

LEGAL NOTICE

Door To Door Travel & Tours

DOOR TO DOOR GRANADA TRAVEL S.L., responsible for the website, hereinafter **RESPONSIBLE**, makes this document available to users, with which it intends to comply with the obligations set forth in Law 34/2002, of July 11, on Services of the Information Society and Electronic Commerce (LSSICE), as well as informing all users of the website about what the conditions of use are.

Any person who **accesses this website** assumes the role of user, committing to the observance and strict compliance with the provisions set forth herein, as well as any other legal provision that may be applicable.

1. IDENTIFICATION DATA

- Domain name: <https://www.doortodoor.travel/>
- Company name: Door To Door Travel & Tours
- Company name: DOOR TO DOOR GRANADA TRAVEL S.L.
- TAX ID: B19641711
- Registered office: Calle Mesones-Plaza de Cauchiles 4, Ático, 18001 Granada.
- Telephone: (+34) 683 122 370.
- Email: info@doortodoor.travel
- Registered in the Mercantile Register No. 4 of Granada, Volume 1632, Book 0, Folio 69, Page GR-
- 50287 and Inscription 1^a.
- Registered as a Wholesale-Retail Travel Agency in the Autonomous Community of Andalusia with RTA No.: AV/GR/00693 and C.I.AN-186924-3.

2. INTELLECTUAL AND INDUSTRIAL PROPERTY

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The RESPONSIBLE acknowledges the corresponding intellectual and industrial property **rights in favour of their owners intellectual and industrial property rights**, and their mere mention or appearance on the website does not imply the existence of any rights or liability whatsoever website the existence of any rights or responsibility whatsoever over the same, nor does it endorsement, sponsorship or recommendation by it.

In order to make any type of observation with respect to possible breaches of the intellectual or industrial intellectual or industrial property rights, as well as on any of the contents of the website, you can do so through of the website, you can do so by sending an e-mail to **info@doortodoor.travel**

3. LINKS TO THIRD WEBSITES

From the website, you may be redirected to content on third party websites. As the RESPONSIBLE cannot always control the contents posted by third parties on their respective websites, it does not their respective websites, it assumes no liability whatsoever for such content. In any case, it will proceed to the immediate removal of any content which could contravene national or international legislation, morality or public order, proceeding to the immediate withdrawal of the redirection to said website, bringing to the attention of the competent authorities of the content in question.

The RESPONSIBLE PARTY **is not responsible for the information and contents stored**, including but not limited to the following but not limited to, in forums, chats, blog generators, comments, social networks or any other means that allows third parties to publish content independently on the RESPONSIBILITY's website.

However, and in **compliance with the provisions of articles 11 and 16 of the LSSICE**, it is made available to all users, in accordance with the provisions of articles 11 and 16 of the LSSICE, it places itself at the disposal of all users, authorities and security forces, actively collaborating in the removal or actively collaborating in the removal or, where appropriate, blocking of all content that may affect or contravene national legislation affect or contravene national or international legislation, the rights of third parties or public order and morality. morality and public order. In the event that the user considers that there is any content on the website which could be susceptible to this content that could be susceptible to this classification, please notify the website administrator immediately.

4. THE PURCHASE OR BOOKING PROCEDURE

The purchase or booking procedure (depending on the Tour selected) is carried out completely electronically through the website.

All you have to do is select the service you wish to purchase and click on the image to see the characteristics, technical specifications and details of the service and where you can select the number of units you wish to order. select the number of units you wish to order, **you must visualise all the characteristics of the service prior to purchase all the characteristics of the service in the technical data sheet of the service** (description of the tour, details of the tour, cancellations, refunds and information).

4. THE PURCHASE OR BOOKING PROCEDURE

Once you have been informed of all the characteristics of the service, if you decide to continue with the purchase procedure, you will click on the "Book now" button. All the products included in the "cart" can be removed, provided that you indicate so.

If you change any of the data entered, the summary shown on the screen will automatically change the summary displayed on the screen. There is also a space specifically provided for you to make specific comments on your purchase. Despite adding a specific service, you can continue with your purchase or reservation, all the selected products will be included in the basket or shopping cart until you click on the button to continue the contracting procedure.

Despite adding a specific service, you can continue with your purchase or reservation, all the selected products will be included in the basket or cart until you click on the continue procedure button to continue the contracting procedure.

In order to start the purchase or reservation you will have to fill in a form with a series of details once you have checked that all your details are correct, you will have to click on to make the purchase or reservation and must in any case, accept the terms and conditions of purchase and have conditions of purchase and you will have previously accepted the privacy policy.

*In some services the reservation is subject to availability once requested within 24 to 48 or 72 hours within 24 to 48 or 72 hours we will proceed to confirm the availability of the same, as well as the charge will not be the charge will not be made until we confirm the availability of the same. Your card number will be requested to guarantee the same.

As soon as we have the availability we will issue your tickets and services requested. During this period of time the system will not make any charge while the visit, tour, experience or circuit is not confirmed, tour, experience or circuit is not confirmed. Once it can be confirmed definitively, the charge on your card will be the charge on your card will be automatic.

For reasons of availability or other circumstances, the timetable of your booking may vary, and we will notify you in advance of this circumstance. If in any case this should occur, the customer may accept or cancel and be reimbursed 100% of the amount and this contract will be cancelled. If accepted, the initial contract conditions will be accepted again.

The provider assumes no liability whatsoever if the reservation or purchase is not carried out as a result of the data provided by the user being false, inaccurate or incomplete. Notwithstanding the foregoing, we will take the measures required of a diligent trader to ensure that the reservation or purchase can be made within the agreed time.

If, for any reason attributable to the consumer, the reservation cannot be made, the amount paid will be refunded, minus any charges that may be incurred (handling or cancellation if applicable) for the means of payment (management or cancellation if applicable) by the means of payment indicated in your request.

You will receive an email confirming your booking with the booking details. This document is the confirmation that the booking has been made successfully and will serve as accreditation for any type of any kind of claim.

If you do not receive this email, please check your "junk mail" or "spam" account, as you may have received it "spam" account, as it may have been detected as spam, if it is not in this section, please let us know section, please inform us as soon as possible so that we can solve the problema so that we can solve the problem.

Once the reservation has been made, in the event that a modification is required, the user should contact the user should contact the customer service telephone number **(+34) 683 122 370** or by e-mail: **info@doortodoor.travel** please note that the type of modification made in the booking request may entail an extra charge.

The provider's contracting platform will inform the user once the purchase procedure has been completed and via email to the purchase procedure and via email regarding all the characteristics of the contracted services, and the user will receive the invoice in electronic format or, if preferred, in paper format.

5. APPLICABLE LAW AND JURISDICTION

Customers can lodge their complaints and claims or request information about the services offered or contracted through 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 telephone (+34) 683 122 370 during working hours Monday to Saturday from 8:30 h. to 20:30 h., Sunday to Friday from 8:30 h. to 20:30 h., Sunday from 9:30 to 19:30 h..
- c) To process it through the email address **info@doortodoor.travel**

You can request official complaint forms via the following e-mail address: .
e-mail: **info@doortodoor.travel**

6. APPLICABLE LAW AND JURISDICTION

This website **is subject to Spanish law and in the event** of any dispute or controversy arising from the use of this website with consumers or users will be the consumer's place of residence shall be competent.

Likewise, a Consumer, faced with a Claim against DOOR TO DOOR TRAVEL, will be able to at any time file a request for arbitration before any Consumer Arbitration Board competent arbitration board competent for the place of the Consumer's domicile and if DOOR TO DOOR TRAVEL accepts the Consumer's request for arbitration accepts the Consumer's request for arbitration (as arbitration is always a system of out-of-court dispute voluntary out-of-court dispute resolution system for both parties involved), the claim can be parties involved), the claim may be resolved by means of Consumer Arbitration.

The following link provides information on the European Union's Online Dispute Resolution Platform: **<https://ec.europa.eu/consumers/odr/>**