

# Bratislava Tours : Privacy & Security Policy

## **Information Collection and Use**

Bratislava-tours.sk is the sole owner of the information collected on this site. We will not sell, share, or rent this information to any outside parties. Bratislava-tours.sk collects information from our users at several different points on our website in order to process orders and better serve you with pertinent information. Information collected includes name, shipping address, billing address, telephone numbers, e-mail address, and payment information such as credit card.

## **Reservation**

Most of the information collected in the booking process will be used to process reservations. In the reservation process, you must give your contact information, which includes name, e-mail, telephone number and physical address. This information is used to contact you about your reservation on Bratislava-tours.sk such as sending automated order status updates. Financial information such as credit card number, expiration date, money order, wire transfer or account information is used for billing purposes and to fulfill your reservation. If we have trouble processing your reservation, this contact information is used to get in touch with you. We do not share your personal and financial information with any third parties. The only exception is when processing your credit card information with the merchant bank for authorization and approval. This process is protected by an enhanced security system. See Security paragraph for more details on security measures and procedures.

## **Tour Refund/ Cancellation Policy**

### **Tour cancellation by PLUS TOUR**

PLUS TOUR reserves the right to cancel an event due to low enrollment or other circumstances which would make the tour non-viable. If PLUS TOUR cancels an event, registrants will be offered a full refund. Should circumstances arise that result in the postponement of a tour, PLUS TOUR has the right to either issue a full refund or transfer registration to the same tour at the new, future date.

### **Tour cancellation by participant**

Unless specifically stated on registration materials, the deadline to receive a refund for your registration is 30 days before the event. Cancellations will be accepted in writing or via email at [info@plus-tour.eu](mailto:info@plus-tour.eu) and must be received by the stated cancellation deadline (see above). All refund requests must be made by the attendee or credit card holder. Refund requests must include the name of the organization, attendee and/or transaction number. Refunds will be credited back to the original credit card used for payment. These above policies apply to all PLUS TOUR tours unless otherwise

noted in event materials. Please read all individual materials thoroughly for any specific policies.

## **Cookies**

With respect to cookies, we use cookies to customize web page content based on visitors' browser type or other information that the visitor sends. If you reject the cookie, you may still use our site; however you will be unable to use some features on our website or purchase items online. This is because cookies are used by the booking-server to retain information necessary to process your order. If you disable cookies, we will not be able to accept your reservation online. We do not share any information with any third party sites. Cookies are used strictly for the purpose of enhancing your personal experience with our site. When you close your browser, the cookies will be terminated.

## **Log Files**

We use IP addresses to analyze trends, administer the site, track user's movement, and gather broad demographic information for aggregate use. IP addresses are not linked to personally identifiable information. We do not distribute or share IP information with any third parties.

## **Sharing**

We use a credit card processing company to bill users for purchases and services. These companies do not retain, share, store or use personally identifiable information for any secondary purposes.

Bratislava-tours.sk is a EU company and shall abide by all laws. Bratislava-tours.sk shall disclose any personally identifiable information when required to by law.

## **Links**

This web site contains links to other sites. Please be aware Bratislava-tours.sk is not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each and every web site that collects personally identifiable information. This privacy statement applies solely to information collected by this Web site.

## **Special Offers and Mailing List**

If you choose to receive special offers and sign up for our mailing list, Bratislava-tours may send you such pertinent information. Our special offers and emails are sent only to customers who grant Bratislava-tours.sk permission to send such information. Bratislava-tours.sk does not share your information with third parties and does not solicit outside parties to send special offers on our behalf. Out of respect for the privacy of yours we present the option to not receive these types of communications. At the time of making reservation, you may opt to not receive special offers and news by un-checking the appropriate field. Furthermore, all special offers are sent via e-mail and have

a "remove link" if you wish to no longer receive special offers and news. Otherwise, you may occasionally receive information on products, services, special deals or news. Please see our choice and opt-out below for further details of how to be removed from our mailing list.

### **Unsubscribe from our mailing list**

You may change or review your recorded e-mail address through our website by going to the home page at [www.bratislava-tours.sk](http://www.bratislava-tours.sk) and clicking on the "unsubscribe" button.