

GENERAL BOOKING CONDITIONS

These General Booking Conditions (hereinafter General Conditions) will regulate the commercial relationship that arises between SUSAN STELA SA and the user or client for the contracting made through the forms that SUSAN STELA SA makes available to them in its www.indalopark.com.

The reservation through the SUSAN STELA SA websites will imply the express acceptance, by the client or user of the pages, of these conditions, as well as the conditions of use established for the user's navigation through the pages owned by SUSAN STELA SA. These conditions will apply without prejudice to the application of the legal regulations on the matter that are applicable to each case.

These General Conditions are subject to the provisions of Law 7/1998, of April 13, on General Contracting Conditions, to Law 26/1984, of July 19, General for the Defense of Consumers and Users, at Royal Decree 1906/1999, of December 17, 1999, which regulates Telephone or Electronic Contracting with general conditions, Organic Law 15/1999, of December 13, Protection of Personal Data, Law 7 / 1996, of January 15, on the Regulation of Retail Trade, and Law 34/2002 of July 11, on Services of the Information Society and Electronic Commerce.

SUSAN STELA SA, from now on INDALO PARK, reserves the right to make the modifications it deems appropriate, without prior notice, in the General Conditions. Said modifications may be made, through their websites, by any form admissible by law and shall be binding during the time they are published on the web and until they are validly modified by subsequent ones. However, INDALO PARK reserves the right to apply, in certain cases, Specific Contracting Conditions in preference to these General Conditions when it deems it appropriate, announcing them in a timely manner.

This website is for your personal and never commercial use, so the reservation of products and services offered by natural or legal persons who act as de facto or legal intermediaries for their subsequent resale or distribution is prohibited. INDALO PARK reserves the right to limit the number of reservations contracted by the same person or client, as well as depending on the availability of the hotel and the programming of the contracting outside the Internet.

INFORMATION PRIOR TO HIRING

INDALO PARK informs that the reservation procedure through its web pages is detailed in the section called Online Reservations.

Likewise, SUSAN STELA SA informs that the user can access the conditions of use by clicking on the conditions of use section.

By booking with INDALO PARK through its website, the user or client expressly declares to know, understand and accept said conditions of use and general reservation. In the same way, the user declares to be of legal age (18 years) and to have the legal capacity and to act necessary for accessing the INDALO PARK websites and contracting through them. The user is responsible for treating confidentially and responsibly the identity and password obtained in the registration as a client, not being able to assign them to another.

In order to contract the services offered, the user must not register as a client, but must provide essential data for identification and making the reservation, such as name and surname, address and any other that the page requires

for the effective contracting of the service. for which purpose it declares that all the information provided at the time of contracting is true, complete and concise.

Once the reservation is made, the user will see the confirmation of his reservation on the screen, being able to print it as proof of the reservation made.

The reservation confirmation and the reservation receipt (impression made by the user) will not be valid as an invoice.

Likewise, INDALO PARK communicates to users that:

- Minors under 18 years of age must stay in our establishment accompanied by their parents, guardians or adults duly authorized by them. Hotel staff may require relevant documentation that identifies adults as their parents / guardians or authorized persons.
- The placement of extra beds in the rooms will be done upon request and consent of the client. In accordance with article 18 of Decree 183/2010 of November 23 on the establishment of tourist accommodation.
- The INDALO PARK rooms for three people are made up of a double bed and another single bed, unless the client wants 3 beds and so requests.
- In the case of needing the crib service, please indicate this when making the reservation, since the hotel has a limited stock of units.
- Meal Plan: The full board regime in the buffet restaurant will not be contemplated in the 2021 season. If you wish, we have at your disposal our Indalo House Restaurant for à la carte meals.
- The half board includes dinner and breakfast in our buffet restaurant.
- The User is reminded that drinks are not included in any diet.
- Pets: they are not admitted in the hotel.

OPERATION OF THE RESERVE

1.- BOOKING OFFER AND PRICE REFERENCE

In compliance with current regulations and, especially with Law 34/2002 on services of the information society and electronic commerce, SUSAN STELA SA offers in its Online Reservations section information on all possible reservations, their characteristics and prices. However, SUSAN STELA SA reserves the right to withdraw, replace or change the offers offered to its customers through its web pages, by simply changing their content. In this way, the products offered at any time by the SUSAN STELA SA website will be governed by the General Conditions in force in each case. Likewise, the company will have the power to stop offering, without prior notice and at any time, access to the aforementioned products.

2.- INDICATION OF THE PRICES.

Each possible reservation offered will have its price indicated and if it includes VAT or any other applicable tax. The prices indicated on the screen will be those in force at all times except for typographical errors. When the price is

different for the aforementioned reason, SUSAN STELA SA will notify the client, via e-mail, before proceeding to collect the reservation.

The reservation prices include VAT.

The Tourist Tax is not included, it must be paid upon arrival at the hotel.

The price of the reservation does not include: any unspecified service, as well as extras such as telephone calls, laundry services, parking, etc. Nor does it include the requests that the client can write down in the "Comments" field, since these, if the Hotel could satisfy them, could entail an extra cost to be paid directly at the Hotel.

3.- AVAILABILITY

The availability of the offers offered by INDALO PARK through its web pages may vary depending on customer demand. Despite the fact that INDALO PARK updates the database periodically, the reservation requested by the client could be complete at that time. In this case, INDALO PARK will send an e-mail to the client informing him of the impossibility of the availability of the offer.

4.- PAYMENT FORMS (RESERVATION).

The confirmation of the reservation of the web rate implies the payment of what is specified at the time of making the reservation.

5.- CANCELLATION OF RESERVATIONS

The cancellation conditions will be those specified in the booking engine at the time of booking and may vary according to seasons or temporary offers.

The cancellation of the reservation must be made through the web: www.indalopark.com or by email reservas@indalopark.com or if you wish you can contact by phone or WhatsApp (0034) 93,767. 84. 55.

DATA PROTECTION

In accordance with the provisions of Organic Law 15/1999 on the Protection of Personal Data, SUSAN STELA SA informs users of its websites that the personal data collected by the company through the forms located on its pages will be entered in an automated file under the responsibility of SUSAN STELA SA, in order to facilitate, expedite and fulfill the commitments established between both parties. Likewise, SUSAN STELA SA informs of the possibility of exercising the rights of access, cancellation, rectification and opposition by writing to the address AVENIDA DEL MAR 19; 08398 SANTA SUSUANA (BARCELONA).

As long as you do not tell us otherwise, we will understand that your data has not been modified, that you agree to notify us of any variation and that we have the consent to answer as many questions as you deem appropriate and to send the requested information.

Likewise, according to what is established in article 21 of Law 34/2002, of July 11, on services of the information society and electronic commerce, SUSAN STELA SA may send commercial advertising of its products and services to the email provided by the acceptor if he so authorizes it in the selection that will be shown in the reservation process.

We inform you that you can revoke at any time the consent given to the receipt of commercial communications by sending an email to the email address hotel@indalopark.com.

APPLICABLE LEGISLATION AND JURISDICTION

SUSAN STELA SA also reserves the right to file civil or criminal actions it deems appropriate for the improper use of its website and content or for breach of these conditions.

The relationship between the user and the provider will be governed by current regulations and applicable in the Spanish territory. If any controversy arises, the parties may submit their conflicts to arbitration or go to the ordinary jurisdiction, complying with the rules on jurisdiction and competence in this regard. SUSAN STELA SA is domiciled in Santa Susana (Barcelona), Spain