

Travel guarantee

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Travel guarantee and financial security

The following applies to all package travel providers* with regard to travel guarantee: The guarantee prevents consumers from losing the travel sum that they have paid in advance in the event of financial insolvency or bankruptcy of the travel provider. The travel guarantee also guarantees travelers who are already traveling that they will be repatriated or can continue their journey.

*A package tour is a trip consisting of several elements that includes at least transport and accommodation (overnight stay or period of stay of more than 24 hours) or one of both plus another essential tourist service.

Canary-Hiking currently complies with the legal guarantee.

Guarantee arranged: STO Garant

To comply with the legally required guarantee, Canary-Hiking uses STO Garant, a guarantee scheme recognized by the Netherlands Authority for Consumers and Markets (ACM). You can check this via the STO Garant participants page (www.sto-garant.nl/participants). All information about STO Garant can be found at www.sto-garant.nl.

You can read whether the STO Garant guarantee applies to each (travel) offer from Walking Tours-Canary Islands on this website. In the warranty scheme you can read what the warranty entails and which conditions apply. You can find this warranty scheme on the STO Garant website (www.sto-garant.nl/downloads).

How it works

If the STO Garant guarantee applies to your booking, you will not pay the travel price to Wandeltocht-Canary Islands, but to the escrow account of Stichting Derdengelden Certo Escrow, an account with De Nederlandsche Bank (DNB) and the Netherlands Authority for the Financial Markets (AFM) registered payment service provider. This third-party fund

guarantees your travel price until after your booking has ended. The day afterwards, the travel price will be released to Canary-Hiking. If Canary-Hiking becomes financially insolvent before the end of your booking, STO Garant will carry out the guarantee. In the guarantee scheme you can read how you can claim this in that case.

Canary-Hiking has thus secured insolvency protection from STO Garant. If services are not provided due to insolvency Canary-Hiking, travelers can contact STO Garant, located at Torenallee 20, 5617 BC in Eindhoven, the Netherlands, via info@sto-garant.nl or +31 (0)85 13 02 943.

Your booking and procedure

After you have received a booking confirmation and invoice from Canary-Hiking, you will receive an email from STO Garant (info@sto-garant.nl) with information about how to make the payment for your booking. For all bookings, the full booking amount must be paid to the escrow account before the start of the booking.

Important notes

Any complaints or claims about your trip are separate from this payment method.

Our cancellation conditions apply to this method of payment.

STO Garant is not a disputes committee.

This method of payment will require a little more of your time and attention. We ask for your understanding for this. As a small travel organization, we would like to offer financial security. This is possible.

The costs of the STO travel guarantee are €12.00 per booking. If a booking changes, a new transaction is started at Certo Escrow and €12.00 per booking is again due. So check your booking details carefully!

You can of course contact us with your questions about this.

www.sto-garant.nl

www.certo-escrow.com