



OUR TERMS & CONDITIONS

We please ask you to read these terms and conditions carefully. There are designed to respond to the various scenarios that might occur before, during or after your tour on the Camino de Santiago and outline the terms and conditions of the contract between you and Ultrreya Tours.

GENERAL PROVISIONS

Your Acceptance of these Terms and Conditions: When you make a booking with Ultrreya Tours you guarantee that you have the authority to accept and do accept our offer on behalf of the members of your group or your clients the terms of these booking conditions. This contract applies from the moment we issue our confirmation invoice.

Privacy policy: Any personal information that we collect about you may be used for any purpose associated with the operation of a Tour or to send you marketing material in relation to our events and special offers. The information may be disclosed to our agents, service providers or other suppliers to enable us to operate the Tour. We will otherwise treat your details in accordance with our privacy policy (available for viewing on our Website).

Liability: Ultrreya Tours shall not be liable for any damage caused to either party by the failure to perform the contract or the improper performance of this contract where the failure or the improper performance is not due to a fault of ours.

We do not warrant the accuracy, completeness, or fitness for a particular purpose of any data or services provided within our website or brochures. In no event shall we be liable for any injury, loss, claim, damage or any incidental or consequential damages, including but not limited to lost profits or savings, arising out of or in any way connected with the use of any display within this site.

Arbitration: The Parties hereby agree that any and all disputes arising out of or relating to this Agreement shall be regulated by the current legislation and pursuant to Spanish Law. If any dispute arises between the parties, those conflicts should be submitted to arbitration in Madrid. English is the language used to draft and interpret this legal notice.

Registered address: Nellie Meunier-Gutin-Cluzel • **ULTREYA TOURS** • Campus Stellae - Praza da Quintana, 3 15704 Santiago de Compostela, A Coruña, Spain • Licence number XG-569 • VAT number ES Y3768081M

TRAVEL SPECIFIC

Prices DO include everything specified in writing on the relevant web pages for each tour: Accommodation, meals (breakfast and dinner unless specified), transfers, van support, guides, bike rentals, government taxes and any other inclusions.

Prices DO NOT Include: International and domestic flights, lunches and snacks (unless specified), alcoholic beverages, telephone calls, items of a personal nature, and personal services not specified as being included in costs on the relevant tour descriptions.

Hotel rooms: Unless specified tours include rooms with private bathroom on a twin room basis (two-in-a-room) at the hotels specified in each itinerary. A client traveling alone is requested to book a single room for tours including accommodations. For single room occupancy by choice or circumstances, extra charges will be



required as shown in the respective column in each itinerary. Triple room may be provided as a twin room with one extra bed added.

Hotel Extra: Leisure facilities featured at some hotels in our brochures are not necessarily free of charge. The use of facilities such as health clubs, tennis courts, golf courses, horse-riding are normally subject to a fee. Some facilities may also only be available seasonally. Please inquire at the time of booking about the individual charges and inclusions at each hotel.

Transfers: By motor-coach on a seat-sharing basis. A sedan, van or taxi may be used when the total number of participants is small.

Luggage transfers: The transfer and handing of one piece of normal sized baggage (up to 50cm x 60cm x 120cm and 20kg) per person from hotel to hotel during walking days where specified in the itinerary.

Maintenance: Renovations and/or construction work may sometimes be taking place at some of your hotels during your stay. When we have been advised of such cases and consider that it may affect the enjoyment of your tour we will notify you as quickly as possible.

Special offers: Special offers cannot be used in conjunction with any other offers or be combined with other special offers. Special offers are subject to availability and terms and conditions will apply. Offers can be revoked at any time.

PAYMENTS CONDITIONS

Rates and Price Variations: Pricing and availability quoted by Ultraya Tours are not guaranteed until deposit is fully paid. You agree that Ultraya Tours is not responsible for any errors or omissions in any quotes, advertisements, including on our website, resulting in inventory, content, or pricing discrepancies.

Currency: All rates are quoted and invoiced in Euro(€) and are based on tariffs and exchange rates current and appropriate at the time of publication. Solely for comparison purposes, we might provide you rates in your local currency based on the day's foreign exchange rate but these rates are not binding.

Non-refundable deposit: To process the booking we will require a 50% non-refundable deposit of the total invoiced amount.

Final Payment: Final payment must be paid 30 days prior to travel date. No vouchers will be issued until final payment is received.

Payment methods: We accept payments by direct transfers, credit card payment (Visa & Mastercards only) via our secured platform and checks. Check payments will be accepted for bookings traveling outside 60 days and are subject to approval. No processing fee will be applied to bank transfers and checks but a 0,85% charge will be applied to Credit Card payments.



AMENDMENTS AND CANCELLATION POLICIES

Change requests by you: Should you wish to make any changes to your confirmed arrangements, you will need to notify us in writing as soon as possible. When changes are possible, a non-refundable amendment fee of €50 per person will be payable together with any costs or charges incurred by ourselves or incurred or imposed by any supplier.

If any member of your party is prevented from traveling, the person(s) concerned may be able to transfer their place to someone else (introduced by you) providing we are notified not less than two weeks before departure. Insurance and flights are not transferable.

Some of our suppliers are non-refundable from the moment they are booked. In addition some transporter may consider a name change or other change to an existing booking as a cancellation and rebooking with up to 100% cancellation charges payable by you.

Any alteration or cancellation of services after your tour has commenced can incur penalties. There is no refund for unused services.

Cancellation requests by you: Should you or any member of your party need to cancel your confirmed arrangements, the party leader must immediately notify Ultrreya Tours in writing.

In case no substitution or arrangement can be found our Standard Cancellation Policy applies as follow:

- All Bookings canceled inside 30 days prior to travel are non-refundable.
- Any deposit paid is non-refundable.
- Fully paid bookings canceled 30 days or more prior to travel will be refunded up to 50%

Alterations by Ultrreya Tours: We reserve the right to alter, change, curtail or cancel a tour. In case there is an alteration which results in more than 18 hours change in the time of departure, or a change in the type of accommodation offered or some other change which fundamentally alters the tour, we shall, if practicable, offer an alternative comparable tour or a lower grade tour with reimbursement of the price difference or a full refund.

Group leaders can modify the tour program on the day, including the order in which sites are visited, according to certain objective conditions (weather conditions, etc.), without affecting the overall structure of the program.

If the alteration is due to a "force majeure", unusual and unforeseeable circumstances beyond our control, you will not be able to claim for any compensation of any loss arising as a consequence of the said curtailment alteration, extension or cancellation of the tour.

Unless differently stated in some walking tours, a minimum number of persons sharing are always required to ensure the price of a tour remains the same as is printed in our brochures. Any tour invoiced for a said amount of participants will require the said number to avail of the quoted price.

YOUR AGREEMENT WITH US

Behavior: Your group must at all times comply with the Spanish laws, customs, foreign exchange and drug regulations, and you must also agree to travel in accordance with our sustainability policies. If we or any other person in authority is of the reasonable opinion that you or any member of your party is behaving in such a way as to cause or be likely to cause danger or upset to any other person or damage to property, we will be entitled to terminate the tour of the person(s) concerned. No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination. You will be responsible for making full payment for any damage or loss caused by you or any member of your party during your time away.



Passport, Visa and Immigration Requirements: It is your responsibility to fulfill the passport, visa and other immigration requirements applicable to your itinerary. You should confirm these with the relevant embassies and/or consulates. We do not accept any responsibility in the case of you being unable to travel due to not complying with any such requirements. It is your responsibility to ensure that all of the details on your travel documents are correct and to bring to our attention any errors or discrepancies immediately.

Health requirements: It is your responsibility to disclose to Ultraya Tours any physical or mental condition of a member of your party which may be relevant and to ensure every party member has appropriate levels of fitness to complete the tour safely. In the event that full details are not given at the time of booking, we reserve the right to cancel the booking when we become aware of these details.

Travel Insurance: It is recommended that all travelers obtain travel insurance against cancellation or amendment fees as well as providing sufficient medical cover.

Flexibility: You appreciate and acknowledge that the nature of this type of travel requires considerable flexibility and you should allow for alternatives. The itinerary provided for each tour is representative of the types of activities contemplated, but it is understood that the route, schedules, itineraries, amenities and mode of transport may be subject to alteration without prior notice due to local circumstances or events.

Photos and marketing: You consent to us using images of you taken during the tour for advertising and promotional purposes in any medium we choose. You grant us a perpetual, royalty-free, worldwide, irrevocable license to use such images for publicity and promotional purposes.