

Terms and conditions

This document refers to the conditions within which the website our website, owned and administered by legal name, can be used, which from this point all will be called upon as “the website” or “Uncharted”.

From this point on, any operator of touristic services with which Uncharted is collaborating under contractual agreements and who offer their services or touristic packages as part of the Uncharted offering will be referred to as Provider.

By using the website our website, you agree to the terms and conditions listed below.

User rights

The user of our website has the right to access the website on an electronic device that is connected to the internet, print parts of the website content on paper and save pages in an electronic format for personal, non-commercial use.

User obligations

The user agrees to respecting the following obligations and conditions, including, but not limited to:

- The user is over 18 years old and is in legal capacity to initiate judiciary actions;
- The user guarantees the validity of the given information regarding themselves or members of their family;
- The user accepts the financial responsibility for all the transactions made through their account or in their name;
- The user will not use the website to create fake or fraudulent ticket reservations;
- The user will not use the website to transmit materials that qualify as political, pornographic, racist or that generally are against the law or below moral standards;
- The user is obliged to not alter, copy, forward, sell, license, expose or reproduce the content of the website, with exceptions of personal and uncommercial use of a single copy of the information contained on the website;

Service cancellation or alterations

The cancellation or alteration of the reserved or purchased service will be conducted based on each provider’s terms and conditions. In the case the user wishes to cancel or alter a reserved or purchased service, it is his/her responsibility of informing Uncharted in writing or on the phone.

In certain cases, there is a possibility that the cancellation or alteration of specific touristic services will not be possible, or will require special criteria to be met. Uncharted or the provider takes all forms of written requests. Uncharted or the provider can not cancel or alter a touristic service before receiving a definitive request from the user. The user can cancel a reservation through direct contact with Uncharted by mail or phone, according to the terms and conditions of the provider.

In the case of the alteration of a reservation (including, but not limited to the cancelling, refunding, changes of beneficiary), Uncharted reserves the right to apply certain taxes to cover the administrative costs derived from this action. This taxes differ compared to the taxes imposed directly by the provider.

Name spelling and documentation

The user must make sure that all the names are spelled correctly, completely and match the passports. It is the user's responsibility to provide correct information at the time of making a reservation, as additional costs may arise to modify the information at a later time, if the provided information is incorrect. Upon receiving the travelling documents, it is the user's responsibility to check that the information present on them is correct and signal any discrepancies between them and the correct information.

Passport and visa

It is of utmost importance that the following information in read carefully and that the user contacts the agency in case of a need for further assistance or information.

For countries that are members of the European Union the only necessary documentation is a valid document of identification for the duration of the travel. We ask all users to check if the planned itinerary for their trip is limited to countries where any document of identification is usable or if there is a need for a passport.

The user of our website does not have the right to use (in current or altered form) the website content in a commercial way, to delete the copyrights or trademarks from copies of the content, to create databases or tutorials through the page by page downloading of the website content.

Our collaborators can demand the republishing or redistribution of content through a request on our public email addresses.

General conditions of service reservation and purchase on our website

Any reservation made through the website will be considered and indicative of the user's intention to purchase a certain service of the agency or that of a provider. If the user's request is accepted, he/she will receive a confirmation

e-mail from Uncharted and the client contract will be enforceable. The confirmation e-mail is different from the automated e-mail sent upon the completion of a reservation made on the website, the latter being used to check the provided data and to ensure the reservation request has been launched and is being processed. The confirmation e-mail is signed by the agency's consultants and contains all the details necessary to the completion of the contract, is the requested service is available.

The entry in each country is granted by the responsible authorities upon arrival. Regardless of the possession of a valid visa, entering a certain country can depend on the approval of the immigration authorities, upon the arrival in the country. Based on these conditions, Uncharted can not be held accountable for the country's immigration restrictions, regardless of the fulfillment of the general norms required to entry the country by the user. If you are in doubt, it is your responsibility to contact the government agency or the embassy of the respective country, prior to your departure.

Availability

The services are sold by Uncharted based on their availability at the time of the reservation. Website reservation is not a binding contract until the conformation of the reservation and the payment of the deposit have been made.

Also, all the touristic services displayed on the website are based on the provider's availability, and their terms and conditions will apply, in addition to the ones present on this website. The terms of the providers may include mentions of different payment methods, obligations, cancelling and modifying reservations, refunding, as well as restrictions of various types.

Uncharted only accepts the payment made throughout bank transfer. All the details will be provided when the customer accepts the offer and shows the intention to buy the package tour.

Based on the terms and conditions imposed by the providers, an integral or partial payment might be requested upon the reservation of a service. Uncharted or the provider takes no obligation to release the tickets, vouchers or any travelling documents in the case of a lack of an integral payment for the reserved services. In any situation, the user is responsible for the payment of the reserved services. Uncharted or the provider reserves the right to take additional taxes or commissions that might occur at the moment of the reservation. If that is the case, the user will be informed about the applicable commissions. Uncharted reserves the right to transfer the costs generated by the penalties inferred by "charge back".

Data confidentiality and processing of personal data

According to the law nr. 677/2001 for the protection of people regarding the processing of personal data and free circulation of this data, modified and completed and the law nr. 506/2004 regarding the processing of personal data and protection of privacy in the electronic communications sector, regarding this website, all personal data provided by the users are administered in safe conditions and only for the specified reasons. The user has the obligation to offer the requested information, all of it being necessary for the delivery of the services. The refusal to provide this information results in the impossibility of access for these services.

In cases of necessity, the provided information can be forwarded to providers that require them for the offering of their services to uncharted, such as accommodation providers.

Price and price variations

Uncharted reserves the right to modify the prices based on the value of the Danish Kroner against the Romanian RON, or the variations of provider prices. Additional reservations may be subject to an added tax, if it is required. The prices are calculated and offered per service package. The prices will be offered in DKK (Danish Krone). The company accepts the payment in Danish Kroner, and payments in other coins may be subject to added tax. Uncharted take the responsibility only for the offers and prices presented and with agreed upon terms of payment and delivery with the client, as well as all the details of the agreement regarding the services, for which the contract was signed, according to the current legislation.

Price inclusions and exclusions

The services and products included in the price are specified in each section.

Uncharted is not responsible for the additional costs of crossing borders or reaching the starting point of the planned trips. During the website navigation, the user can observe references to various conditions applicable for special offers. The user is asked to read them carefully and contact the company for any further details or inquiries.

Intellectual property rights

The materials presented throughout the website and any information transmitted through e-mails are the intellectual property of Uncharted or its collaborators, and are protected by copyrights, trademarks or other rights of intellectual property.

Unconformity clauses

The website has an informative purpose and content, and Uncharted does not take responsibility regarding the accuracy of the information presented. Uncharted does not guarantee in any way the integrity of the data and

information presented on the website. Uncharted does not take responsibility for any errors that might occur in terms of the website content, regardless of their nature. The data and information made available to the public do not constitute guarantees, consultancy or employment of Uncharted services. Uncharted will not be held accountable by any person or entity for any form of damage that might result, directly or indirectly, from the usage of the website or as a result of an error or omission.

Changes to the terms and conditions

Uncharted reserves the right to bring change to its terms and conditions without prior notification on the website. Because of this, the user is asked to read the terms and conditions applicable every time they access and use the website. Using the website after a change to the terms and conditions constitutes the user's agreement to the new terms and conditions.

These rules respect the current Danish legislation. Failing to respect these terms and conditions constitutes a violation of Uncharted's rights and can result in personal and legal responsibility for the person or entity responsible. Any conflicts that rise from the terms and conditions will be solved in the court of law.

Any external links that direct outside of the Uncharted website will take the user to a different domain, and they will have the obligation to respect the terms and condition applicable there.