General Terms and Conditions of the Esquiades.com Gift Card

1. Eligibility and Redemption

Esquiades Gift Cards (hereinafter, 'Gift Cards') are only valid for users over 18 years of age. To redeem a Gift Card, you must meet the requirements. You can redeem it using the code associated with the card on the payment screen.

The Gift Card will only be available in virtual format, that is, as a document in 'PDF' format. Cards will not be issued in physical (paper) format.

The 'Available Balance' on the Card at any given time is the difference between the balance available immediately before making a purchase and the corresponding amount used to pay for that purchase.

2. Purchase Formalisation and Use of the Esquiades Gift Card

2.1. Gift Card Purchase Procedure

Gift Cards are issued by the company VIAJES PARA TI, S.L.U. To purchase one, you must go to the Gift Card purchase section and proceed to payment using the enabled means available for this purpose.

Only when payment of the total amount of the Gift Card(s) has been made effective will your order be processed and you will receive an email with the purchase confirmation and the Gift Card in digital format. Said email will attach these Terms and Conditions.

The Gift Card can be loaded only once with a minimum amount of 10 euros and a maximum of 1,000 euros. No discount is granted on the purchase of gift cards or on the loading of money onto them.

2.2. Gift Card Usage Procedure

The customer may use the Gift Card — as many times as desired until the total amount for which it was issued is exhausted — at the moment they access the payment page of the reservation they are making.

Once the Gift Card has been entered as the 'Payment Method', the corresponding amount will be deducted from the final price of the reservation. However, if a purchase exceeds the 'Available Balance', the remaining amount must be paid using another payment method, at the user's choice.

Gift Cards may be redeemed exclusively for the purchase of trips offered on the website ‘www.esquiades.com’.

2.3. Expiry and Limits

Upon purchasing a Gift Card, the user who is to enjoy said card will be provided — via email — with a code that must be validated on the payment page. To do so, the user will have an indefinite period of time.

Gift Cards may not be used to purchase other gift cards. Gift Cards may not be recharged, resold, transferred in exchange for value, used for any unauthorised commercial purpose, including to facilitate the resale or shipping of products, nor redeemed for cash or conduct of an analogous or similar nature. Once deposited into your account, Gift Cards and any Available Balance may not be transferred to another Esquiades account.

In the event that the Gift Card validation code does not work, or the card cannot be applied to any purchase, the user must contact the Customer Service Department at ‘www.esquiades.com’ so that the incident can be managed.

Furthermore, Viajes Para Ti, S.L.U. is not responsible for a Gift Card failing to function in the manner described in these service conditions due to external causes, such as Internet failures, computer failures, mobile phone failures, or failures of another device used to access the Internet, or other causes attributable to the user.

3. Right of Withdrawal on the Purchase of the Gift Card

The customer may exercise the right of withdrawal within a maximum period of 14 calendar days from the moment the purchase of the Gift Card was formalised. In this case, the corresponding amounts paid for the acquisition of the gift card will be refunded to the customer using the same method by which the customer made payment for the services. The user must contact the Customer Service Department at ‘http://www.esquiades.com’ so that the refund process can be managed.

The right of withdrawal indicated in the preceding paragraph shall only be applicable in the event that the customer has not made use, even partial use, of the Gift Card. Otherwise, no refund of any kind shall apply.

4. Cancellation and Refund of Purchases Made with the Gift Card

Reservations formalised through the website "Esquiades.com" and paid for using the Gift Card are subject to the conditions described in each booking and to the provisions of the General Terms and Conditions of Contract of the website "Esquiades.com".

In the event that the user cancels the reservation during the free cancellation period, the amount will be reinstated to the balance of the used Gift Card. However, the user must take into account the cancellation policy applicable to each reservation, since, if there are cancellation costs at the time of cancelling the reservation, the full balance will not be reinstated (the amount to be reinstated will depend on the cancellation policy applicable in each case).

5. Risk of Loss

The Card is a bearer document, and therefore Viajes Para Ti, S.L.U. is not responsible for the loss, theft, destruction, or unauthorised use of the Gift Card. Viajes Para Ti, S.L.U. does not offer, either implicitly or explicitly, any type of

warranty, such as warranties of satisfactory quality, merchantability, or fitness for a particular purpose, except for warranties required by law.

Furthermore, in the event of acquisition of the Card, Viajes Para Ti, S.L.U. shall not be liable for the non-receipt or delay in receipt of the Card by its recipient due to force majeure causes or reasons that cannot be foreseen and/or controlled by Viajes Para Ti, S.L.U., including, by way of illustration and not limitation: (i) deficiencies or collapse of telecommunications lines or systems, (ii) delays in the transmission of information or data, or loss of information or data that may occur due to any of the circumstances mentioned in (i), (iii) inaccuracy of the recipient's data of the Gift Card provided by the purchaser of said Card, (iv) the impossibility of delivering the Card to the email account provided, or (v) the email sent by Viajes Para Ti, S.L.U. being considered spam or junk mail.

6. Termination: Use of Gift Cards in Breach of these Terms and Conditions

By purchasing and using a Gift Card, the user agrees to comply with these Terms and Conditions and not to use a Gift Card in any way that is deceptive, erroneous, unfair, or otherwise harmful to Esquiades.com, its affiliated companies, or its customers.

Furthermore, Viajes Para Ti, S.L.U. reserves the right to cancel Gift Cards without refund, to suspend or terminate this agreement, in those cases where a Gift Card has been obtained or is being used or applied to an account in a fraudulent, unlawful manner, or in any other way in breach of these Terms and Conditions, or if a transaction is being initiated without authorisation or in a fraudulent or suspicious manner, or is in any other way unusual with respect to previous transaction activity. Furthermore, VIAJES PARA TI, S.L.U. may also unilaterally cancel the Gift Card(s) if it decides to cancel said service/payment method: in this case, the company VIAJES PARA TI, S.L.U. undertakes to make the refund of the Available Balance at the time of cancellation of the Gift Card(s) to the holder using the same method by which the amounts were paid. In any case, the company VIAJES PARA TI, SLU will send the user a prior notice via email at least 48 hours before the cancellation of the Card, setting out the reasons giving rise to the cancellation.

7. Claims and Communications with the Customer

In order to manage incidents related to the Gift Card, the user must contact the Customer Service Department of the website 'www.www.esquiades.com.com' via the contact section enabled for this purpose. As well as the management of a claim regarding the Payment Services in relation to the Gift Card.

Furthermore, the customer expressly accepts that communications made by Viajes Para Ti, S.L.U. will be sent to the email address provided by the customer themselves. In the event of detecting any incident relating to a customer's reservation, Esquiades will contact the customer via the email address provided by the latter.

In the event of being unable to contact the customer via the aforementioned means, Esquiades will attempt to contact the customer by telephone. However, if the telephone channel proves unsuccessful, the customer expressly accepts being considered notified of any eventuality by the sending, by Esquiades, of the email in which such circumstance is reported.

8. General Conditions Applicable to Reservations Formalised and Paid for Using the Gift Card on the Website "Esquiades.com"

Reservations formalised through the website "Esquiades.com", regardless of the payment method used to pay for the reservations in question, shall be subject to the provisions of the General Terms and Conditions of Contract of the website "Esquiades.com", as well as to the provisions of the Privacy Policies of the aforementioned website. Viajes Para Ti, S.L.U. reserves the right to modify these service conditions when it deems appropriate to the extent permitted by law. In the event of having any complaint, the user agrees to contact the Customer Service Department first and to allow Viajes Para Ti, S.L.U. to attempt to resolve the problem before taking other measures.

9. Privacy Policy Applicable to the Gift Card

By purchasing the "Esquiades.com" Gift Card, the customer expressly and unreservedly accepts these General Terms and Conditions.