

Tours by bus with multilingual local tour guides departing from/ returning to Lisbon.

Validity from 1st March 2023 to 31st February 2024.

Bookings The reservation by email to bookings@livingtours.com up to 48 hours prior to the travelling date is mandatory and requires our writing confirmation. Information about the chosen language and the hotel name of the travelers to check the pick up point and time shall be included (if applies)

Cancellations made within 48 hours or less prior to the tour date will be fully charged. Notice of cancellation must be made in writing to Living Tours and requires also written confirmation.

No Show: 100% of total reservation is charged.

Voucher Although we recommend to have the voucher printed, it can be presented on the electronic device to the tour assistant at the boarding point.

Tickets tour ticket includes transportation, local visits and tour guide. Meals are only included in the specific tours where this option is mentioned. Extras are not included.

Languages Portuguese, English and Spanish. French, Italian and German are subject to availability. The tours are simultaneously guided in different languages.

Pick up Complimentary transfer service from central and selected Lisbon hotels to the departure point. Information about pick up time and place is advised on reconfirmation. Travelers are advised to be at the pick up point a few minutes prior to the scheduled time in order to not miss the transfer; in the event that the pick up transfer is missed, travelers must attend at the starting point by their own means. Pick up at selected hotels in Cascais and Estoril is also available and subject to a fee.

Departure point / Terminal: Tours departs from Marquês de Pombal Square.

Meeting point: Eduardo VII Park - Gray Line Kiosk. Travelers can reach Marquês de Pombal by metro - blue or yellow line/ station: Marquês de Pombal.

All tours, except the Lisbon Fado Night, end at the departure point/ terminal. Travelers can exit also at the city center according to tour guide instructions.

Child policy from 5-10 years old: 50%; from 0 - 4 years old: free and only includes transportation free of charge (all extras are supported by the accompanying adult).

Itinerary Services may change without prior notice. While every effort will be made to follow the itinerary as confirmed prior to departure, the same could be amended due to compelling reasons on the tour beyond our control or the service provider (traffic congestion, mechanical failure, weather conditions, street closures due to special town events such as parades and run marathons, amongst others). The cooperation of the traveller in such circumstances is solicited. No claim for refund or compensation will be entertained.

Insurance is provided in accordance with the laws of the Portuguese Republic.

Luggage / Personal belongings Should travellers inadvertently leave any belongings on one of the vehicles then they should contact us immediately. We will do everything possible to locate and return the article. However, should the item not be found we cannot take any responsibility for its loss.

Claims/ Complaints If traveler has a complaint in respect of the tour, traveler shall immediately inform the tour guide or tour representative during the course of the tour. If the matter cannot be resolved after the best endeavours to do so during the tour, any claim or complaint must be notified in writing by the agency which made the booking within 8 days of the end of the tour. No complaint or claim notified outside the 8-day period will be considered.