.
- These rules, as well as the fare of the airline ticket, may change, by the will of those who have imposed them, until the actual purchase of the ticket, without Perfect Journey can be made in any way liable.
- After issuing the airline ticket, all responsibility for making the trip rests with the airline. The passenger is obliged to present himself at boarding for flight at least 2 hours before departure time for international flights and at least 1 hour and 30 min before departure time for domestic flights, in order to be able to arrange the necessary formalities.
- Airlines assumes the right to cancel a flight or modify its timetable, in these cases, depending on the missed hours, the passenger may only request compensation directly to the airline.
- Each tourist is personally liable for compliance with the provisions of the passport, customs, sanitary, etc. Services of the country in which they travel. Each customer must inform the visa bonds at the consulates and embassies of the country in which he plans to travel.
- Romanian citizens can travel without a visa in the Member States of the European Union and the Schengen space for a period of max. 90 days within a period of 6 months provided the youth of a valid identity card or passport.

- Romanian citizens can only travel on the basis of identity cards in the following countries: Austria, Belgium, Bulgaria, Czech Republic, Cyprus, Denmark, Switzerland, Estonia, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, United Kingdom, Netherlands, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Hungary.
- Romanian minors can travel abroad only accompanied, with the consent of parents or legal representatives. In the situation where the minor travels unescorted, it must be presented at the exit of the country to procure it from both parents in which they express their consent to the journey. Passengers travelling accompanied by a person other than their guardians shall have the obligation to have the power of attorney/guardian and criminal record.
- The reconfirmation of the return flight is indicated 72 hours before, otherwise the reservation could be cancelled. Depending on the regulations of the airlines, the passenger may present at check-in for international flights, one or two pieces of baggage of 20-23 kg each, with total dimensions (length + width + height) of 158 cm, as well as a piece of hand baggage of 5-10 kg, with a total size of 115 cm.
- For domestic flights, the weight limit for cargo bags is 10-20kg/person, and for hand baggage of 5-10 kg. Accurate information will be communicated to you when issuing airline tickets.
- Excess baggage is charged extra by airline companies.
- Passengers with serious health problems, as well as expectant occupants will only be able to travel with the written consent of the attending physician, obtained 7 days before the date of flight.
- Domestic animals are accepted on board aircraft only with previous reservation confirmed by the airline and only with standard cage model.
- On board the aircraft you are obliged to comply with the recommendations of the onboard staff and you can request information about the loyalty program of the airline with which you travel in order to benefit further from the benefits offered to members.
- To protect against new threats with liquid explosives, the European Union (EU) has adopted a number of rules and measures, which restrict the amount of fluids you can pass through the security checkpoints.
- These rules apply to all passengers departing from airports in the EU regardless of their destination, but are practicing on an increasingly wide scale and other airports outside the EU.
- The new rules entered into force on November 6, 2006 at all airports in the EU, Norway, Iceland and Switzerland and are valid until further modifications.
- It is permissible to take in hand baggage only small amounts of liquids for personal use, which must be packaged in individual containers of not more than 100 millilitres each.
- All these containers will be stored in a transparent plastic packaging, which can be resigila, with a maximum volume of 1 litre per passenger and may include: water and other beverages, soups, syrups, creams, lotions and oils, perfumes, Sprays, hair and bath gel, shaving foam, pressure containers, toothpaste, mascara, mixes, as well as other products of the same consistency.
- You may have in hand baggage medicines in the form of liquid, gel, aerosols, insulin and diet substances (it is necessary to write a doctor's written recommendation), including food for children (milk or juice), in the amount required during the trip. It is permissible to pack liquids in the cargo bags.
- It is permissible to buy liquids, such as beverages or perfumes, either from the duty-free zone after the security control or on board the aircraft only if they are packaged in transparent plastic resealable bags (not to be unsealed until The destination, otherwise they may be confiscated).

Group circuits terms and conditions

- The group attendant can modify the circuit schedule on days, including the order in which the sights are visited, depending on certain objective conditions (adverse weather conditions, etc.), but without affecting the overall structure of the program.
- Perfect Journey is not responsible for any changes in the days or schedules of flights operated by the airlines or for any changes in the program due to them.
- Our agency cannot be held responsible for modifying the tourist program, when it is due to causes of force majeure or circumstances that neither the agency nor the service providers could foresee or avoid (delays in Air traffic, airport or program changes, due to political movements, strikes, natural calamities, etc.). In these cases, Perfect Journey will make every effort to overcome the inevitable situations, but cannot be held liable for additional expenses incurred.
- Perfect Journey is not liable for situations where customs or airport authorities refuse to board the tourist or grant permission to enter or exit a country and cannot be attributed to the agency the amounts generated by it Situation.
- Perfect Journey cannot be made liable for the loss of luggage or personal belongings of the tourist (regardless of the cause).

Terms and conditions of payment. Cancellation and penalty conditions

- For airline tickets, payment is made in full when they are issued.
 - For ground services, the payment is made in the amount of: 40% on the booking confirmation; 60% 30 days before departure.
 - For requests received less than two weeks before the departure date, payment is made in full on the date of booking.
 - Payment can be made in Euro or Ron (in which case the BNR + 2% course is used from the day of payments).
 - If the tourist waives his guilt to the package of tourism services covered by this agreement, he owes the penalties to the agency as follows:
 - (a) 30% of the price of the service package if the waiver is made more than 30 calendar days before the date of departure;
 - (b) 60% of the price of the service package if the waiver is made within 16-30 days before the date of departure;
 - (c) 100% of the price of the service package if the waiver is made within a period of less than 16 days before departure or for failure to submit to the programme.
- For bookings with EARLY BOOKING, special rules are applicable according to each offer.
 - The Refund, if it exists, can only be done in the same way as it was done at the initial payment.
 - Penalties can be up to 100% of the value of the tourist package.

Online shopping – What are the rights of consumers and the obligations of traders?

Pre-contractual information

Before concluding the contract at a distance, the consumer must know his/her rights and obligations in case of order. This must be specified:

- The essential characteristics of the goods or service;
- The price of the goods or service;
- Date or time limit for the delivery of the goods or for the performance of the service;

- Information on the identity of the seller and contact details;
- This information must be legible and understandable to everyone.

Legal guarantee of compliance

The online trader must inform the consumer of the existence of the legal guarantee of conformity of the product.

Right of retraction

The trader must indicate the conditions under which the consumer can or may not be retracta.

When the right to retraction exists, the conditions, the term and the modalities of the exercise of this right must be clearly expressed. A type of withdrawal form must be made available to the consumer.

All this information together with the general conditions of sale (CGV) and the withdrawal form must be submitted to the consumer after placing the order by a confirmation email.

Placing the Order

The law requires that before the order is validated, the consumer is explicitly informed that he undertakes to pay. There must be no ambiguity regarding the obligation to pay.

The validation of the order by the consumer must go through the stage "Commande avec obligation de paiement" (Order with payment obligation) or a synonymous formula to express the obligation of payment.

In addition, the Internet site must indicate which means of payment accepted by the seller and any restriction of delivery (e.g. certain geographic areas).

Delivery

The law provides for the right to terminate the contract if the trader does not execute his obligations.

The ordered product must be delivered within 30 days from the date of placing the order. In case of failure to do so, the consumer must notify the supplier to deliver within a reasonable time. Otherwise, the consumer will be able to terminate the contract.

In this case, it will be returned in no more than 14 days, the amount of money paid, under penalty of applying 10% penalties if the return of the money is made within 30 days, 20% for delays of up to 60 days and 50% for upper delays.

Risk transfer

Clauses are prohibited which predict that the risk of transporting the goods delivered belongs to the consumer and this even if the delivery is made by a passenger chosen by the consumer.

Exercise of reinstatement

Transposing the European Directive 2011/83/EU of 25 October 2011, Law Hamon modifies the withdrawal period from 7 to 14 days. The term begins to flow from the conclusion of the contract in the case of service provision, respectively from the receipt of the goods by the consumer in the case of sale of goods.

The retraction must be notified by letter recommended with acknowledgement of receipt (LRAR) at the expense of the buyer, unless this indication does not appear in the CGV.

In case of retraction, the price must be refunded, including the cost of delivery, within 14 days, under penalty of financial penalties.

The trader must make the withdrawal form available to the consumer.

Ensuring the security of personal data processing

S.C. PERFECT JOURNEY S.R.L. takes all appropriate technical and organisational measures to protect personal data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access.

1. The collection of personal data shall be made by means of secured forms on the company's website. Personal data thus collected is stored in encrypted databases.
2. Users who have access to the database of personal information are only those appointed by the management of a company, each of which accesses the database with its own account name and password. All users are obliged to keep the confidentiality of the data they have access to, and every session termination in the database will close the session. If one or more users are revoked for various reasons, access accounts are automatically suspended.
3. Users access personal data only for the fulfillment of service assignments.
4. Computers from which the database of personal information is accessed are parolate, have implemented antivirus protection, antispam and firewall updates updated to date.
5. The printing of personal data shall be made only by authorized users for this operation and only for purposes required by applicable laws.

Commercial Website compliance

Information on payment obligation, characteristics of goods and services, modes of transport, delivery, return, payment refund, transfer of risks, methods of retraction, etc., must be analysed before putting into accordance with the legal requirements. Contractual documents must also be reseen in order to avoid the invalidity of contracts and penalties.

Given the imperative deadlines for withdrawal and repayment of payments, it is preferable that the seller-online trader to establish a spoil procedure for the management of returns and especially to provide consumers with the withdrawal form.

Starting with June 13, 2014 online traders are obliged to put in line the commercial web sites and general conditions for sale.