

Booking and cancellation conditions

The Venga Project Agency, located at Charles Monnard 6, 1003 Lausanne, is considered the technical organizer and responsible for the management of the event. It remains the sole point of contact for any questions, modifications, disputes, and all subsequent communication after your booking.

To contact us, please prioritize sending an email to info@VengaProject.com or by phone at +41 79 600 22 40 during the agency's opening hours (Monday to Friday, 9am to 6pm).

1. Price policy

The displayed rates are in Swiss Francs (CHF) and generally include value-added tax. These rates are fixed, subject to possible changes.

The price presented on the website at the time of your booking is guaranteed, provided that it has not been modified (upward or downward) by our suppliers between the previous booking and yours. If the displayed price differs from the current rate, the service will be provided at the current price after the website update.

2. Travel Dates

Venga Project organizes all services on the agreed travel dates as outlined in the offer submitted and validated by the client. In the event of date modifications by the client, the client assumes full responsibility for the consequences and associated costs.

3. Last minute reservations

For bookings made 29 days or less before the consumption of the tourism product, full payment is required at the time of ordering.

4. Payment

A deposit of 30% is required at the time of registration to confirm the reservation of the trip.

The balance must be settled within 30 days of receipt of the invoice.

The agency reserves the right to cancel a reservation in case of non-payment in accordance with the terms of the contract.

Invoices are issued in Swiss Francs, and any fees related to the use of another currency are the responsibility of the client.

5. Travel Documents

The travel documents will be sent via email once full payment is received.

Venga Project declines any responsibility in case of loss or theft of documents.

It is the responsibility of clients to inform Venga Project at least 15 days before departure if the documents are not issued, failing which additional fees may be required for the delivery of new travel documents.

6. Schedules

While we meticulously organize the trip and activities in the destination country, we cannot guarantee adherence to schedules. We are not responsible for any potential delays.

7. Alterations to the Itinerary

The Agency reserves the right to modify the travel itinerary if necessary. In the event of a significant change, clients will be informed as soon as possible, and equivalent or superior alternatives will be offered. If clients refuse the proposed alternatives, cancellation provisions may apply in accordance with the policy outlined in section 8.

8. Cancellation fees

In the event of cancellation by the client, cancellation fees will be applied as follows:

- * More than 60 days before departure: Deposit non-refundable (30% of the amount per person)
- * Between 60 and 31 days before departure: 50% of the amount per person
- * Between 30 and 15 days before departure: 80% of the amount per person
- * Less than 15 days before departure: 100% of the amount per person (no refund)

In addition to these fees, expenses related to non-refundable suppliers will be added up to the total amount of the trip.

Any cancellation must be communicated via email to info@VengaProject.com. The date of receipt will be considered.

9. Cancellation of Services

Venga Project declines any responsibility in the event of cancellation by a third-party service. However, the agency will endeavor to replace the canceled service under the best possible conditions.

10. Cancellation due to Force Majeure

In case of cancellation due to force majeure, Venga Project shall not be held liable for non-performance or improper performance of the contract. No compensation shall be paid to the clients.

In the event of force majeure, Venga Project may propose a change of date and adapt the replacement offer accordingly.

If the client refuses the replacement proposal, the cancellation clauses of section 8 apply. If the replacement offer is accepted, Venga Project reserves the right to charge fees related to the rescheduling of the trip.

Force majeure events include events beyond the control of Venga Project such as armed conflict, revolution, terrorist attacks, epidemic-pandemic, border closures, external strikes, extreme weather events, cyclones, typhoons, natural disasters (flood, storm, volcano, tsunami, etc.).

In such cases, clients agree to cooperate and follow the Agency's directives to ensure their safety and well-being.

11. Trip Interruption and Early Return

Premature interruption of the trip, for professional or personal reasons, does not entitle the client to reimbursement for services not provided.

12. Reimbursement

Venga Project is committed to providing the services sold. In the event that Venga Project is unable to provide the services, the agency undertakes to reimburse the client. Any refund request must be submitted in writing within a maximum of 14 days after the end of the stay with Venga Project.

13. Non-satisfaction

Venga Project strives to maintain a high level of quality for its services. Any refund for services consumed due to dissatisfaction is excluded, including activities in the destination country.

14. Complaints

In the event of complaints during the trip, the client must immediately inform the service provider and the local representative of Venga Project, or in their absence, the booking center. Venga Project is committed to finding appropriate solutions. If no appropriate solution can be found on the spot, the client must obtain written confirmation from the service provider or the local representative, including the facts and a list of defects. However, the service provider and the local representative are not authorized to acknowledge the client's claims.

Any complaint regarding services provided by Venga Project must be submitted in writing within 14 days following the end of the trip. Complaints received after this period may not be considered.

15. Valuables, cash, jewelry, credit cards, etc.

You are responsible for the supervision of your valuables, cash, jewelry, checks, credit cards, cameras, and video equipment, etc. We recommend depositing valuables in the hotel safe

whenever possible. Never leave these items unattended in a vehicle or any other location. We assume no responsibility for theft, loss, damage, or misuse of checks, credit cards, etc.

16. Unacceptable Circumstances

In the event that the client or any participant under their responsibility makes the fulfillment of the contract intolerable for Venga Project due to inappropriate behavior, the Agency reserves the right to terminate the contract. Inappropriate behavior also includes cases where the client's health condition clearly does not correspond to the conditions specified in the service description or the conditions assumed in good faith. The client is required to settle the cancellation fees as stipulated in section 8.

17. Client's Cooperation Obligations

In addition to settling the price of the trip, the client is obligated to the following cooperation duties:

- The client must promptly verify the accuracy and completeness of the documents provided to them (such as the invoice, travel confirmation, travel documents), particularly regarding their compliance with the reservation, and must inform Venga Project.
- The client is responsible for complying with the entry rules in force in the territories of foreign countries (including passport validity, visa acquisition, vaccinations, etc.).
- The client is responsible for adhering to arrival times (e.g., at the airport) and baggage rules specified by service providers. In the event of client absence or late boarding (no-show), no refund of the trip price will be issued. The obligation to transport will not apply. In the event of the client missing the return flight, they will need to book another return flight at their own expense, especially in case of flight plan changes.
- In the case of pregnancy, the client must first inquire about the transport conditions and adhere to them. Additionally, Venga Project must be informed of the pregnancy in writing. Given the requirements of the planned trip, the client must assess their own health condition and, if necessary, refrain from traveling.

In the event of the client's failure to comply with their cooperation obligations, Venga Project disclaims any liability. Client compensation requests for defects will not be considered.

18. Medical precautions

Before your trip, please consult your primary care physician to check for necessary vaccines for the destination country.

During your trip, it is recommended to carry your health insurance card, as it may be required by the visited country for visa purposes or during medical treatment.

Don't forget to bring all specific medications you may need, as they may be difficult to obtain locally.

19. Recommendations

We strongly advise you to take out trip cancellation insurance and insurance covering repatriation expenses in case of accident or illness.

Also, verify that your liability insurance covers you in the destination country.

20. Responsibility

Venga Project disclaims any liability for non-performance or non-contractual performance of the travel contract for the following reasons:

- Due to client failures (for example, failure to comply with entry conditions, non-transportation due to pregnancy, criminal sanctions, etc.).
- Due to unforeseeable or unavoidable failures of third parties (for example, delays by transport companies, strikes, disruptions in the provision of services by third parties solely subject to mediation).

21. Data Confidentiality

Personal information provided by clients is processed in accordance with Venga Project's privacy policy. Personal details will not be disclosed to third parties without the explicit consent of the client, except when necessary for the execution of reserved services.

22. Modification of Terms and Conditions

Venga Project reserves the right to modify these general terms and conditions at any time. Clients will be informed of the modifications, and the new conditions will apply to bookings made after the date of modification.

23. Communication

All official communications between clients and Venga Project must be conducted in writing, preferably via email at info@VengaProject.com.

These general terms and conditions aim to enhance transparency, accountability, and customer satisfaction throughout the clients' travel experience with Venga Project Agency.

24. Language Prevailing

In case of any discrepancy in interpretation arising from differences in wording between different language versions, the French version shall prevail.

25. Nullity of a Provision

If one or more of the provisions above are or become null, it shall not affect the validity of the other provisions.

26. Applicable Law and Jurisdiction

Swiss law is applicable. The sole place of jurisdiction in Lausanne/VD is recognized.