

GENERAL CONDITIONS GIFT CARDS

Door To Door Travel & Tours

1. GENERAL INFORMATION

DOOR TO DOOR GRANADA TRAVEL S. L., as a Travel Agency, it offers the possibility of acquiring non-nominative Gift Cards for a minimum amount of 50 euros.

Virtual Gift Cards **cannot be exchanged for cash** and can only be used to purchase any tourist service or combined trip organized by DOOR TO DOOR GRANADA TRAVEL S. L. on the following website.

These Virtual Gift Cards will have a validity period of **6 months from their purchase** and their use may be **extended indefinitely**, provided that this is notified in writing to DOOR TO DOOR GRANADA TRAVEL S. L. by means of the following email.: **info@doortodoor.travel**.

In order to use the Gift Card, which may be used both by the same person who purchased it and by another person to whom the card purchaser has been gifted, the virtual Gift Card must be registered on the website: **<https://doortodoor.travel/tarjetas-de-regalo/>**.

If the tourist service or trip that you want to buy with the card is of value greater than the amount of balance of the Gift Card, the price difference must be paid with the means of payment allowed for this purpose by DOOR TO DOOR GRANADA TRAVEL S. L. and that will be duly informed before the User before formalizing the reservation of the tourist service or trip in question.

Likewise, the Virtual Gift Card can be used on more than one occasion if in a single purchase its full value has not been consumed

2. VIRTUAL CARD ACQUISITION PROCEDURE AND PAYMENT METHOD:

To acquire the Gift Card, the following steps must be carried out:

1. Apply for Gift Cards in **<https://doortodoor.travel/tarjetas-de-regalo/>**
2. Click on the link I WANT MY GIFT CARD!
3. Fill in the requested fields in CARD DETAILS.
4. Choose what amount you want to enter in INFORMATION AND PRICE OF THE CARDS.
5. Inform of the SHIPPING DAY.
6. Write the CUSTOM MESSAGE.
7. See the option to add other GIFT CARDS.
8. Know and accept the GENERAL CONDITIONS GIFT CARDS.
9. REVIEW all the information of the requested fields.
10. PAY the Gift Card

The User agrees to pay the amount of the Virtual Gift Card by one of the following means of payment enabled by DOOR TO DOOR GRANADA TRAVEL S. L.:

***VISA, MASTERCARD, AMERICAN EXPRESS, PAYPAL, BIZUM, WIRE TRANSFER.**

The corresponding confirmation and the Virtual Gift Card will be sent to you within 24 hours.

To exercise the right of withdrawal, you must notify us at: DOOR TO DOOR GRANADA TRAVEL S. L., located at Calle Mesones-Plaza de Cauchiles 4, Ático, 18001 Granada (Spain), by phone (+34) 683 122 370 and email info@doortodoor.travel, your decision to withdraw from the contract by means of an unequivocal statement (for example, a letter sent by post or email).

You may use the model withdrawal form below, although its use is not mandatory: **“GIFT CARD WITHDRAWAL FORM”**

In order to comply with the withdrawal period, it is sufficient that the communication concerning the exercise by you of this right is sent before the relevant period expires.

3. CONSEQUENCES OF WITHDRAWAL:

In the event of withdrawal by you, **we will refund to you all payments received from you, including delivery costs** (with the exception of any additional costs resulting from your choice of a delivery method other than the least expensive standard delivery method offered by us) without undue delay and in any event no later than 14 calendar days from the date on which you inform us of your decision to withdraw from this contract.

We will make such **reimbursement using the same means of payment used by you for the initial transaction**, unless you have expressly provided otherwise; in any event, you will not incur any costs as a result of the reimbursement.

If you have requested that the provision of services commence during the withdrawal period, you will pay us an amount proportional to the part of the service already provided at the time you notified us of your withdrawal, in relation to the entire subject matter of the contract.

4. CLAIMS

Customers may submit their complaints and complaints or request information about the services offered or contracted through the intermediation of **DOOR TO DOOR GRANADA TRAVEL S. L.** by means of:

(a) The postal address of Calle Mesones-Plaza de Cauchiles 4, 18001 Granada; or

b) By phone (+34) 683 122 370 within working hours Monday to Saturday from 8:30 a. m. to 8:30 p. m. , Sunday from 9:30 a. m. to 7:30 p. m.

c) To process it via the **e-mail address info@doortodoor.travel**

*Official complaint forms can be requested from us via the following email address::
info@doortodoor.travel