

borGO

Terms & Conditions of Experience Purchase

Effective as of 2025 | bor-go.eu

1. Who Can Purchase a borGO Experience

Experiences, also referred to as "tours" or "packages", are available for purchase by both international and Italian customers. The offer is open to the general public (B2C) and also to tour operators (B2B), under the terms and conditions defined in separate business contracts.

There is no general minimum age requirement unless specified for a particular experience. Any age restrictions, mobility limitations or other conditions will be clearly stated in the individual experience description.

borGO experiences are open to everyone: solo travelers, couples, families and groups. No residency restrictions apply, and no special qualifications are required unless otherwise stated.

2. Validity and Use of borGO Experiences

Each borGO experience is valid only for the specific date and time booked, unless otherwise indicated (e.g. flexible event slots).

All bookings are personal and non-transferable. If a customer wishes to transfer a booking, they must contact borGO Customer Service. Alternatively, they may cancel and place a new booking.

Cancellation policy:

- Cancellations made more than 72 hours (3 days) before the experience start are free of charge and fully refundable.
- Cancellations made between 1 and 72 hours before the experience are subject to a 30% retention fee on the total amount paid.
- No-shows or cancellations after the experience start time are non-refundable.

3. Pricing and Payment Methods

Prices are dynamic and may vary depending on seasonality, availability, and promotional campaigns. All prices listed on borGO's website or communications include VAT, and the customer always sees the final price.

Payments are processed through the secure Stripe platform, integrated with the Bokun booking system. Full prepayment is required at the time of booking for standard experiences.

Partial payments or pay-on-arrival are not accepted for standard experiences. Bookings made in person or via phone must also be completed through a Stripe payment link.

Tailor-Made Packages — Instalment Payment Option

For tailor-made packages, borGO offers the flexibility to split the total amount into 2 or 3 instalments. The payment schedule will be agreed in writing with the borGO team prior to booking confirmation. Each instalment must be completed by the agreed due date. Failure to pay an instalment on time may result in cancellation of the booking, subject to the applicable cancellation policy.

Tour operators may access dedicated rates or commissions, regulated by separate commercial agreements.

4. Attending the Experience

To attend a borGO experience, customers must show up at the indicated meeting point, on the date and time specified in the booking confirmation.

Unless otherwise stated, customers are only required to present their booking confirmation or ticket (digital or printed). No check-in via app or physical desk is required.

If a customer arrives late and the group has already departed, participation is no longer guaranteed. The experience will be considered cancelled by the customer and non-refundable, unless due to force majeure.

5. Cancellations or Changes by borGO

borGO reserves the right to cancel an experience in case of:

- Severe weather conditions
- Failure to reach the minimum number of participants
- Force majeure or unforeseen exceptional circumstances

In such cases, the customer is entitled to a 100% refund, either:

- As a refund to the original payment method, or
- As a voucher for a future experience (at the customer's choice)

The customer may also request to reschedule the experience if alternative dates are available. If borGO initiates a change in date or time, the customer may choose to accept the change or receive a full refund.

6. Customer Responsibility

borGO holds an insurance policy (RC) compliant with Italian law, offering basic protection for participants. However, borGO strongly recommends that all customers take out additional personal travel insurance. Details of borGO's insurance coverage are available on the official website.

During the experience, customers must:

- Behave respectfully towards guides, partners and other participants
- Follow the instructions provided by the staff
- Treat all locations, objects and equipment with care

In case of damage or inappropriate behavior, the customer may be held financially responsible.

7. Use of Photos, Videos and Personal Data

Photos and videos may be taken during borGO experiences by borGO staff or partners for marketing and communication purposes, including social media, website and advertising. Participants will be informed in advance. No written release is required. However, if a participant does not wish to appear, they must inform the staff, and borGO will avoid publishing identifiable images or footage of that person.

Personal data (such as name, email, phone number) is handled in accordance with current data protection laws and borGO's official Privacy Policy, available on the website.

8. Changes to These Terms & Conditions

borGO reserves the right to update or amend these Terms & Conditions at any time. Any new version will be published on the official website and will clearly indicate the effective date.

Changes apply only to bookings made after the effective date. Customers who booked before this date remain bound by the previous version of the Terms.

9. Governing Law and Dispute Resolution

These Terms & Conditions are governed by Italian law, as borGO is legally based in the Abruzzo region of Italy.

In case of disputes, borGO prioritizes friendly and direct resolution through its Customer Service team. Only if no agreement can be reached, the competent court will be one located in the Abruzzo region, unless otherwise required by law.