

0. OBJECT

These General Conditions regulate the acquisition of the products offered on the website www.hotelbergapark.com owned by TURING ROKY, S.L. (hereinafter, HOTEL BERGA PARK).

The acquisition of any of the products entails the full and unreserved acceptance of each and every one of the General Conditions indicated, without prejudice to the acceptance of the Particular Conditions that may be applicable when acquiring certain products.

These General Conditions may be modified without prior notification, therefore, it is advisable to carefully read their content before proceeding to purchase any of the products offered.

1. IDENTIFICATION

TURING ROKY, S.L., in compliance with Law 34/2002, of July 11, on Services of the Information Society and Electronic Commerce, informs you that:

- Its corporate name is: TURING ROKY, S.L.
- Its commercial name is: HOTEL BERGA PARK.
- Its CIF is: B65203192
- Its registered office is at: Ctra. de Solsona, nº 1-A, 08600 Berga - Barcelona
- It is registered in the Commercial Registry of BARCELONA T 41622, F 115, S 8, HB 391190, I/A 3

2. COMMUNICATIONS

To communicate with us, we put at your disposal different means of contact that we detail below:

- Phone: 938216666
- Email: reserves@hotelbergapark.com
- Postal address: C/ Ctra. de Solsona, nº 1-A, 08600 Berga – Barcelona

All notifications and communications between users and TURING ROKY, S.L. will be considered effective, for all purposes, when they are made through any of the means detailed above.

3. SERVICES

The services offered, along with their main characteristics and their price appear on the screen.

HOTEL BERGA PARK reserves the right to decide, at any time, the products and/or services offered to Clients. In this way, HOTEL BERGA PARK may, at any time, add new products and/or services to those currently offered. Likewise, HOTEL BERGA PARK reserves the right to withdraw or stop offering, at any time, and without prior notice, any of the services offered.

once inside www.hotelbergapark.com and to access the contracting of the different services, the User must follow all the instructions indicated in the purchase process, which will mean

the reading and acceptance of all the general and particular conditions set forth in www.hotelbergapark.com.

4. PRICES, EXPENSES AND TAXES

The prices of the services that are collected in www.hotelbergapark.com will be expressed in Euros unless otherwise stated and will be guaranteed during the time of validity of these, except for printing errors and whatever the destination of the order.

SERVICES

The final prices of all services, along with their characteristics, offers, discounts, etc. are reflected in each of the services offered at www.hotelbergapark.com.

- The services have VAT included.
- The VAT rate is 10%.

The prices of the services may change at any time. In this case, the price to be applied will be the one in force on the date of placing the order. In any case, the final cost will be communicated to the customer in the electronic purchase process before he formalizes his acceptance.

5. PURCHASE AND/OR CONTRACTING PROCESS

To make any purchase in www.hotelbergapark.com, it is necessary that the client is of legal age.

In addition, it will be necessary for the client to register in www.hotelbergapark.com or in the App through a data collection form in which TURING ROKY, S.L. is provided with the necessary information for contracting; data that in any case will be true, exact and complete about your identity and that the client must expressly consent to by accepting the privacy policy of HOTEL BERGA PARK.

The steps to follow to make the purchase are:

1. Register as a user on the web.
2. The only form of payment will be by credit or debit card or cash at the check in time in the hotel.

Likewise, it is recommended that the customer print and/or save a copy of the conditions of sale on a durable medium when placing the order, as well as the proof of receipt sent by email.

BILLING

Together with your reservation, once you check in at the hotel, you will receive the corresponding invoice. By hand in the same establishment or, if you wish, by email.

To this end, the customer consents to this invoice being sent in electronic format. The customer will receive it by email. You may, at any time, revoke this consent by sending an email: reserves@hotelbergapark.com to receive the paper invoice.

6. RESPONSIBILITY AND RELEASE OF LIABILITY

HOTEL BERGA PARK may suspend, withdraw or partially or totally cancel the services subject to contracting at any time and without the need for prior notice. The previous provision will not affect those services that are reserved for registered users or that are subject to prior contracting and that will be governed by their specific conditions.

7. RETURN AND WITHDRAWAL POLICY

According to the regulations, the consumer and user will have the right to WITHDRAW from the contract for a maximum period of 14 calendar days without the need to indicate the reason and without incurring any cost, except those provided for in art. 107.2 and 108 of RD1/2007, of November 16, approving the aforementioned text of the General Law for the Defense of Consumers and Users.

This right of withdrawal is not applicable, among others, to:

- Contracts for the supply of goods whose price is subject to fluctuations in financial market coefficients that the entrepreneur cannot control.
- Contracts for the supply of products made according to the specifications of the consumer and user or, clearly personalized, or that by their nature cannot be returned or may deteriorate or expire quickly.
- Supply of sealed goods that cannot be returned for reasons of health or hygiene.
- Supply of goods that after delivery have been mixed with others.

8. CUSTOMER SERVICE AND CLAIMS

To file any complaint or claim with HOTEL BERGA PARK, the client must contact the customer service department either at the telephone number 938216666, or through the email address reserves@hotelbergapark.com

According to the EU Consumer Online Dispute Resolution and in accordance with Art. 14.1 of Regulation (EU) 524/2013, we inform you that the European Commission provides all consumers with an online dispute resolution platform that is available at the following link: <http://ec.europa.eu/consumers/odr/>.

9. APPLICABLE LEGISLATION

The present conditions will be governed by current Spanish legislation.

The language used will be Spanish.

WITHDRAWAL FORM

For the attention of:

TURING ROKY, S.L.

B65203192

Telephone: 938216666

E-mail: reserves@hotelbergapark.com

I hereby inform you that I withdraw from the sales contract entered into with you in relation to the following products and/or services:

PRODUCT / SERVICE

REFERENCE

Order number:

Order date:

Reception of the order:

CONSUMER DATA

Name and surname:

CIF/NIF/NIE:

Home:

Telephone:

E-mail:

On _____ on _____ of _____ of _____ .

Firm:

In accordance with the provisions of REGULATION (EU) 2016/679, of April 27, 2016 of the European Parliament, and of the Council regarding the Protection of natural persons with regard to the processing of their personal data and the Organic Law 3/2018, of December 5, on the Protection of Personal Data and guarantee of digital rights, we inform you that your data is incorporated into a file owned by TURING ROKY, S.L., and which is duly registered in the registry. of treatment activities, in order to carry out commercial, administrative, accounting and tax management. Legitimation: Legitimate interest of the person in charge; Recipients: Data transfers are planned to: Tax Administration, Financial Entities. You have the right to access, rectify and delete the data, as well as other rights, www.hotelbergapark.com which can be exercised at the address of TURING ROKY, S.L., C/ Ctra. de Solsona, nº 1-A 08600 Berga - Barcelona

CLAIM FORM

For the attention of:

TURING ROKY, S.L.

B65203192

Telephone: 938216666

E-mail: reserves@hotelbergapark.com

PRODUCT / SERVICE

REFERENCE

_____	_____
_____	_____

REASON FOR THE CLAIM:

Order number:

Order date:

Reception of the order:

CLAIMANT DATA

Name and surname:

CIF/NIF/NIE:

Home:

Telephone:

E-mail:

On _____ on _____ of _____ of _____ .

Firm:

In accordance with the provisions of REGULATION (EU) 2016/679, of April 27, 2016 of the European Parliament, and of the Council regarding the Protection of natural persons with regard to the processing of their personal data and the Organic Law 3/2018, of December 5, on the Protection of Personal Data and guarantee of digital rights, we inform you that your data is incorporated into a file owned by TURING ROKY, S.L., and which is duly registered in the registry. of treatment activities, in order to carry out commercial, administrative, accounting and tax management. Legitimation: Legitimate interest of the person in charge; Recipients: Data transfers are planned to: Tax Administration, Financial Entities. You have the right to access, rectify and delete the data, as well as other rights, www.hotelbergapark.com, which can be exercised at the address of TURING ROKY, S.L., C/ Ctra. de Solsona, nº 1-A, 08600 Berga – Barcelona