



## **ONLINE SALES AND CANCELLATION POLICY**

### **General Information of the Owner of the Website**

In compliance with the duty of information contained in Article 10 of Law 34/2002, of 11 July, on Information Society Services and Electronic Commerce (LSSICE), the following circumstances are noted.

Lanzarote Experience Tours NIF: B76071836 and address at C/ Calderetas, 100, 35550 - San Bartolomé - Lanzarote (Las Palmas), is the owner of the website <https://www.lanzaroteexperiencetours.com/en> and responsible for the sale of the services advertised on it.

Contact telephone +34 646080585

### **Confirmation of the reservation**

Once the purchase has been made, you will receive a confirmation email with your booking details. The booking document must be presented either on printed paper or on any device where the number and details of the booking are clearly visible.

### **Method of payment**

All reservations made through <https://www.lanzaroteexperiencetours.com/en> can be paid by credit card or PayPal.

Payment by card is made through the secure payment gateway Stripe so at no time Lanzarote Experience Tours will be able to access your credit or debit card details.

### **Cancellation Policy**

Cancellations must be notified by email to [info@lanzaroteexperiencetours.com](mailto:info@lanzaroteexperiencetours.com)

If the cancellation occurs up to 48 hours before the contracted service, they will not be penalized, otherwise they will not be entitled to a refund.

### **Modification of data in the reservation**

Any change in the reservations must be notified as soon as possible by e-mail [info@lanzaroteexperiencetours.com](mailto:info@lanzaroteexperiencetours.com)

### **Data security and confidentiality**

Lanzarote Experience Tours guarantees the security and confidentiality of your data, which will be incorporated into a file in order to facilitate the processing of your reservations. In order to comply with the Regulation (EU) 2016/679 of the European Parliament and Council of 27 April 2016, you can exercise your rights of access, rectification, cancellation, limitation, opposition

and portability free of charge by sending an e-mail to: [info@lanzaroteexperiencetours.com](mailto:info@lanzaroteexperiencetours.com) or to the following address: C/ Calderetas, 100, C.P. 35550, San Bartolomé - Lanzarote (Las Palmas).

### **Claims**

Lanzarote Experience Tours S.L. has complaint forms available for its clients, if you wish to make a complaint or claim, please request them by email to [info@lanzaroteexperiencetours.com](mailto:info@lanzaroteexperiencetours.com) or by telephone on 646 080 585

### **Applicable legislation**

For all litigious matters or those that concern the platform or any of the services that depend on it, Spanish legislation will be applied, being competent for the resolution of all conflicts derived or related to its use, the Courts and Tribunals of Lanzarote, provided that the applicable legislation does not expressly provide that the competence corresponds to the courts or tribunals of another jurisdiction.