

BIG Tours – General Conditions

All tours offered by *BIG Brno* (hereinafter only BIG) for students of Masaryk University have been arranged exclusively for students of Masaryk University (MU), in accordance with conditions set out by the Office for International Studies. All tours will start and end at Block 1 of the MU Vlnářská student residence, Brno. Tours require a minimum of 35 participants and BIG reserves the right to cancel a tour should there be an insufficient number of participants.

Reservation of a tour

First print out and fill in the application form you will find in the attached files to your e-mail or can obtain from BIG on the premises of the International Student Club (ISC) at Masaryk University, Komenského nám 2, Brno. Then send the filled-in application form to BIG by e-mail at MU-excursion@email.cz or bring it in person to the BIG representative who is present on the premises of the ISC (see above) **on Mondays and Thursdays** from 17:00 to 18:30 h (5 pm to 6:30 pm).

Confirmation of and payment for a tour

After receipt of the application form, BIG will confirm the booking on weekdays within 48 hours.

The reservation of the tour you have ordered is only valid for 7 days. After 7 days the reservation is cancelled.

Only after receipt of the appropriate payment for the tour you have ordered is participation in the tour guaranteed.

Terms of payment

Payment must be made in Czech crowns (CZK) in advance in cash to BIG. **A BIG representative will be present on the premises of the ISC (see above) on Mondays and Thursdays from 17:00 to 18:30 (5 pm to 6:30 pm).** After receipt of the appropriate payment for the tour you have ordered a receipt will be issued to you by BIG.

Reservation changes and refunds - BIG must be informed **in writing** in case of:

- change of name of a participant, cancellation of a reservation, any other changes concerning a reservation**

BIG will confirm the cancellation (or, where this is possible, a change to the reservation) on weekdays within 48 hours.

BIG will make any corresponding refund within one week of receipt of the information about a change or cancellation.

Cancellation or change policy

In case of a cancellation of a tour reservation or a change in the name of a participant, the following conditions will be applied by BIG:

- cancellation from 14 to 7 days before the date of departure of the tour ordered:**
 - **cancellation fee of 50% of the price of the tour**
- cancellation less than 7 days before the date of departure of the tour ordered or no show:**
 - **no refund**
- change of name of participant from 14 to 8 days before the date of departure of the tour ordered:**
 - **free of change fee**
- change of name of participant less than 8 to 4 days before the date of departure of the tour ordered:**
 - **change fee of 200 CZK**
- change of name of participant less than 4 days before the date of departure of the tour ordered:**
 - **no changes**

Should the tour be cancelled because of an insufficient number of participants, BIG will refund the full price of the tour.

Important notice

- BIG is empowered to impose immediate cancellation of participation in a tour during its course if a participant, despite warnings, seriously violates any of the following – good morals, the legal or contractual obligations of the accommodation facilities and/or the transport company, the regulations of places and monuments visited – or carries out destructive and/or violent activities.
- There is no pre-warning obligation on the side of a provider of facilities and services or BIG in the case of serious violations of the obligations of the participant, including also vandalism, physical violence, violating responsibilities under the influence of alcohol, narcotics or psychoactive substances, invasion of privacy, and violation of night-time quiet hours in the accommodation facilities.
- Night-time quiet hours are from 22:00 to 6:00 (10 pm to 6 am). During these hours participants are required to take such measures as to prevent any kind of noise; it is especially forbidden to play musical instruments or to sing or talk loudly (outside the areas set aside for those purposes). Radios, television sets and other appliances must be turned down so that the noise does not disturb other residents of the accommodation facilities.
- Each participant is responsible for observing the regulations of the accommodation facilities and will compensate the accommodation facilities in full for any damage caused.
- On checking in at the accommodation facilities participants will obtain one key for their room and a key for the main entrance. Additional keys are handed over by the reception desk only if a deposit is made.
- Participants are responsible for locking their rooms and for observing the fire and safety regulations and related instructions on the notice boards of the accommodation facilities.