

General Terms and Conditions

1. SERVICE PROVIDER IDENTIFICATION

Owner: Guillermo Flores Valdés

Trading name: Tenerife Rock & Nature

Tax ID (NIF): 50903951-Y

Email: teneriferockandnature@gmail.com

2. PURPOSE

These terms govern the booking of climbing courses, guided activities and other sports services offered by Tenerife Rock & Nature.

Booking any activity implies full acceptance of these terms.

3. BOOKINGS AND PAYMENT

The booking will be considered confirmed once the booking process has been completed and the corresponding payment has been confirmed.

Tenerife Rock & Nature reserves the right to decline a booking where there are reasonable grounds relating to safety, capacity or availability.

4. RUNNING OF THE ACTIVITIES

Activities may be led by Guillermo Flores Valdés or by other duly qualified guides, instructors, sports technicians or collaborators appointed by Tenerife Rock & Nature.

The participant agrees to follow, at all times, the instructions given by the staff responsible for the activity.

5. PARTICIPATION REQUIREMENTS

Participants must:

- Be in suitable physical and psychological condition.
- Report in advance any relevant medical condition.
- Comply with the established safety rules.
- Act diligently and with respect towards the natural environment and other participants.

6. MINORS

Minors must take part accompanied by one of their parents or legal guardians, unless they provide express written authorisation signed by the person holding parental authority or guardianship.

Tenerife Rock & Nature may request supporting documentation whenever it deems it necessary.

7. INSURANCE

All participants are covered by the accident and public liability insurance policies taken out for carrying out the activities, within the limits and conditions established in the corresponding policies.

8. RIGHT OF ADMISSION AND EXCLUSION

Tenerife Rock & Nature may refuse or end the participation of any person whose conduct creates a risk to their own safety or that of others.

In such cases, no refund will apply.

9. RIGHT OF WITHDRAWAL

As these are leisure activities scheduled for a specific date, the general right of withdrawal does not apply once a booking is confirmed (Article 103.I of Royal Legislative Decree 1/2007).

Instead, our Cancellation Policy applies, which clearly sets out the timeframes and options available for changing or cancelling your booking.

10. GOVERNING LAW

These terms shall be governed by the applicable Spanish law.