



Money-Back-Guarantee (Subject to Terms and Conditions)

VIAJES PARA TI, S.L.U. offers its customers an additional commercial guarantee, the Money-Back Guarantee, which allows for free cancellation of the contracted services under the conditions set out below.

Please note that the fee paid for this guarantee is non-refundable under any circumstances.

Any event giving rise to coverage under the sections below must be reported to VIAJES PARA TI, S.L.U. within 48 calendar hours of the event occurring.

If the cancellation is due to illness, you must provide an official medical report issued by a registered medical practitioner confirming that you are unable to travel. In these cases, the 48-hour notification period will start from the date stated in the medical report as the start date of the illness, regardless of the date on which the report was issued.

In addition, you must provide the supporting documentation proving the reason for cancellation within 7 calendar days of formally cancelling your booking.

VIAJES PARA TI, S.L.U. will cover the cost of cancelling the booking, provided that the cancellation is made **before 12:00 noon (GMT+2) on the scheduled check-in day**. Free cancellation will only be granted for one of the following reasons, as long as the reason occurred after the booking was finalized:

1. Due to Death, Illness, or Serious Bodily Injury:

a) Of the customer making the booking, their immediate family members, or their travel companions and their immediate family members. Immediate family members are defined as those up to the second degree of kinship by affinity or consanguinity (parents, grandparents, spouse, siblings, children, and grandchildren).

b) Of the person responsible for the customer's minor or disabled children during the holiday. Serious illness or bodily injury is defined as a health condition requiring hospitalization or bed rest within 7 days prior to the holiday, making it medically impossible to start the holiday on the scheduled date.

2. Obligation to Attend Legal Proceedings: As a party, witness, or juror in any legal proceeding, or as a member of an electoral board during state, regional, or municipal elections.

3. Official Competitive Examinations: Taking place during the holiday, announced by a public body after the booking was made, either as a candidate or as a member of the examining board.
4. Serious Damage to Main Residence or Professional Premises: Due to fire, explosion, robbery, or force majeure, requiring the customer's presence during the holiday dates.
5. Surgical Intervention: Performance of a surgical intervention on the client or on companions or direct family members up to the second degree of kinship by affinity or consanguinity, as well as any medical tests prior to such intervention that must be carried out on the dates of the contracted trip (Includes organ transplantation as a recipient or donor).
6. Emergency Medical Tests: For the customer, companions, or first or second-degree relatives, carried out by the Public Health Service as an emergency, justified by the seriousness of the case, coinciding with the holiday dates.
7. Serious Pregnancy Complications: By medical prescription, requiring rest or hospitalization of the customer, spouse, domestic partner, or similar cohabitation relationship, occurring after the booking was made and seriously jeopardizing the pregnancy, making it medically impossible to take the holiday.
8. Urgent Incorporation into Police, Armed Forces, or Fire Departments:

Notified after the booking, making it impossible to take the holiday.

If the customer transfers the holiday to another person for any of the above reasons, the additional expenses incurred due to the change of booking holder will be covered.

All reasons for holiday cancellation must be duly justified with appropriate documentation. The Customer Service Department of VIAJESPARATI, S.L.U. will request this documentation, which must be sent as soon as possible.

After proceeding with a partial cancellation or a reduction in the number of travelers, there must be a minimum of 2 people for the trip to take place. Otherwise, if after the modification of the booking only 1 traveler remains, said booking will be completely cancelled.

In the event of a reduction in the number of travelers, VIAJES PARA TI, SLU reserves the right to modify the room allocation, while in all cases maintaining the same category of accommodation.

Please note that this Money-Back Guarantee service only applies to the cancellation of a booking, not to any amendments to the booking.