

General terms and condition (DREAMGROW)

1. You have to pay full in advance to issue a ticket, there is Dreamgrow fees that is 10€ is non refundable and any cards fees is non refundable. (installment payment only by person in our office,we don't do installments online booking)
2. Any type of VAT(iva) is include in total amount. Dreamgrow pay IVA according to Portuguese law.
3. There is credit card fees for EU credit card or debit that is 2.25% and non EU cards fees is 3.35% that need to pay after your booking, we always send email for paying option, when we send you a link to pay.it will include this fees with total price (that cards fees is also non refundable) Any bank transfer to our account is free or pay with a reference within Portugal is free.
4. Any change in travel plan reissue/date change/refund/cancelation is depending on airline condition of term, we are not airline, we are just a travel agent who just book for you and find a good price. Dreamgrow is not responsible for any non refundable tickets; you must check airline rules for any kind of changes/refunds. Most of low fare airline are non refundable and non changeable. If any refund come we give it back after 35 days.
5. When you buying tickets with us online or in person with us, You should check accurately with the relevant embassy about passport and visa requirements in advance. It is Your responsibility to be in possession of a valid passport and, if appropriate, a visa. Under no circumstances Dreamgrow can be responsible if You do not have the right travel documents or permissions
6. Dreamgrow LDA is register travel agency in Portugal travel tourism with 3096, NIF(vat) 509996396, working in Portugal from September 2011.
7. There are some airline have compulsory check in online and print boarding pass and then go airport otherwise they charge a fees 50€ to 80€ depend on airline, Dreamgrow is not responsible any kind of check in online , you must check airline s policy .
8. We work with credit card charging company of **Redunicre & Mypos & Paypal** , its all secure. We don't keep any type of credit or debit card data.

9. Dreamgrow understands that the information provided by You, Must be right and accurate, and can therefore not be responsible if your e-ticket does not arrive to your inbox due to an incorrect email, or goes into your spam folder. You must notify us immediately if You change your email or telephone number. You must also check that the name that appears on your passport coincides with the one mentioned on your ticket and/or booking confirmation.

10. Passenger rights under Regulation (EC) 261/2004.

» If You are traveling into or out of the EU, or using an EU airline, You may have rights which You can claim to the relevant airline in the event that your flight is cancelled, delayed or You are denied boarding. Please consult Regulation (EC) 261/2004 or contact our Customer Services Department. we are not responsible any kind of delay or cancelation by airline.

11. Dreamgrow may amend or update these T&Cs at any moment, without prior notice. The current version of these T&Cs will be the one shown on the Platform at each moment.

Please consult the current T&Cs each time You make a booking on this Platform.

12. All the content of this Platform online booking system is provided by Amadeus Portugal.

13. Electronic tickets (e-tickets) All tickets ordered through this Platform are e-tickets. The e-ticketing system is a paperless method to buy airline tickets. Once You have made your order, Dreamgrow will send You a confirmation email with your flight booking reference number(s). Please note that You will not receive a paper ticket to show at the airport. (After confirmation of payment we send you a e-ticket email). You have to print from your email. Or in person we give a print confirmation.

14. Changes of passengers' names and/or last names. Note that if the details on the ticket do not match with your ID document, the airline can refuse You to board. Further to ensure that You have provided correctly all passengers' personal data during the online booking process, we recommend to check the airline's policy on this. For reference purposes, note that changes of names and/or last names are not generally allowed by airlines, but you will have to cancel your booking and make a new one if this happens.