

Terms of Use

Effective date: 10 July 2025

These Terms of Use govern the purchase and use of digital self-guided quests provided by Algarve Quest through <https://algarve-quest.com>.

By purchasing or using a quest, you agree to these Terms.

1. Business Operator

Algarve Quest is operated by:

YULIA MAXIMOVA

NIF: [286754096](https://algarve-quest.com)

Travessa do Poejo 25 RC C

8200-252 Albufeira

Portugal

WhatsApp: [+351 911 540 083](https://algarve-quest.com) (messages only; no phone calls)

Email: Algarvequest@gmail.com

Website: <https://algarve-quest.com>

Algarve Quest is the commercial name used for the services provided by YULIA MAXIMOVA.

2. Services

Algarve Quest provides digital self-guided quests for independent exploration of cities and other locations in the Algarve.

The quests are self-guided. No physical guide accompanies participants and no in-person guiding service is provided by Algarve Quest.

The main characteristics of each quest, including its description, price, language, format and other material information, are displayed on the website before purchase.

Depending on the particular quest, a compatible mobile device, internet connection, web browser and access to GPS or location services may be required. Any specific technical requirements are stated on the relevant product page.

The customer is responsible for having a compatible device, an appropriate internet connection and any other technical requirements necessary to access and complete the quest.

3. Prices, VAT and Payment

All prices are displayed in euros (EUR).

Algarve Quest is currently registered in Portugal under the special VAT exemption regime provided by Article 53 of the Portuguese VAT Code (CIVA). While this exemption applies to the relevant transaction, Portuguese VAT is not charged to the customer.

Invoices issued under the Article 53 VAT exemption contain the legally required wording:

“IVA – regime de isenção”.

The applicable tax treatment may depend on the nature and place of the particular transaction and may change if Algarve Quest’s VAT status or applicable tax rules change.

Payments are processed through Stripe or Stripe payment services. By completing a purchase, you authorise the applicable payment provider to process the payment for the selected quest.

4. Purchase, Delivery and Access

After successful payment, access to the purchased quest is provided digitally, normally by email through a link or other access credentials sent to the email address provided during checkout.

Unless a different access period is expressly stated on the relevant product page, access is available for **30 days from the date of purchase or until the quest is completed, whichever occurs first.**

The applicable access period is displayed before purchase.

One purchase provides one purchased access for the customer. Algarve Quest does not set or technically enforce a maximum number of people who may physically participate in the same quest together with the purchaser.

Customers must not resell access, commercially transfer access, publish access links or access codes publicly, or distribute quest materials in a manner that makes them available to an unlimited or unidentified number of persons.

5. Right of Withdrawal and Digital Content

Consumers have the statutory rights provided by applicable Portuguese and European Union consumer protection law.

Where a quest constitutes digital content supplied immediately after purchase and the customer requests delivery before the expiry of the statutory withdrawal period, the customer will be asked during checkout to:

1. expressly request that delivery of the digital content begin immediately; and
2. acknowledge that, once the supply of the digital content has begun, the statutory right of withdrawal is lost where and to the extent permitted by applicable law.

This consent and acknowledgement are obtained separately from acceptance of these Terms.

Nothing in these Terms limits any mandatory consumer rights concerning digital content that is defective, non-conforming, inaccessible or otherwise fails to comply with applicable legal requirements.

6. Refunds and Technical Problems

If the customer does not receive access after payment, an access link does not work, or another technical problem prevents access to purchased content, the customer should contact:

Algarvequest@gmail.com

We will make reasonable efforts to restore access, correct the technical problem, extend access or provide another remedy required by applicable consumer law, depending on the circumstances.

Any voluntary refund policy offered for a particular quest will be stated on the relevant product page before purchase.

Nothing in this section limits mandatory statutory remedies available to consumers.

7. Safety and User Responsibility

Quests are completed independently, primarily in public and outdoor locations.

Participants are responsible for their own safety and must:

- follow traffic rules and road signs;
- comply with warnings, instructions and access restrictions;
- respect private property;
- avoid restricted, dangerous or unsafe areas;
- comply with applicable Portuguese laws and regulations;
- avoid taking unnecessary risks for the purpose of completing a puzzle or quest.

Routes and locations may occasionally be affected by weather, construction, roadworks, public events, closures or other circumstances outside Algarve Quest's control.

Algarve Quest does not guarantee the permanent availability of every location mentioned in a quest and may modify a route, clue or location where reasonably necessary.

Where circumstances materially prevent completion of a purchased quest, Algarve Quest may, depending on the circumstances, provide an alternative clue or route, extend access, or provide another appropriate remedy.

Nothing in these Terms excludes or limits liability where such exclusion or limitation is prohibited by applicable law.

8. Intellectual Property

Quest texts, riddles, images, graphics, designs, interfaces, branding and other Algarve Quest materials are protected by applicable intellectual property laws.

Purchase of a quest grants the customer a limited, non-exclusive right to use the purchased quest for personal participation and recreation.

Without prior written permission, customers may not copy, reproduce, modify, publish, republish, commercially exploit or distribute the quest materials.

9. Service Availability

We aim to keep the website and quest service available, but parts of the service may occasionally be unavailable because of maintenance, updates, security measures, technical problems or circumstances beyond our reasonable control.

If a technical problem attributable to Algarve Quest prevents access to purchased digital content, the customer may contact us at:

Algarvequest@gmail.com

Depending on the circumstances and applicable law, we may restore access, extend the access period or provide another appropriate remedy.

10. Personal Data

Personal data is processed in accordance with the Algarve Quest Privacy Policy, which is available at:

<https://algarve-quest.com/privacy>

The Privacy Policy explains what personal data may be collected, the purposes and legal bases for processing, the use of third-party service providers, data retention and users' rights.

11. Complaints and Alternative Dispute Resolution

For questions, complaints or customer support, please contact:

Algarvequest@gmail.com

Consumers may also use the Portuguese Electronic Complaints Book (Livro de Reclamações Eletrónico) through the official platform.

Where required by applicable law, consumers may also refer an eligible dispute to a competent alternative dispute resolution (ADR) entity.

For disputes falling within the competence of the relevant regional consumer dispute resolution body in the Algarve, this may include:

CIMAAL – Centro de Informação, Mediação e Arbitragem de Conflitos de Consumo do Algarve

Ninho de Empresas, Edif. ANJE
Estrada da Penha
8000-489 Faro
Portugal

Website: <https://www.consumidoronline.pt>

These Terms are governed by Portuguese law, without prejudice to mandatory consumer protection provisions that may apply to a consumer under the law applicable to their place of residence.

12. Changes to These Terms

Algarve Quest may update these Terms when reasonably necessary, including because of changes to the law, the service or the way quests are provided.

The current version and its effective date will be published on the Algarve Quest website.

Changes will not affect mandatory consumer rights or contractual rights already acquired before the revised Terms take effect.

Contact

Algarve Quest
YULIA MAXIMOVA

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