

Privacy Policy and Terms & Conditions

Privacy Policy

Diego Porrez – Diego Tours Prague (hereinafter referred to as “provider”), ID: 22132279, registered at Počernická 699/62b, Prague 10 - Malešice, Czech Republic, processes personal data in accordance with applicable Czech laws and the EU General Data Protection Regulation (GDPR).

What data we collect:

When booking a tour or contacting us via the website, we process the following data:

Full name

Email address (required for booking confirmation)

Phone number (required for operational communication)

We do not process sensitive personal data. Our services are not intended for children under the age of 15. If you believe we have collected data from a child without parental consent, please contact us and we will promptly delete the data.

✉ Contact: diego.porrez@telenet.be

Why and how we process your data:

To conclude and fulfil the contract (tour reservation and service provision)

To ensure communication before, during and after the service

Your personal data is accessible only to the provider and trusted collaborators involved in the tour. We do not sell or share your data for marketing purposes.

Data retention:

Data	Purpose	Retention period
Name, email, phone	Tour reservation, contact	12 months

Data security:

We protect your data using technical and organizational measures. If you suspect data misuse or leakage, contact us immediately.

Terms & Conditions

These terms apply to all bookings and participation in activities offered on www.diegotoursprague.com.

Before each tour:

Follow the guide's instructions and ensure your own safety.

Pay attention to traffic rules and applicable laws (helmet, crossings, road riding, etc.)

Children and minors under 18 must wear a protective helmet on bike tours.

During bike tours:

Use equipment (bike and accessories) respectfully and safely.

Do not ride over curbs or steps – this can damage the bike and cause injury.

In case of breakdown or accident, contact the guide or us within 1 hour.

In case of theft, a police report is required.

You are responsible for any fines incurred during the tour.

After each tour:

Return equipment in the same condition it was rented.

Damaged or lost items may result in a fee.

By accepting these terms, you agree that:

You participate at your own risk and are aware of the risks involved in the tour.

You are medically fit and informed of the conditions (e.g. pregnancy, medication).

You have your own liability insurance.

You have not consumed alcohol or drugs before the bike tour.

The provider is not liable for injury, health issues or damage that occurs during the tour unless caused intentionally or by gross negligence.

Copyright

All rights to website content (texts, photos, logo) are reserved.

No part of the website may be copied or distributed without written consent.