

## LEGAL CONDITIONS

### 1. Website

Holder: Moonlight riding

CIF : B 07845704

#### 1. General conditions of the online reservations

These general conditions will apply to the reservations processed through the internet booking portal accessible through domain [www.ranchograndemallorca.com](http://www.ranchograndemallorca.com) , hereafter, the web.

The reservations formalized through the web, represents a contract between you, hereafter, The Client, and the company whose fiscal data are indicated in the section 1.

For any request, question or claim of our clients, there is provided our email address : [info@ranchograndemallorca.com](mailto:info@ranchograndemallorca.com).

In the reservation there are described in details the services included in the selected excursion, as well as the contracted rate is found on the page from where the reservation has been requested or formalized. These particular conditions as well as the following general conditions have to be accepted from the side of the client finalizing the reservation. The contract legitimately can be formalized in Spanish and other languages available in the web.

#### 1.1 FORMALIZATION OF THE RESERVATION

The process of formalization of the online reservation follows the following steps:

1. Choice of the date.
2. Choice of the excursion type and number of persons.
3. Personal data collection and acceptance of the general conditions.
4. Request of the card data and payment with the card via gateway TPV.
5. Confirmation of the reservation, error or cancelation of the payment.

Once the reservation has been successfully completed the client will receive confirmation email, which the client has to print out as a ticket of the services purchased in the reservation. The client has to keep the ticket as the proof of the purchase and bring it with him on the excursion day to be able to present it if needed. In case of not being able to present the ticket and the company not having any record of it, the ticket would not be accepted as valid.

#### 1.2 Modification or cancelation of the reservation

The reservation of our tours may be modified or cancelled, provided when it is not excluded by the conditions of the fare. Any modifications or cancelations that are refundable 100% need to be requested with the minimum 3 days in advance via our email

[info@ranchograndemallorca.com](mailto:info@ranchograndemallorca.com) or landline number +34 971 85 41 21. The reservations purchased on special rates cannot be modified and its value cannot be refunded in case of cancelation.

The company maintains the right to cancel the excursion reserved due to the force majeure that does not permit to offer the service of excursion. In this case, the client will be informed of the circumstances as soon as possible via the email provided in the reservation. The client will be offered to do the excursion in the upcoming dates, but will not have the right of the refund of the value paid.

### 1.3 APPLICABLE LAW AND JURISDICTION

The client accepts that, the legislation applied of the functionality of the services is Spanish and that any contention that could arise from the use of the web page or the services linked to the web page submit to the jurisdiction and competence of the courts and tribunals sign according to the address of the company, renouncing specifically their own legislation if existing.