

GENERAL CONDITIONS OF ACTIVITIES

- This document is mandatory and will be sent together with the technical file of the activity to be carried out.
- The contractor will accept these conditions once the reservation has been paid, the activity has been paid in full or when the contracted activity begins.

GENERAL CONTRACTING CONDITIONS *

- ALL activities require the existence of a **MINIMUM GROUP** of participants to take advantage of the General Rates and to guarantee the completion of the activity on the desired date.
 - **GROUPS WILL NEVER BE EXCLUSIVE**, and other external participants may join the group without prior notice.
 - In the event that the client wants to reserve a specific date for a group that meets the minimum group established, the company will confirm in **24 HOURS** the availability of the date and activity to contract or the next available dates.
 - The **RESERVATION** will not materialize, nor will the desired date and activity be guaranteed until **25%** of the total cost of the activity is paid.
 - The deadline for the **RESERVATION** will be **10 days** before the contracted activity.
 - The deadline to make the **FULL PAYMENT** of the activity will be **72 HOURS** before the start of the contracted activity.
 - **PAYMENTS** will be made by **TRANSFER** in the name of Inguru Abentura, in the account number of **LABORAL KUTXA ES38 3035 0048 62 0480074360**.
 - For confirmation of payment, it is essential to send by email the proof of the transfer made **72 HOURS** from the start of the activity.
- Cash payments or credit card payments are not supported.

GENERAL POLICY OF CANCELLATION OR CANCELLATION OR CHANGE OF THE SERVICE *

- The means to make the **COMMUNICATIONS** of **CANCELLATIONS**, **POSTPONEMENTS** and / or **CANCELLATIONS** must always be by **EMAIL**, so that such communications are recorded.
- Once the reservation is formalized, in case of **CANCEL** the activity by the clients before the **72 HOURS** prior to the realization of the activity, the company will return the full amount of the amount paid.
- If the **CANCELLATION** is made between **72 HOURS** and **24 HOURS** prior to the performance of the contracted activity, the amount paid, except a surcharge of **25%** of the cost of the activity, for the steps taken.
- In case of **CANCELLING** the activity in the **24 HOURS** prior to its realization or of **NOT ARRIVING** at the agreed place, date and time, of any of the participants or all of the group, the amount paid by the absent participants or for the total of the group **WILL NOT BE RETURNED**.
- In the event of a **CANCELLATION**, the company will always advise the client to **POSTPONE** the activity, whenever this postponement is carried out. **BEFORE 24 HOURS** prior to carrying out the activity, this postponement will have no surcharge.
- In no case, the amount of the activity will be refunded when it is **SUSPENDED** by the activity technician, for meteorological reasons, or when warning that the participants had clear symptoms of being under the influence of alcohol or some other type of narcotic or for other justified reasons that the technician of the activity considers.

SPECIFIC CONDITIONS OF CONTRACTING, CANCELLATION AND / OR CANCELLATION OF THE PARTICIPANTS **

- If the client does not comply with the minimum group established, we offer these 2 options:
 - 1- The option of hiring a personalized service at a higher cost, guaranteeing the activity the day and time desired.
In this case, the company will confirm in **24 HOURS** the availability of the date and activity to contract.
Must make the reservation payment to materialize the reservation, maintaining the General Conditions of Contract and Cancellation.
 - 2- Take advantage of the scheduled dates or try to form a group for the activity on the day and time desired, not guaranteeing the activity up to 5 days before the activity.
- This **OPTION** requires a greater commitment on the part of both parties, so the conditions vary with respect to the General Conditions of Recruitment:
- Booking the activity you must pay the full amount of the activity.
 - We will inform periodically of the status of the activity, confirming the completion or suspension of the activity 5 days before the scheduled date.
 - The client has to cancel the reservation up to 5 days before the scheduled date, in this case to refund the amount full subscriber.
 - If the cancellation of the reservation occurs between 5 and 3 days before the scheduled date, 50% of the full amount of activity.
 - In case of canceling the reservation in the 72 hours prior to the completion of the activity and or the no-show at the place, date and agreed time, of any of the participants or all of the group, the amount paid by the absent participants **WILL NOT BE RETURNED** or for the group as a whole.

VISUAL SCHEME OF THE DIFFERENT CONTRACTING CONDITIONS, RESERVATIONS AND CANCELLATIONS

		10 DAYS	5 DAYS	4 DAYS	72 H	48 H	24 H	START ACTIVITY
GENERAL CONDITIONS *	RESERVATIONS AND PAYMENTS	RESERVATION - PAYMENT 25%	REMAINING PAYMENT 75% or TOTAL PAYMENT 100%					
	CANCELLATIONS	TOTAL RETURN OF THE AMOUNT PAID				DEV. 25 %	NO DEVOLUCIÓN	
SPECIFIC CONDITIONS**	RESERVATIONS AND PAYMENTS	TOTAL RESERVE 100%						
	CANCELLATIONS	TOTAL RETURN 100%		RETURN 50%	DO NO RETURN			

SUSPENSION OR POSTPONEMENT FOR METEOROLOGIC CAUSES

- Because these activities are subject to causes outside the company, such as the weather, flow increases, etc.
We reserve the right to postpone or replace the contracted activity **BEFORE 24 HOURS** of the start of the activity, for another date or activity of a similar or even higher level, agreeing and agreed with the client.

- In case the weather or the state of the activity is somewhat unpredictable in the 24 hours prior to carrying out the activity and agree with the client to postpone the final decision to the day of the activity, in case the technician decides not to It is possible to carry out the contracted activity and a change is proposed for a similar activity, if the client does not accept said change, the full amount of the activity will not be refunded.
- At all times, the company will be responsible for deciding whether the activity is carried out or not due to the meteorological state of the journey. And if the client decides not to carry out the activity because he thinks that the meteorological condition they are not the most appropriate, the money will not be returned.

CONDITIONS AND OBLIGATIONS DURING THE CONTRACTING OF THE SERVICE

- The client is obliged to report the physical and technical level of all the participants who will attend the activity with him, to tailor the activity according to the general capabilities of the group.
- In no case may the physical and / or technical level of the participants be lied or exaggerated, in order to be eligible for higher levels.
- The customer the service is obliged to inform the company of possible illnesses, injuries, limitations or physical deficiencies or psychological from all the participants who will come with him.
- When contracting a service for a group of minors, the contractor will be responsible for said minors.
- All underage participants must prove a parental permit signed by their mother, father, guardian or responsible adult.
- The client is obliged to report all the technical aspects of the activity, as well as the conditions described here to the rest of the participants who are going to carry out the activity before carrying it out, signing the Activity Contract for the client and the participants.
- Despite the fact that a client has contracted an activity with the minimum group necessary to carry out the activity, the activity it will not be carried out exclusively with said group, so the company may join the group with more external participants without prior notice.
- In the event that the client wants their activity to be exclusive, it is possible that a cost increase may be requested, to be defined at the time and may vary depending on the specified circumstances of the group, date, activity and number of participants, number of technicians and other specific details.

CONDITIONS AND OBLIGATIONS BEFORE AND DURING THE DEVELOPMENT OF THE ACTIVITY

- For the safety of the group, if the responsible technician warns that any participant is under the influence of alcoholic substances or narcotics that limit his physical or mental faculties, he will have the power to cancel the activity or expel him from it without further justification or reasoning.
- Likewise in case the Technician of the activity notices that the participants do not have the technical or physical level necessary to the correct performance of the contracted activity, he may decide to substitute the activity for another more appropriate to his level or even the total cancellation of the activity.
- Before starting the activity, the participants will be reminded of the activity to be carried out, with special emphasis on the risks to which they are exposed during the development of the activity and the safety rules to be followed in the course of the same.
- If after these explanations some of the participants decide not to carry out the activity, the cost of the contracted activity will not be paid.
- All the participants or, failing that, those responsible for the minors, will sign a document admitting that it has been explained to them. What is the activity that they are going to do and that they are aware of the risks to which they are exposed when doing it.
- Participants will respect the rules and will follow the instructions of the technicians at all times, and may be excluded from the activity in case of not doing it.
- All participants will talk with respect and education to the technicians and to the rest of the participants, avoiding confrontations and promoting a civic and companionship attitude throughout the activity.
- Once the specific material has been placed and verified, nobody will be able to take it off or modify its setting, in case they are disturbed, they should communicate it to the guide so that it can be reviewed and adjusted correctly.
- Participants must make good use of the specific material and equipment provided by the company, returning them in the same state in which they were provided.
- As long as it is not reported otherwise, it will not be possible to overtake or overtake the technicians during the activity, and especially in difficulties and / or points of conflict or risk, maintaining and respecting the guidelines set by @ technicians in each area or difficulty to get around.
- It is strictly forbidden to lean on the cornices or to stay near the reception of rappels, jumps, zip lines, or areas exposed to stone falls or falls at different levels, in this way we will avoid unexpected falls and blows, as well as possible impacts from falling objects or stones.
- No participant can leave the group without consulting the technicians and if any participant observes that someone is leaving without notifying the technicians, you must notify them immediately.
- For greater safety and comfort, certain postures will be recommended when dealing with different difficulties, it is important to follow the advice of the technicians to be able to advance and enjoy the activity with greater comfort, providing them with confidence and security.
- In the event of an incident, accident or dangerous situation, the participants must remain calm and follow the orders of the technicians at all times, without rushing to act on their own. In this way we will avoid major damage and exist greater control of the situation, increasing the probability that the incident will be solved with greater success.

RISKS AND DANGERS TO WHICH THE PARTICIPANTS ARE EXPOSED

- It is important to remember that these activities are carried out in places where difficulties or dangers are part of the environment and activity.
- The role of the technicians is to manage risks and difficulties in an efficient, safe, dynamic and, if possible, fun way.
- If the activity is carried out properly, incidents and / or accidents are unlikely to occur, although we must also warn that even doing everything correctly some incident or accident may occur, since it is not possible to manage the risk of all existing factors.
- All activities that take place on natural land or abroad are exposed to external factors that sometimes they cannot be fully controlled. (Electrical storms, floods, rock falls or landslides or other physical and / or meteorological phenomena), which may affect the general activity or the safety of the participants.
- When performing the jumps, both in the Bungee jumping activity and in the Descent of canyons, the technicians will explain how the jump should be carried out, explaining the safety parameters, the correct posture, the, execution mode, etc.
The final responsibility for the good execution of the jump falls on the participant who performs it, since the technicians do not they can control the correct execution of the final jump.

- Therefore, we must warn that when hiring our services, the participants as well as the technicians, in charge of managing the risk of the activity, they are exposed to any type of accident, being able to suffer small injuries, contusions, strains, sprains and even some slight, severe or very serious fracture, each one having to bear the consequences of said injury and the recovery time of the same.
- It is not usual, but sometimes, during the course of the activities, robberies have occurred both in the vehicles of the participants as in that of the technicians. **To prevent further consequences, we recommend going to the activity with "fair" and without valuables.**
- In case of having such objects, it is recommended to keep them in the trunk of the vehicle, avoiding leaving any valuables in plain sight. The company is not responsible for thefts and their consequences, since there is no insurance that is responsible for any damage suffered and the objects stolen.

ENVIRONMENTAL CRITERIA TO BE FOLLOWED AND RESPECTED

Most of our activities take place in natural areas, many of them protected, so we must respect certain rules:

- At no time will we leave the marked paths or the transit zones marked by the guide.
- Virgin areas or grasslands will not be invaded. Respecting it sharply in caves and river channels.
- As a general rule, on narrow trails or irregular areas, we will walk in single file, avoiding doing it in parallel or in a group.
- In case of encountering any animal, we will avoid approaching, disturbing or touching it.
- It is strictly forbidden to throw stones or sticks in the areas where the activities take place.
- All generated garbage or waste will be collected and placed in the waste bag.

CIVIL LIABILITY INSURANCE AND HEALTHCARE

Inguru Abentura has contracted Civil Liability insurance for all its activities with the AXA company with the policy number IIG2019000276 and other Healthcare insurance with the SURNE company with policy number 20160620345530.

In case of suffering any mishap in our activities, the affected person may request the coverage offered by both insurances as long as the following conditions are met:

- In the event of an accident or incident, the affected participant must immediately notify the technicians of the activity to evaluate the accident in the same place and thus be able to determine its magnitude and make the appropriate decisions or measures.
- The company will only admit the notifications made during the course or at the end of the activity, rejecting the notifications that are made later.
- In order to guarantee the maximum assistance insurance coverage, we advise the client to go to the medical centers arranged with the insurance company. (See list of centers at the end of the document).
- In the event that the client wants to go to a different medical center than those listed, the insurance coverage will be considerably reduced and it is even very likely that the client will have to pay the costs of the medical care offered in advance, perhaps being able to not be reimbursed later by the company's insurance company.
- In the event of displacement due to physical incapacity in public services to attend medical consultations or rehabilitation sessions, the affected party must pay the amounts of the services used in advance and request the tickets and / or invoices for each trip or service. Once the medical discharge is received, all invoices will be presented to the insurance company and the insurance company will proceed to reimburse the total amount of the expenses presented.

ASPECTS RELATED TO PAYMENT IN METALLIC

- If both parties agree to pay in cash, this will be done at the end of the activity, exempting the company from all responsibility in case of loss or theft, the client assuming said loss or theft and paying the company the full amount of the contracted activity.
- Payment in cash will be made for the total number of people for whom the activity was initially contracted and not for the total of people who have attended or carried out the activity, the group must assume the payment of the proportional cost of the absent participants in the activity carried out.
- To avoid any type of problems of this nature, we recommend that payment is always made in advance and by transfer bank.

THERE ARE CLAIM SHEETS AVAILABLE TO CUSTOMERS

To request the claim forms, the client will have to go to our headquarters, located in the Zeharkale 8 - 8 I Ermua (Bizkaia).

Previously contacting the Public Attention phone: 635 748 948 - Hours: Monday to Friday from 10:00 a.m. to 6:00 p.m. Saturdays: 10:00 a.m. to 2:00 p.m.

DETAILS OF THE COMPANY'S REGISTRY:

Inguru Abentura - CRG Guía de Barrancos, S.L. - NIF: B-95.961.769 Zeharkale 8 - 8 Izq - Ermua (Bizkaia) 48.260. Bizkaia Commercial Registry, Volume 5863, Folio 100, Sheet BI-73.607.

LIST OF CONCERTED PRIMARY OR EMERGENCY CARE CENTERS

NAME OF THE CENTRE	TELEPHONE	ADDRESS	LOCATION
ARABA			
QUIRONSALUD VITORIA - LA ESPERANZA	945 25 25 00	C/ La Esperanza N°3	Vitoria - Gasteiz
BIZKAIA			
IMO VIRGEN BLANCA	94 412 70 11	Maestro Mendiri 2	Bilbao
HOSPITAL QUIRÓN VIZCAYA	902 44 55 95	Carretera Leioa-Unbe, 33 Bis	Erandio
GIPUZKOA			
POLICLÍNICA GIPUZKOA - GRUPO QUIRONSALUD	943 002 800	Paseo Miramón N° 174	Donostia

OTHER COMMUNITIES TO CONSULT WITH THE PERSON RESPONSIBLE FOR CUSTOMER SERVICE AT THE PHONE 635748948