

## OBJECT

These General Conditions regulate the acquisition of the services offered on the website [www.castillatermal.com](http://www.castillatermal.com), which is owned by CASTILLA TERMAL S.L. (hereinafter, CASTILLA TERMAL).

The acquisition of any of the services implies the full and unreserved acceptance of each and every one of the General Conditions indicated, without prejudice to the acceptance of the Particular Conditions that may be applicable when purchasing certain services.

These General Conditions may be modified without prior notice, so it is therefore advisable to read their contents carefully before proceeding to the purchase of any of the services offered.

## IDENTIFICATION

CASTILLA TERMAL, in compliance with Law 34/2002, of 11 July, on Information Society and Electronic Commerce Services, hereby informs you that:

- Its company name is: CASTILLA TERMAL S.L.
- Its business name is: CASTILLA TERMAL.
- Its Tax Id. N° is: B47594460
- Its registered offices are in: PAGO DE SANCTI SPIRITUS S/N - 47410 - OLMEDO - VALLADOLID - (SPAIN)
- It is registered in the Mercantile Register of VALLADOLID Volume: 1267 - Book 0: - Folio: 181 - Sheet: VA19479.

## COMMUNICATIONS

In order to communicate with us, we put at your disposal various means of contact as detailed below:

- Tel: 983600237.
- Email: [info@castillatermal.com](mailto:info@castillatermal.com).
- Postal address: Pago de Sancti Spiritus s/n - 47410 Olmedo (Valladolid).

All notifications and communications between users and CASTILLA TERMAL will be considered in effect when, for all intents and purposes, they are conducted using any of the aforementioned means.



## SERVICES

The services offered, together with their main characteristics and prices, are displayed on the screen.

CASTILLA TERMAL reserves the right to decide, at any time, the products and/or services offered to Customers. In this way, CASTILLA TERMAL may, at any time, add new products and/or services to those currently offered. CASTILLA TERMAL also reserves the right to cancel or stop offering, at any time, and without prior notice, any of the services offered.

The User must follow all the instructions indicated in the purchase process once inside [www.castillatermal.com](http://www.castillatermal.com), and to access the contracting of the different services, which will imply reading and accepting all the general and particular conditions set out in [www.castillatermal.com](http://www.castillatermal.com).

## PURCHASE AND/OR CONTRACTING PROCESS

The customer must be of legal age in order to make any purchase at [www.castillatermal.com](http://www.castillatermal.com). The steps to follow to make the purchase are:

1. Select the desired voucher and click Buy Gift Voucher.
2. Enter the quantity and press Next Step.
3. Select the extras you wish to add to the Gift Voucher and press Next step.
4. Enter the details of the buyer and the Gift Voucher's beneficiary and click Buy.
5. Pay for the Gift Voucher.
6. You will receive a confirmation email for the purchased Gift Voucher.

It is also recommended that the customer prints and/or keeps a copy of the conditions of sale on a durable medium when placing their order, as well as the proof of receipt sent by CASTILLA TERMAL by e-mail.

## INVOICING

You will receive an invoice with your order.

To this end, the customer consents to this invoice being sent to them in electronic form. The customer will receive it in the specified email account. You may revoke this consent at any time by sending an email to [info@castillatermal.com](mailto:info@castillatermal.com) indicating your wish to receive a paper invoice.



## **DELIVERY**

## **SERVICES**

The service will be provided in the following manner:

1.- It is essential to book in advance to enjoy the services included in this gift voucher at 983 600 816, indicating the voucher number and the name of the holder. 2.- Valid for the specific services indicated in the Gift Voucher, in the specified hotel. Gift vouchers without indication of any hotel will only be valid for use in one of the following establishments: Castilla Termal Balneario de Olmedo, Castilla Termal Burgo de Osma or Castilla Termal Balneario de Solares. Consult conditions of each gift voucher in [www.castillatermal.com/bonos](http://www.castillatermal.com/bonos) or by calling 983 600 816. If you have a Gift Voucher for Castilla Termal Balneario de Olmedo, Castilla Termal Burgo de Osma or Castilla Termal Balneario de Solares and wish to spend it in Castilla Termal Monasterio de Valbuena, consult availability and supplement by calling 983 600 816. The use of the gift voucher is subject to availability at each establishment of the services contained on the requested dates, and we can reserve the right to reject one-night accommodation vouchers on dates when the establishment requires a longer minimum stay. 5.- Gift Vouchers may not be split. 6.- Gift Vouchers may never be exchanged for money. 7.- Gift Vouchers are bearer documents and Castilla Termal will not be held responsible for their loss or theft. 8.- Accommodation gift vouchers include courtesy bathrobe, shower cap and slippers during your stay. 9.- The use of a shower cap is obligatory in the Thermal Pool, it may be purchased in the hotel. 10.-Expiry: 12 months from date of issue. 11.- The hotel will send you a pre-booking to your electronic mail address. Then, the Hotel will proceed to charge 100% of the amount of the booked Gift Voucher in the following 24 hours. Once charged, the Gift Voucher will be sent via electronic mail in PDF format. 12.-Cancellations or refunds are not permitted.

## **PRICES, CHARGES AND TAXES**

The prices of the services included in [www.castillatermal.com](http://www.castillatermal.com) will be expressed in Euros unless otherwise stated and will be guaranteed during their period of validity, except for printing errors and whatever the destination of the order.

## **SERVICES**

The final prices of all the services, together with their characteristics, offers, discounts, etc. are reflected in each of the services offered at [www.castillatermal.com](http://www.castillatermal.com).

- The services include VAT.
- The VAT rate is 10% for accommodation and meals 21% for spa services.



The prices of the services may vary at any time. In this case, the price to be applied will be that in force on the date of the order. In any case, the final cost will be communicated to the customer in the electronic purchase process before it is accepted. modo, el coste final será comunicado al cliente en el proceso de compra electrónica antes de que éste formalice su aceptación.

## **PAYMENT METHODS**

We offer you these payment methods:

a. By credit or debit card

You can pay immediately through our Bank's secure SSL payment gateway. If it is necessary to carry out any refund or cancellation of the order, the amount will be refunded via the same payment card. Both personal and bank data will be protected with all the security measures established by the Organic Law of Data Protection 15/1999 and its implementing regulations with total confidentiality.

## **REFUND & CANCELLATION POLICY**

According to the regulations, the consumer and user will have the right to CANCEL the contract within a maximum period of 14 calendar days without the need to indicate the reason and without incurring any costs, except those provided for in art. 107.2 and 108 of RD1/2007, of 16 November, which approves the text of the General Law for the Protection of Consumers and Users.

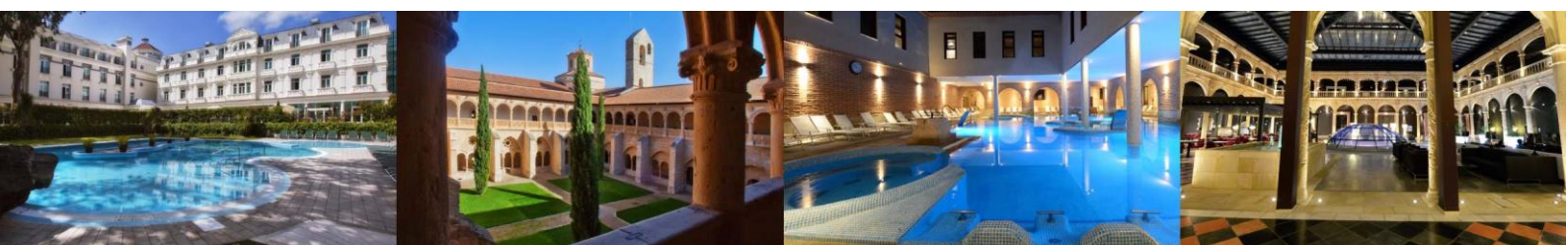
This right of cancellation does not apply among others to:

- Contracts for the supply of products made to the specifications of the consumer and user or clearly personalized, or that by their nature cannot be returned or may deteriorate or expire quickly.

## **SERVICES**

The withdrawal period from the service delivery contract is 14 calendar days from the day on which it is signed. The user must inform CASTILLA TERMAL of their desire to exercise such right which can be done by calling (+34) 983600816. The exercise of the right of cancellation leads to the suspension of the service.

CASTILLA TERMAL shall communicate to the consumer on a durable medium the acknowledgement of receipt of the cancellation.



The cancellation implies that CASTILLA TERMAL will refund the amount already paid by the customer within a maximum period of 14 calendar days, following the same procedure chosen by the customer for its payment (provided that the service contracted is not within the exceptions indicated above).

Once we receive their request we will contact the customer to indicate the details of the refund.

## OBSERVATIONS

Gift vouchers are personalised for the beneficiary and do not have the right of cancellation.

## CUSTOMER SERVICE AND COMPLAINTS

The customer must contact the customer service department either by telephone at 983600237 or by e-mail at [info@castillatermal.com](mailto:info@castillatermal.com). to file any complaint or claim with CASTILLA TERMAL.

In accordance with the EU Consumer Dispute Resolution Act and Article 14.1 of Regulation (EU) 524/2013, we inform you that the European Commission provides all consumers with an online dispute resolution platform which is available at the following link: <http://ec.europa.eu/consumers/odr/>.

## APPLICABLE LEGISLATION

These conditions will be governed by Spanish legislation in effect.

The language used will be Spanish.

