



## GENERAL TERMS AND CONDITIONS FOR ACTIVITIES

*Civil Liability Insurance: Policy number M2 R11 0004279 with HELVETIA SEGUROS.*

*Accident Insurance: Policy nº M2 C30 0002427 with HELVETIA SEGUROS.*

*Complete information on insurance conditions and coverage is available to participants.*

- Participants must have a normal physical condition for the proper development of the activities. Participants in water activities must be able to swim
- Participants must report any illness and/or injury that may affect the normal development of the activity.
- Participants agree to attend the activity without being under the influence of alcohol and / or drugs.
- Participants must be less than 70 years of age and older than 5 years.
- Minors need authorization from the legal guardian. Children under 14 years must be accompanied by a person in charge, and in case this person may be different from the legal guardian, he / she must be provided with an authorization of the legal guardian.
- The participants commit to attend the activities punctually and with the required equipment: proper footwear and clothing, water and food.
- The participants commit to have a behavior according to minimize the impact on the natural environment, such as not leaving garbage, not damaging plants and/or animals, etc.
- The participants agree to follow the guide's instructions throughout the course of the activity. Otherwise the guide would be allowed to decide to end the activity.
- In the event of an unforeseen situation the guide is allowed to decide in terms of safety and/or adequacy of the group and climatological circumstances.

***Mountain activities involve risks. These risks are inherent to the development of the activities due to the environment in which they take place.***

Person in charge: PROYECTOAKUA.COM; Identity: MONICA DEL RIO CASASOLA - NIF: 52890022G  
Address: CL. VAL, 20; 22148 COLUNGO (HUESCA); Telephone nº: 0034 686 215 913; Email: info@proyectoakua.com

"In the name of the company, we treat your personal data in order to perform the requested service and the billing. The data submitted will be kept as long as the commercial relationship is maintained and / or during the time to obey with the legal requirement. The data will not be transferred to third parties except in case of legal requirements. You have the right to obtain confirmation of whether we are treating your personal data at MONICA DEL RIO CASASOLA. You have the right to access your personal data, correct inaccurate data or request its deletion when data is no longer necessary."



## RESERVATION AND CANCELLATION TERMS AND CONDITIONS

- The booking fee for our activities is to be paid in advance as follows:

50% of the total price to the bank account number:

*Mónica del Río Casasola - Proyecto Akua*

*BIC CODE CAHMESMMXXX*

*IBAN ES60 2038 7057 84 6000256495*

The remaining 50% is to be paid the same day of the activity in cash or by bank transfer and sending proof of payment to [info@proyectoakua.com](mailto:info@proyectoakua.com).

- Cancellation by the participants must be written and sent to [info@proyectoakua.com](mailto:info@proyectoakua.com)

In the event of a complete cancellation, the following percent of the delivered deposit will be kept:

- 100% - 2 days or less
- 75% - 3 to 5 days
- 50% - 5 days or more

The deposit will be completely refunded in case the cancellation takes place more than 15 days before the booked activity, or in case of medical issues sending attached a medical report.

For family activities: in case of a minor with medical issues, it will be understood that one of the parents / legal guardians / authorized companion does not attend the activity. In these cases the full deposit will be reimbursed, following the cancellation requirements.

Groups of more than 15 participants with 2 or more booked activities will only be reimbursed if the cancellation takes place more than 30 days in advance. In case the group is reduced in number but the activities are maintained, the conditions of reimbursement for a particular participant are the same as the general requirements for cancellations.

- Proyecto Akua reserves the right to implement changes in the programming in case the weather and/or unforeseen circumstances are a major reason.

In the case of meteorological unforeseen events that may compromise the safe development of the activity or any other alternative in the area, the company would be willing to postpone the activity.

- The rates applicable to the groups are detailed in [ww.proyectoakua.com](http://ww.proyectoakua.com).
- There are claim sheets available to participants.

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