

CONDITIONS OF TICKET SALES AND RESERVATIONS.

1. TICKET SALES

Conditions of cancellation:

- 1.1 Once tickets for visits have been purchased, no refunds or exchanges are allowed, unless the visit is cancelled or closed.
- 1.2 Cancellation of tickets for gastronomic events at the PALAU DUCAL:
 - If the cancellation is made 5 full days or more prior to the event, before the local time of the event, the customer will be reimbursed the full amount of the tickets purchased, except for the corresponding administration fees, in the event that the purchase of said tickets generates an administration fee.
 - If the cancellation is made less than 5 days prior to the event, the amount of the purchase of the tickets for the contracted gastronomic event will not be refunded.
 - The prices of the services may vary at any time. In this case, the price to be applied will be the price in force on the date of purchase. In any case, the final cost will be communicated to the client in the electronic purchase process before the client formalises their acceptance.
 - Tickets will be refunded in the event of cancellation of the event or closure by Palau Ducal.

2. BOOKING TICKETS FOR TOURIST GROUPS

- 2.1 It is essential to book tickets in advance for group guided tours in any language.
- 2.2 A minimum of 20 people is required for a closed group visit.
- 2.3 Reservations can be made by telephone on 96 287 14 65 or by email to visites@palauducal.com.
- 2.4 All group bookings must be made by email.
- 2.5 To confirm the booking, a part of the reserved tickets must be paid:

- For groups between 20 and 100 pax, the part corresponding to 20 pax must be paid.
- For groups of more than 100 pax, one third of the booked tickets must be paid.

2.6 Tickets can be paid for by cash, credit/debit card or bank transfer.

2.7 Tickets already paid for will not be exchanged or refunded.

2.8 If at the time of access, the number of persons is less than the number of tickets paid for, the difference will not be refunded.

2.9 Cancellation of the visit must be made to the same contact email address.

3. BOOKING TICKETS FOR SCHOOL GROUPS

3.1 It is essential to make a reservation in advance for the guided tour for schools.

3.2 Bookings can be made by telephone on 96 287 14 65 or by email to visites@palauducal.com.

3.3 All group bookings must be made by email and using a form provided by Palau Ducal dels Borja.

3.4 Payment for school tickets must be made at the Palau at the time of access.

3.5 In the event of cancellation or change of booking, this must be communicated to the same contact email address.

4. RIGHT OF WITHDRAWAL

4.1 Users may not exercise the right of withdrawal for tickets already purchased, as provided for in Royal Legislative Decree 1/2007, of 16 November, which approves the revised text of the General Law for the Defence of Consumers and Users, as the Tickets have the character of an entertainment service with a scheduled date and time.

5. RIGHT OF ADMISSION OR CANCELLATION DUE TO FORCE MAJEURE

- 5.1 PALAU DUCAL DELS BORJA FCV. reserves the right to refuse admission when the maximum permitted capacity has been exceeded or when the guided tour has already begun.
- 5.2 PALAU DUCAL DELS BORJA FCV. may deny access to the building to those persons whose behaviour may alter the security of the rest of the visitors and the building.
- 5.3 PALAU DUCAL DELS BORJA FCV. reserves the right to cancel and/or modify the programme of its visits for reasons of force majeure without this giving rise to any compensation of any kind in favour of the User, with the exception, where applicable, of the refund of the price of unused tickets.