



GENERAL CONDITIONS

WWW.PALAUDUCAL.COM

0. PURPOSE

The present general conditions regulate the acquisition of the products offered on the website www.palauducal.com, whose owner is palau ducal dels borja f.c.v. (forward, PALAU DUCAL), in compliance with the guidelines established in the regulation (eu) 679/2016, from the european parliament and april 27th 2016 council, concerning the protection of natural persons in the processing of personal data and its free circulation (rgpd); as well as the organic law 3/2018, of december the 5th, of protection of personal data which guarantee of digital rights (lopdgdd).

The acquisition of any of the products will mean to accept full and unreserved all and each of the general conditions, without damage to the acceptance of special conditions (applied to certain products).

These general conditions may be modified without prior notice, therefore, it is recommended read your content carefully before proceeding with the acquisition of anyone of the products offered.

1. IDENTIFICATION

PALAU DUCAL, in compliance with law 34/2002, july the 11th, of services of the society of the information and electronic commerce, informs you:

- its social name is: PALAU DUCAL dels borja f.c.v.
- its commercial name is: PALAU DUCAL.
- cif num: g-98029663.
- its registered office is at: duc alfons el vell st. Nº 1
pc: 46701 gandia – valencia (spain).

1. COMMUNICATIONS

to communicate with us, we provide you different means of contact detailed below:

- phone number. 962871465
- e-mail: visites@palauducal.com.

All notifications and communications between users and the PALAU DUCAL will be considered, to all effects, when they are made at through any mean detailed previously.

3. SERVICES

the offered services, its description and prices appear on screen.

PALAU DUCAL reserves the right to decide, in every moment, the services they offer to the customers. Moreover, PALAU DUCAL could at any time add new services to the already offered. PALAU DUCAL also reserves the right to stop offering these services without notice.

The acquisition of services does not need a subscription or user registration; the requested personal data will only be used for the preparation of the corresponding invoice.

Once inside www.palauducal.com to access to the booking of the different services, the user must follow all the instructions indicated in the purchase process, in which he/she will read and accept all the www.palauducal.com.
General and special conditions

4. PURCHASE PROCESS

To make any purchase in www.palauducal.com , it is necessary that the customer is of legal age. In order to contact the user in case of cancellation or closure of the voucher, the user must register their personal data through a data collection form in which PALAU DUCAL is provided with the necessary information for the contract; data that in any case will be truthful, accurate and complete about their identity and that the customer must expressly consent by accepting the privacy policy of PALAU DUCAL.

TICKETS AND INVOICING

Within a maximum period of 24 hours from the date of payment, the User will receive an e-mail confirming the effective purchase with a voucher with a specific number that must be shown at the ticket office when accessing PALAU DUCAL.

The order confirmation received by the User is not valid as an invoice. If the User wishes to receive an invoice, he/she should contact visitor services by e-mail at visites@palauducal.com.

5. PRICES, EXPENSES AND TAXES

The prices of the services offered at www.palauducal.com will come expressed in euros.

The final prices of all services, (and in their case, the final prices per unit , when it is mandatory) together with features, offers, discounts, etc., will be reflected in each product offered at www.palauducal.com ticket sale is exempt from i.v.a.

Cancellation fees:

- cancellation of tickets for tours to PALAU DUCAL:
 - Once tickets for visits have been purchased, no refunds or exchanges are allowed, unless the visit is cancelled or closed.
- cancellation of tickets for gastronomical events in the PALAU DUCAL (borgian dinners, duchess tasting and medieval dinner):
 - if the cancellation occurs equal or more than 5 full days prior to celebration of the event (local hour) the customer will be refunded the full amount of the tickets purchased, except its corresponding management expenses.
 - if the cancellation is carried out less than 5 days prior to the celebration of event and before the last 24 hours prior to the same, the refund in favor of the client will be 50% of the cancelled ticket price except its corresponding management expenses.
 - if the cancellation occurs with less than 24 hours before the event the purchase amount of the tickets will not be refunded.
 - The prices of the services may vary at any moment. In this case the price will be shown during the purchase process before formalizing your acceptance.
 - Tickets will be refunded in case of cancellation of the event or closure by PALAU DUCAL.

6. METHODS OF PAYMENT

we provide these payment methods:

a. By credit or debit card with total security through our payment bridge redsys of the banking entity we work with (without any additional expense to the client).

If it is necessary to perform any return or cancellation of the order the amount will be refunded to the same payment card.

Both, personal and banking data will be protected with all security measures established by the gdpr and the lopdgd, with total confidentiality.

7. RETURN POLICY AND WITHDRAWAL

Tickets purchased are non-refundable, except for those tickets whose terms are specified for gastronomic events.

Users may not exercise the right of withdrawal provided for in the Royal Legislative Decree 1/2007, of November 16, which approves the revised text of the General Law for the Defense of Consumers and Users, since the Tickets have the character of entertainment service with scheduled date and time.

8. CUSTOMER SERVICE AND CLAIMS

To bring any complaint or claim the customer must contact the department of customer care:

telephone number: 962871465

mail address: visites@palauducal.com

According to the resolution of online disputes in matter of consumption regulation ((eu) 524/2013, art. 14.1) we inform you that the european commission facilitates all consumers a resolution platform for online litigation which is available in: <http://ec.europa.eu/consumers/odr/>.

9. APPLICABLE LEGISLATION

the present conditions will be governed by the current spanish legislation.

The language used will be spanish.

If you need the claims form you can find it here:

CLAIM FORM