



Terms and conditions (T&C)

Introduction

The current document sets the terms and conditions applicable when visiting the website www.holatransylvania.com (named „the web”) and also when: requesting an offer for services to Disfruttravel SRL or contracting the services of Disfruttravel SRL, presented on the website.

The web is property and is administered by the company Disfruttravel SRL, registered in Romania at the Commerce Registry with J12/3436/2019, UIC 41584080, address Cluj Napoca, Strada Alverna, no 40, represented by Ioana Andreea Tisca as administrator (named as follows, either „Disfruttravel SRL” or „Us”). Disfruttravel SRL is a travel agency with travel licence number 2166/21.10.2019. Hola Transylvania is a trademark of Disfruttravel SRL. On the website the services are offered by Disfruttravel SRL directly or through our partners.

The current document, referred to as Terms and Condition, is considered as understood and accepted, when you do the following actions: visit the web and navigate it; contact us by using the contact form on the website, or the contact details provided on the web (whatsapp, phone number, email); request additional information about our services, using the contact form on the website; contract our services, using the contact form from the website.

In case you don't agree with any of the terms presented in this document, we would like to ask you to quit navigating our website. Please note that if you don't accept the current T&C we cannot provide you additional info about our services when you request it and we cannot provide you our services.

We have the right to modify at any moment our T&C, and it's your obligation to look for the updated version on the web. Nonetheless, if you had already contracted our services and we modify our T&C and this will affect the service you contracted, we will advise you in writing and we will offer you the possibility of canceling without charge the services contracted, in case you don't agree with the new T&C.

The touristical services provided by Disfruttravel SRL

On the website we present to our potential guests, the services offered: one day tours, combined tours and circuits, guided visits, accommodation and transportation services, meals and other touristical services.

To avoid any doubt, the services we offer are presented on the web with illustrative character. They can be contracted as they are, or they can be tailored according to your wishes. The services are contracted when we send you by email the travelling voucher and after we receive the deposit payment. The travel contract is available and can be consulted on our website.

By mentioning this information in the travelling voucher, which represents the booking confirmation, the obligation of informing the traveller about the travelling contract is considered fulfilled, without being necessary to formalise it in writing.

As consequence, even when we try to offer our services the way they are presented on the web, we cannot guarantee that a service showing up on the web can be offered under the same conditions mentioned on the web (cost, dates, duration ...), because this depends on our own availability and the offer and availability of our partners.

Booking policy, payments and cancellations

The booking process follows the steps detailed below:

- The client requests a tour/circuit/activity and receives information about the availability, and a personalised standard offer.
 - The client accepts the final offer, after dealing with all the details and special requests, and transmits in writing the intention of booking the service.
 - The client makes the 30% deposit payment and informs Hola Transylvania about it.





DISFRUTRAVEL SRL

Str. Alverna 40, Cluj Napoca

hola@holatransylvania.com

0040 755 569 984

Licența de turism: 2116/2019

- After receiving the payment, the company Disfruttravel SRL – owner of the trademark Hola Transylvania – issues an invoice under the name of the person who made the payment and sends it by email to the client. If the client wants the invoice to be issued under a different name, he must inform about it and send the correct invoice details.
- Hola Transylvania books all the services included in the offer and in a maximum 15 working days sends the travelling voucher by email, to the client: summary and confirmation of all the services included and relevant information about the travel.
- The client confirms via email if the content is correct and in accordance with the final offer.

Payment conditions

- **30%** of the total must be paid as deposit when booking the services.
- **70%** of the total must be paid 15 days before the start of the tour.

The payments will be collective, by bank transfer.

Payment methods

1. Bank transfer

All the payments must be done by bank transfer into our euro account:

RO87BTRLEURCRT0514934301

BANCA TRANSILVANIA ROMANIA

SWIFT CODE: BTRLRO22XXX.

The payment will be effective in 1 – 2 working days.

The only commission will be the one charged by your bank.

2. PayPal

We send you a payment request by email. You open the email and proceed to the payment via internet through PayPal, following the steps and instructions provided by PayPal. Please note that this payment method is governed by the T&C of PayPal. The payment is effective instantly.

Commission: approximately 3.4% - 4.9% depending on your country. This will be added to your rest of the payment.

IV. Cancellation policy

The following amount will be charged by Disfruttravel SRL for cancelling the touristic services, in accordance with the period of time:

- Cancellation with more than 30 days before the beginning of the tour: 30% charge from the total
- Cancellation from 30 to 15 days before the beginning of the tour: 50% charge from the total
- Cancellation with less than 15 days before the start of the tour, or not showing up in the day of the tour: 80-100% charge. The amount will be calculated according to the expenses of our service providers.

These conditions apply for the full cancellation of the travel, no matter the reason. In case of modification of the group number, the cost will be recalculated and the clients will be informed if our providers charge any cancellation fees.

Important: when we do a devolution, to the amount devolved we will add the transfer commission charged by our bank

The access to the web and the navigation of it. Your rights and obligations.

Disfruttravel SRL gives you the right to access and navigate our website, with one of the following reasons: information about our services; request additional info about our services; book our services.

It is forbidden the access and navigation of the web with any other purpose, such as: copy the tours and touristic services we provide and offer them to your clients, copy the texts and pictures available on our website, violate our intellectual property rights, any other illegal purpose.





In this context, you have the following obligations:

- a) Use our website in good purposes and respecting the law, following the purposes mentioned above.
- b) Respect the intellectual property rights of Disfruttravel SRL
- c) Don't access the web through automatical means, with the purpose of damaging Disfruttravel SRL;

The availability of the web. The limitation of the responsibility.

Our purpose is to offer unrestricted and continuous access to our web, but we cannot guarantee that our web will be available at all times, that it will answer to all your requests and that the use of it will be done without errors or other technical incidents. If an error occurs while using our web, please contact us via email or telephone.

Likewise, even when we pay great attention to the web security, we cannot guarantee that any security incident will occur, that can conclude, without us wishing or realising, in our web being virused. For this reason, we recommend you to use an antivirus when you access our webpage, and in general when you navigate on the internet.

As consequence, you understand to navigate our web as it is, under your own responsibility, without blaming Disfruttravel SRL for: any damage that can result after visiting and navigating our web; the way you navigate the web and the consequences of it; the case in which the web doesn't work on optimal parameters.

We save the right to modify the web, the content and the functions, at any moment, without advising our visitors.

Intellectual property rights

Disfruttravel SRL has all the intellectual property rights over the Web, as well as over: the name and logo of the web, the design elements, the texts, photos and videos presented on the website.

Likewise, Disfruttravel SRL has all the intellectual property rights over the services offered on the website. In this sense, the tours presented on the website (duration, places, itinerary, photos, videos) represent intellectual creation which is protected by law of the author rights.

You have the obligation to respect the intellectual property rights of Disfruttravel SRL and not violate them, through any of your actions, like: copy, modify, transform, sell, use the web code, the logo, the design elements, the texts, photos, videos on the web, or copy our services and sell them as your own.

This law is applicable by Romanian legislation

The current document is governed by the applicable romanian legislation. Any litigation related to the web and to the touristical services presented on the web, are subject to the romanian law and will be presented to be solved to the competent judicial organization from Disfruttravel SRL headquarters.

The current document is effective starting with the 15th of July 2020

If you want to contact us, please write us an email or use our contact form

Privacy Policy

How we look after information about you

Privacy Policy updated on the 22nd of July 2020

We understand that your privacy is very important to you and that you care about how your personal data is used. We respect and value your privacy and will only collect and use personal data in ways that are detailed here, and in a way that is consistent with our obligations and your rights under the General Data Protection Regulation (GDPR) and the Privacy and Electronic Communications Regulations.

What personal information do we collect?





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In the course of providing our services, we collect or receive your personal information in a few different ways. Often you choose what information to provide, but sometimes we require certain information from you to use so that we can provide you those services.

We only collect personally identifiable data (such as names, addresses, email addresses and telephone numbers) when our visitors have voluntarily submitted it. Visitors may volunteer personal information in the following circumstances: to subscribe to newsletters, enter competitions, make general enquiries and book online. We do not collect personal information unless it has been submitted to us.

How do we use your information?

We only use personally identifiable data for the purpose or service that it has been submitted. Your personally identifiable information is not publicly accessible and is only accessed by Disfruttravel when there is reason to do so (i.e. responding to your enquiry or handing your booking). With your permission we may also use your personal data for marketing purposes, which may include contacting you by email, telephone or post with information, news and offers on our products and services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the General Data Protection Regulation (GDPR) and the Privacy and Electronic Communications (EC Directive) Regulations 2003 and you will always have the opportunity to opt-out or manage your preferences. To unsubscribe from an e-newsletter, or update your preferences, you can follow the prompts that are published at the end of each newsletter or you can reply to the newsletter asking to be unsubscribed.

When you make a service enquiry and provide your email address to Disfruttravel, your contact details may be retained. These details are captured securely. You have the right to direct us to cease further contact or to destroy the personal information we have collected about you.

In order to process bookings Disfruttravel is required to collect certain personal details from you. We have a lawful basis to retain personal information when bookings are made. These details will usually include the names and addresses of party members along with passport details, credit / debit card or other payment details and special requirements such as those relating to any disability or medical condition that may affect the holiday arrangements. We take full responsibility for ensuring that proper security measures are in place to protect your information. Personal booking information is captured securely and will not be stored for longer than necessary. We may therefore delete your personal information after a reasonable and responsible period of time.

Personal and insurance information will be collected from all clients at the onset of your Component. Once you have travelled with Disfruttravel, you will be asked to complete a client questionnaire where we will collect further details about you and the tour you travelled on. You may also be asked to review your tour on trusted review websites or we may share these reviews with trusted review websites on your behalf.

Do you share my personal data?

We may disclose your personal information to the following third parties some of which are based outside the European Union for the purposes of our operation, these may include, without limitation:

- Mailing houses
- Payment processors
- Airlines
- Overseas tour companies or travel service providers
- IT Systems administrators
- Electronic network administrators

We must pass some information on to the relevant suppliers of your travel arrangements (airlines, hotels, transport companies, guides etc.). Where we disclose your personal information to overseas and Romanian third parties, we require that they maintain appropriate standards of confidentiality and implement the correct security measures. Such suppliers may be outside





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continental Europe if your holiday is to take place or involve suppliers outside these countries or in our country, Romania. The information may also be provided to security or credit checking companies, public authorities such as customs / immigration if required by them, or as required by law.

How can I access my personal data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (should any such personal data be held). We will need to verify your identity before disclosing personal information. Please allow up to 14 business days. There is no charge to make a request for your personal data.

In rare cases, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we received your request. You will be kept fully informed of our progress.

Social Media

If you make use of any Disfruttravel social media features, either on our website, an App or otherwise through a social media provider, we may access information about you via that social media provider in accordance with their policies. When using a social media feature and if you have chosen to include it in your social media account, we may access information such as your name, profile picture, gender, birthday, email address, town or district and any other information you have chosen to make available. Depending on the privacy settings of you and your friends, we may access information that you provide to a social media provider regarding your respective locations ("Location Data") to provide you with relevant content. Please note that your Location Data may also be shared with your friends on a social media provider in accordance with your privacy settings for that social media provider. We may also access information from social media providers about your use of an App that we run on their website.

Photographs, Video & Testimonials

Any image or video taken by any person during your holiday that contains your image or likeness may be used by Disfruttravel for promotional and marketing purposes without charge in all media including but not limited to booklets, advertising campaigns, website and social media channels. Feedback supplied to Disfruttravel may also be used in print and online for marketing and advertising purposes. This includes but not limited to, third party review sites and questionnaires supplied to us post-tour. Additionally any photographs, video and text sent to Disfruttravel must be the client's own and by sending it, the client agrees that Disfruttravel can use it for advertising and marketing purposes.

Links to Other Sites

Our website contains links to several third party websites. Disfruttravel cannot take any responsibility for the contents of these external websites nor their respective privacy policies. You should always review the privacy statements on the new websites that you visit.

Legal Disclaimer

Disfruttravel reserves the right to use or disclose any information as needed to satisfy any law, regulation or legal request, to protect the integrity of the site, to fulfil your requests, or to cooperate in any legal investigation.

In some limited circumstances we may be legally required to share certain personal data, which might include yours, if we are involved with legal proceedings or complying with legal obligations (e.g. a court order, the instructions of a government authority).

Privacy Legislation

Active Travel supports the General Data Protection Regulation (GDPR) and the Privacy and Electronic Communications Regulations. For further information, we advise you consult the [ICO Website](#).

Questions?

If you have any questions or would like to know more about our privacy policy, please e-mail us.





Cookie policy

About cookies and similar technologies

Cookies are small data files that allow a website or a mobile app to collect and store a range of data on your desktop computer, laptop or mobile device. Cookies help us to provide important features and functionality on our websites and mobile apps, and we use them to improve your customer experience. With our permission, cookies may be placed on our websites and mobile apps by other organisations. For example, we use cookies to do the following:

To improve the way our websites and mobile apps work.

Cookies allow us to assess and improve the way our websites and mobile apps work so that we can personalise your experience and allow you to use many of their useful features. For example, cookies help us to keep track of what you are booking as you move through each stage of the booking process; they help us to remember your preferences such as recent searches or shortlisted holidays, and the contents of your online shopping basket.

Cookies can help us to understand how our websites and mobile apps are being used, for example, by telling us if you get an error messages as you browse, to test different designs of our website and mobile app pages. Website analytics, including Google Analytics, provides information about the number of visitors to our website and mobile apps, which parts of our website and mobile apps are most popular and if there are any trends such as one specific page being viewed mostly by people in a particular country. These cookies help us to improve your experience.

To deliver relevant online advertising

We use cookies to help us deliver online advertising that we believe is most relevant to you on our websites, mobile apps and other organisations' websites. For example, these cookies help us to suggest flights from your nearest airport, holidays in destinations you have shown interest in or products you might like.

These cookies may collect data about your online behaviour, such as your IP address, the website you arrived from and information about your purchase history or the content of your shopping basket.

This means that you may see our adverts on our websites, mobile apps and on other organisations' websites. You may also see adverts for other organisations on our websites and mobile apps.

To help us to deliver online advertising that is relevant to you, we may also combine data we collect through cookies in the browser of your devices with other data that we have collected.

To measure the effectiveness of our marketing communications, including online advertising

Cookies can tell us if you have seen a specific advert, and how long it has been since you have seen it. This information allows us to measure the effectiveness of our online advertising campaigns and control the number of times you are shown an advert so it does not become too repetitive. We also use cookies to measure the effectiveness of our marketing communications, for example by telling us if you have opened a marketing email that we have sent you.

Your choices when it comes to cookies

You can use your browser settings to accept or reject new cookies and to delete existing cookies. You can also set your browser to notify you each time new cookies are placed on your computer or other device. You can find more detailed information about how you can manage cookies at the [All About Cookies](#) and [Your Online Choices](#) websites.

If you choose to disable some or all cookies, you may not be able to make full use of our websites or mobile apps. For example, you may not be able to add items to your shopping basket, proceed to checkout, or use any of our products and services that require you to sign in.

Where we display personalised adverts on other organisations' websites, the AdChoices icon will usually be displayed. Clicking on this icon will provide you with specific guidance on how to control your online advertising preferences. More information is available on the [YourAdChoices](#) website.

Changes to our Notice

This Notice replaces all previous versions. We may change the Notice at any time so please check it regularly on our website(s) for any updates. If the changes are significant, we will provide a prominent notice on our website(s) including, if we believe it is appropriate, electronic notification of Cookie Notice changes.

Last update: July 2020





Key terms

Website analytics:

Website analytics, including Google Analytics, help us understand how visitors engage with our website. We can view a variety of reports about how visitors interact with our website and mobile apps so that they can improve it.

Website analytics uses first-party cookies to track visitor interactions as in our case, where they are used to collect information about how visitors use our website and mobile apps. We then use the information to compile reports and to help us improve our site.

For example, Google Analytics collects information anonymously. It reports website trends without identifying individual visitors. You can opt out of Google Analytics without affecting how you visit our site – for more information on opting out of being tracked by Google Analytics across all websites you use, visit [Google](#).

Online advertising: Marketing messages that you may see on the internet.

TYPES OF COOKIES	NAME	SOURCE	DESTINAȚION
Functional through third parties	__utma	Google analytics	Used to distinguish between users Refreshes each time data is trans Google Analytics.
Functional through third parties	__utmb	Google analytics	Used to distinguish between users Refreshes each time data is trans Analytics.
Functional through third parties	__utmc	Google analytics	Operates to determine if a user ha session / visit.
Functional through third parties	__utmz	Google analytics	Stores traffic sources or campaign users arrived on the site. Refresh is sent to Google Analytics.
Functional through third parties	_gat	Google analytics	Used to speed up the request rate
Functional through third parties	_ga	Google analytics	Used to distinguish users.
	cookie	holatransylvania.com	Check whether the visitor has acco cookies.
	PHPSESSID	holatransylvania.com	Keep the session connection open
Functional through third parties	uvc	addthis.com	Used to share information on shar
Functional through third parties	Uid mus	addthis.com	Used for sharing on social network





	ssc loc _ga		allows users to share information t networks or sharing platforms.
	user	holatransylvania.com	Stores user authentication data.
Functional through third parties	TATravellInfo ServerPool TACds TAUD CM TAUnique TASession PMC TASSK TART SRT	Tripadvisor.com	Traffic analysis.
	lang	holatransylvania.com	Stores the visitor's display languag
Functional through third parties	cto_lwid cws bkng _ga zz_cook_tms_seg1 zz_cook_tms_ed utag_main zz_cook_tms_seg3 vpmss	Booking.com	Traffic analysis.
Functional through third parties	c_user presence datr xs sb fr pl wd act	Facebook.com	Traffic analysis and data display according to logged in user.
Functional through third parties	ajs_anonymous_id __utma __ssid ajs_user_id __utmz ajs_group_id __utmv	holatransylvania.com	Traffic analysis for server statistics





	_ga _gid		
Functional through third parties	VISITOR_INFO1_LIVE LOGIN_INFO SID APISID SSID HSID SAPISID Wide YSC YSC	Youtube.com	Traffic analysis and personal Settings of the connected user.

