

**Dear participants,**  
**please read the following General Terms and Conditions carefully. They are part of the travel and / or workshop agreement in case of your *Mosaic at Sea* booking between us, mused Mosaik, and you.**

## **TERMS AND CONDITIONS**

### **REGISTERING**

A 40% deposit (non-refundable) will be required at time of registration. The rest of the balance must be paid 21 days prior to departure. Payments must be addressed and paid to mused Mosaik by bank transfer. Don't forget to mark down the tour's name on your transfer. Consumers, who register within 21 days prior to departure, must pay the full cost for the trip, at time of registration.

### **CANCELLATION / SUBSTITUTE**

In case of a cancellation requested by a registered consumer, regardless to the reason, may it be real or apprehended political problem; act of terrorism, natural disaster, personal problem, etc., the following amount will be collected by mused Mosaik depending on the cancellation period:

- More than 60 days before departure: 40% of the amount / person
- Less than 60 days prior to departure: no refund

In case of cancellation, you may name a substituting person until the start of the trip. mused mosaik may contradict the entry of this person, if its participation is contrary to legal regulations or official orders. The traveler entering the contract and you are liable towards mused mosaik and have the liability for the travel price and all additional costs incurred by the third party.

### **PRICE INCREASE AND OTHER AMENDMENT PRIOR TO REGISTRATION**

The promotional material used to promote your trip has been produced many weeks prior to your departure. For this reason mused Mosaik has the right to modify (after advice) location, itinerary, cost, hotels and/or services offered. All prices are calculated in Euros.

### **INSURANCES**

We highly recommend you to get a travel insurance which generally covers life insurance, medical and hospital fees, loss and/or steeled luggage, cancellation fees, accident insurance and evacuation. This type of insurance is offered by your travel agency.

### **AIR OR CAR TRANSPORTATION**

Airline fees or car rental / car transportation are not included in your package deal. Therefore, you have to make your own reservation and ensure that your flight departure and arrival dates and times are appropriate. mused Mosaik, or any agency it represents, will not be held responsible for any loss or damage caused by a late departure for any reason, and can't be held responsible for any accident or event which could take place while the passenger is at airport or on plane. You must be aware that mused Mosaik and any agency it represents have no control on airlines and flights departure and arrival.

## **TRANSFER AIRPORT / HOTEL**

If you have booked a transfer from Olbia or Cagliari airport to the hotel / from the hotel to the airport,

there will be two hours for transport on arrival / departure days:  
12am and 6pm

You are responsible for making sure the flight schedule is appropriate and let us know the preferred time of transportation.

## **ROOM DISTRIBUTION**

Hotel staff distributes room depending on the reserved category. However, on arrival, a consumer can apply for a transfer of his room category. The hotel staff will then confirm the feasibility of the request and the availability of a new room, and if possible, will then charge the extra cost that applies to the consumer. Special demand as extra room equipment and/or location may be communicated to the hotel, but its acceptance must not be taken for granted.

## **ARRIVAL AND DEPARTURE POLICY**

Consumer is aware and accepts the following terms as an international regulation for hotels and room rentals:

- The consumer may take possession of the room at 4pm, day of arrival.
- The consumer must leave the room by 11am, day of departure.

## **PICTURES**

All pictures published on mused Mosaik's website or on any agency site it represents are published as examples only. These pictures cannot be considered as taking part of the present contract. The consumer must be guided only by rates, services offered and the chosen package (tour). The hotel room's decor and furniture may also vary depending on the room category and location on the hotel's site.

## **BOOKING**

In the case of a good or service offered but no longer available prior to departure or on arrival, mused Mosaik and any agency it represents have the right to replace the good or service by another one available with the same quality or otherwise, cancel it in the case of a impossibility to replace the good or service. In the case of a replacement of a good or service with a product of lower quality, mused Mosaik or any agency it represents are responsible only of the difference of value between the original product and the replacement offered. In the case of a replacement with a good and service of higher quality, the consumer is responsible of the difference of value between the original product and the replacement offered and will have to disburse for that extra value. However the consumer has the right to refuse the replacement. In that case, or if cancelled, mused Mosaik and any agency it represents take the responsibility and will refund the consumer of the price paid for the good and service bought originally.

## **ACT OF GOD**

mused Mosaik or any agency it represents won't assume any responsibility for any late arrival, loss of personal property, injury, accident, death, damage, inconvenience, loss of enjoyment, disruption, physical or mental distress or frustrations caused by an act of God including but no limited to: any provider of services or his employees responsible for any wrongful act, neglects or omission, sickness, theft, labor conflict, mechanical break, quarantine, war, government orders, social war forces, bad weather conditions, possible

closure or closure due to forecast, bad conditions of roads, and any other factors which cannot be controlled by mused Mosaik or any agency it represents.

### **CANCELLATION BY MUSED MOSAIK**

mused Mosaik reserves the right to cancel the stay up to 21 days before departure if the minimum number of 7 participants per workshop is not reached. In case of cancellation, mused Mosaik will refund the amount paid by the customer.

### **COMMENTS AND CLAIMS**

For the duration of the trip, the consumer must advise without any delay, of any problem which would require the assistance of mused Mosaik and any agency its represents to correct the situation, if possible. In the case of a problem which is not solved immediately, the consumer may write his comments and/or file a claim within 30 days following his return. After this deadline, claim won't be considered.

### **PRIVACY**

The personal data that you provide to us will be electronically processed and used, as far as is necessary for the execution or the termination of the travel contract and for the customer support. We comply with the provisions of the Federal Data Protection Act (Bundesdatenschutzgesetz) when collecting, processing and using personal data. At any time, you have the option of retrieving your stored data, requesting information, modifying it or deleting it. Your data will not be passed on to third parties.

### **LAWS**

This convention is regulated by the German laws and any action or claim taking to court against mused Mosaik or any agency it represents will be brought to court in this same country.