

General Terms and Conditions of Sale – Sportcontact

These General Terms and Conditions of Sale govern the contractual relationship between the client (hereinafter, “the Client”) and Traveltec Group S.L., operating under the commercial brand Sportcontact (hereinafter, “Sportcontact” or “the Organiser”), with registered office at Avinguda de les Alegries 14, 17310 Lloret de Mar, VAT number ESB17734724, and contact email natalia@traveltec.info

1. Purpose and scope

These terms apply to the sale and organisation of package holidays and sports experiences offered by Sportcontact to individual clients.

By confirming a booking, the Client expressly accepts these General Terms and Conditions of Sale, which form an integral part of the travel contract.

2. Identification of the organiser

The package holiday is organised by Traveltec Group S.L., trading as Sportcontact.

Sportcontact may cooperate with third-party suppliers and service provider (accommodation, transport, sports facilities, etc.) while maintaining overall responsibility for the proper performance of the package in accordance with applicable legislation.

3. Definitions

For the purposes of these terms, a “package holiday” means the combination of at least two types of travel services (transport, accommodation, vehicle rental or other significant tourist services) sold or offered for sale at an inclusive price, in accordance with European and Spanish regulations.

4. Booking process and contract formation

A booking is considered confirmed once the Client has completed the registration process, accepted these terms, and paid the required deposit or full amount. Sportcontact will confirm acceptance of the booking in writing.

The contract is deemed to be concluded at that moment.

5. Prices, payments and invoicing

Prices include the services specified in the description of each trip or experience.

Unless otherwise stated, they do not include local taxes, visas, personal expenses or any other items not explicitly mentioned.

Payments must be made according to the schedule and methods indicated in the booking confirmation.

Failure to pay within the established deadlines may result in cancellation of the booking.

6. Amendments and cancellations

The Client may cancel the booking at any time prior to the start of the trip by notifying Sportcontact in writing.

Cancellation fees as stated in the specific conditions of the trip will apply.

If the Client wishes to modify essential elements of the booking, Sportcontact will endeavour to accommodate the request, subject to the costs derived from such modification.

Sportcontact may cancel the trip in case the minimum number of participants is not reached or due to force majeure, in which case any amounts paid will be refunded.

7. Transfer of booking

The Client may transfer the booking to another person who meets the necessary participation requirements, by notifying Sportcontact at least 7 calendar days before departure.

The transferee shall assume the obligations and costs arising from the booking.

8. Performance of the trip and provision of services

Sportcontact undertakes to deliver the services contracted as described.

If, before or during the trip, it becomes necessary to modify any service due to reasons beyond the organiser's control, alternatives of equivalent or superior value will be offered, or the corresponding price difference will be refunded.

9. Organiser's liability

Sportcontact shall be responsible for the proper performance of the services included in the contract, regardless of whether such services are provided by external suppliers, except where deficiencies are attributable to the Client, a third party unconnected with the contract, or unavoidable and extraordinary circumstances.

10. Complaints and assistance

The Client must immediately notify Sportcontact of any issue during the trip to enable prompt resolution. If the matter is not satisfactorily resolved on site, the Client may submit a formal written complaint within 30 calendar days of the end of the trip.

11. Personal data protection

Sportcontact processes Clients' personal data in accordance with Regulation (EU) 2016/679 (GDPR) and Spanish data protection legislation. Data will be used solely for the management of bookings and the provision of contracted services.

Clients may exercise their rights of access, rectification, erasure and other legal rights by contacting natalia@traveltec.info

12. Applicable law and jurisdiction

These terms and conditions shall be governed by Spanish law.

Any disputes arising from the interpretation or performance of the contract shall be submitted to the competent courts of the consumer's place of residence.

13. Acceptance of the conditions

By confirming a booking, the Client expressly acknowledges and accepts these General Terms and Conditions of Sale.

Clients are advised to read them carefully before booking and to retain a copy for reference.