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GENERAL TERMS AND CONDITIONS

GENERAL TERMS AND CONDITIONS FOR THE CONTRACTING OF VERDEHESA SERVICES

- In order to make a reservation, you will need to register on the website www.verdehesa.com. Once you enter and send your data you will receive an email to confirm your registration. From that moment you will be able to access to a dashboard where you will be able to see and know the status of your reservations, make the online payment, send payment receipts, edit and manage your profile, obtain and manage your invoices, save your favorite services, etc

- To confirm the reservation, that is, to contract the "guided tour" or "experience" service, you must pay through PayPal, with your credit card or make a transfer to the account number that we will have indicated when you receive the email confirming your registration on the website www.verdehesa.com

- Once the reservation is made, you can access the delivery note or pro forma invoice of the contracted service in the dashboard, where you will find all the information to make the payment by bank transfer.

- The reservation of the service will only be available for one week. After this period without having made the corresponding payment, the reservation will be cancelled.

- If before making any payment or transfer, you need any additional information or clarification, you can write to us at: info@verdehesa.com or call us at no.: + 34 629 472 132. We also assist you at that same number by WhatsApp.

- If you decide to reserve and pay directly for the service, you can do so through PayPal or through your credit/debit card. Be calm because our payment gateways are completely secure and we also use SSL protocols for greater security. In addition, if you make the payment by PayPal or by credit card, Verdehesa will assume the payment of 3% of the total transferred that PayPal or Stripe charges for using their gateways.

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- Once the payment is made, if you wish, you can request the corresponding invoice. We will send it to you by email and you can also access it in your dashboard.

- At the time the deposit is made effective in our bank, and if we have not done so when you have made the reservation, we will be able to contact you to specify all the details of your guided tour or experience.

- Our **cancellation policy** is as follows:

  – If the cancellation is made within 2 days prior to the activity, no amount will be refunded.

  – If the cancellation is made between 3 and 7 days prior to the activity, 50% of the total transferred will be refunded.

  – If the cancellation is made between 8 and 15 days prior to the activity, 80% of the cost of the activity will be refunded and 100% of the payment that may have been made for concepts such as picnics, merchandising purchases, etc. .

- The guided tours will be carried out by official guide authorized and registered in the General Registry of Tourism Companies and Activities of the regional Government of "Junta de Extremadura" with the number G-00077, within the framework of the company of alternative tourist activities "VERDEHESA " registered in the aforementioned Registry with the number OA-CC-00142.

- Contracting any Verdehesa service will automatically entail acceptance of these general conditions set forth herein.