

## GENERAL AND SPECIAL SALES CONDITIONS

In accordance with the regulations in vigor on agency sale trips, this trip is marketed through a travel agency.

OUTNORD TRAVEL

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### 1. RESPONSABILITY

OUTNORD TRAVEL, acts as an intermediary travel agency between the client and the service providers contracted to realize out the trip (transport, hotels, guides to organize out the activity, etc...) not to be confused with the provider who always retain their own responsibility.

In case of unforeseen events or compelling circumstances that involve the safety of the trip and its participants, OUTNORD TRAVEL reserves the right, before departure, during the trip, directly or through their guides, to modify schedules or planned routes without the client being able to claim any compensation.

Each participant must be aware that he/she may run into risks of any kind due to local conditions (distance from medical centres, lack of means of communication, poor conditions of certain infrastructures,...). The participant/client assumes them in his/her name and on behalf of his/her beneficiaries, with full knowledge of the facts and exempts the OUTNORD TRAVEL travel agency from any responsibility.

A good physical condition and predisposition to a good coexistence are essential assets to achieve the type of trip we offer.

Regarding the activities included in the different programs, the Agency confirms that these are realized and organize out with certified profesional guides UIAGM or by a ESF authorized ski school supplier with certified ski instructor to make this kind of activities and professional services with the corresponding qualifications to be able to offer out the activity and the organization of the trip.

In the event that the client hires activities other than these Outdoor Playground Travel or the guides hired by it, the agency will not be responsible in any case for such activities.

### 2. RESERVATION

1. The traveller who wishes to book a trip package tour must make a "booking request" using the Registration form.

2. Following this request, the agency undertakes to take the necessary steps to obtain confirmation of the booking.
3. If the traveller requests the preparation of a proposal for a tailor-made package tour, the agency may require the payment of a fee for the preparation of the project. If the traveller accepts the package travel offer prepared by the agency, the amount paid will be charged to the price of the trip.
4. If the agency has accepted to manage the booking, it will be responsible for any technical errors that occur in the booking system that are attributable to it and for any errors made during the booking process.
5. The agency is not responsible for booking errors attributable to the traveller or caused by unavoidable and extraordinary circumstances.

### 3.CONFIRMATION

The travel will be confirmed with the confirmation of the booking sent by the travel agency. From that moment on, the package travel contract is binding for both parties.  
The contract will be sent by email upon receipt of the completed and signed registration form and the payment of 40% of the booking fee.

### 4. PAYMENT

The remaining payment must be paid no later than 60 days before departure, unless a different payment schedule is set out in the package travel contract.  
If the traveller does not comply with the payment schedule, the agency may terminate the contract and apply the rules for termination of the trip by the traveller prior to the scheduled departure in the following section.

### 5. CONTRACT TERMINATION BY THE TRAVELLER

The traveller may terminate the contract at any time prior the start of the trip and in such a case, the agency will apply the following cancellation conditions:

Penalty charges consisting of: 20 % for administration costs,  
40 % of the total cost of the trip if it occurs between 90 days and 60 days  
100 % if it occurs 60 days or less before the departure date or if the client does not show up at the departure.

The traveller may therefore transfer his place to another person to travel in his place.

### 6. CANCELLATION OF THE TRIP BY THE ORGANIZER (OUTNORD TRAVEL) BEFORE THE DEPARTURE OF THE TRIP

If the organizing agency cancels the contract for reasons not attributable to the traveller, they must reimburse the full amount paid by the traveller within a period not exceeding 14 calendar days from the termination of the contract.

The realization of this trip requires a minimum number of people (this number depends on what is contracted in the reservation) if this minimum is not reached the agency has the right to cancel the trip up to 30 days before, reimbursing the consumer the total of the amounts paid by this, before 14 calendar days have elapsed, without the customer having any compensation.

If the trip is cancelled for reasons beyond the agency's control, the agency shall not be liable for such cancellation, such as pandemics, epidemics, natural disasters, etc...

## 7. COMPLAINTS:

The consumer is obliged to inform the service provider as soon as any possible of non-performance service in the execution of the services, as well as to inform the agency as soon as possible. Claims are subjected by the statute of limitations after 2 years.

Both parties renouncing their own jurisdiction, submitting themselves exclusively to Andorran legislation and to the Courts of Andorra in any litigation arising from the interpretation and fulfillment of this contract.

For any aspect related to health care, the client must contact the telephone number of the insurance company.

In the event that no insurance has been contracted, the client assumes full responsibility in this aspect.