

## GENERAL TERMS AND CONDITIONS OF RIVER ROUTES

1. Users of the river routes can purchase tickets on [www.reservas.rutasembalses.es](http://www.reservas.rutasembalses.es) paying by credit or debit card and receive their tickets at the e-mail address they provide when booking.
2. Purchasing and paying for the ticket implies acceptance of the general Terms and Conditions of the River Route Service.
3. People with reduced mobility: so we can provide personalised attention, be apprised of any specific needs, and provide detailed information on the access conditions of the jetties, we recommend that, before purchasing a ticket, persons of reduced mobility contact the River Routes Information Centre by telephone on (+34) 982 260 196 or by e-mail at [catamaranes.turismo@deputacionlugo.org](mailto:catamaranes.turismo@deputacionlugo.org).
4. The skippers command on board. All users of the river routes must comply with the instructions given by them or by their crew members, especially in all matters relating to navigation and the safety of the boat or passengers. Skippers may disembark anyone who disobeys their instructions and endangers the integrity or safety of the other users. No refund will be given in such cases.
5. Users of the service must be at the jetty 30 minutes before the departure time to check in and embark. All passengers must be on board at the established departure time and the boat's departure will not be delayed for reasons unrelated to the service. Passengers not in the boarding area at the established departure time may forfeit the trip without the right to a refund. The vessel's departure time is the time stated on the ticket and the boarding time is 30 minutes before departure time.
6. The boarding order, which for operational reasons or service requirements may be changed at the discretion of the crew or other route personnel, shall preferably be: 1st - People of reduced mobility. These persons should contact the service staff on arrival at the jetty to receive personalised attention. 2nd - People who booked their ticket in advance on the website. 3rd - People who bought the ticket at the jetty.
7. Anyone benefiting from a reduced fare must accredit their identity at the jetty by presenting their ID card and, where applicable, the documentation accrediting their condition. If a person purchases a ticket at a reduced fare and cannot substantiate entitlement before boarding, the difference in the amount must be paid. Otherwise, the ticket will be void without the right to a refund.
8. The amount paid for the ticket will not be refunded to anyone failing to make the trip for reasons unrelated to the service, except for duly substantiated reasons of force majeure.
9. Changes to the date or time or both of the trip may be made up to 48 hours before departure, subject to availability. The change will affect all the tickets in the booking. Individual changes cannot be made to tickets that are part of the same group booking.
10. The ticket must be kept during the journey and until disembarkation. To make a claim, passengers must present the tickets proving that the journey was made.
11. Tickets identify passengers by name. Each passenger will be assigned a seat number and must occupy the seat corresponding to the number on their ticket. The ticket is personal and non-transferable, so a person whose personal details do not correspond to those on the ticket will not be allowed to travel.

12. Boarding with objects that contravene the safety regulations or may hinder the boat's manoeuvres will not be allowed. Pets are not allowed, except for guide dogs under Act 10/2003 of 26 December on access to the environment for people with disabilities accompanied by guide dogs.

13. Smoking and, as a general rule, the consumption of alcoholic beverages is not permitted on board. Exceptionally, and with prior authorisation from the Lugo Provincial Council Tourism Service, alcoholic beverages may be served provided that the purpose of the trip is directly related to the promotion of tourism in the province.

14. The river route programme is conditioned by the level of the reservoirs. The Tourism Service of the Lugo Provincial Council reserves the right to make any changes to timetables and routes in response to this circumstance. If a journey must be cancelled or its time or date changed, users may choose to travel at another time or on another day, subject to availability, or request a refund.

15. When a refund is appropriate for any of the reasons set out in these general conditions, passengers must register their request in writing to the Tourism Service, (preferably electronically at the portal of the Lugo Provincial Council) indicating the booking number, tax details, any documents necessary to accredit the right to a refund and the bank account number where the refund is to be made. The account holder must be the person who booked the trip.

16. Upon request and approval by the staff of the Tourism Service managing the booking website, travel agencies may register a professional profile and enjoy direct access to the system on the booking website. They can make pre-bookings and provisionally block up to 700 places simultaneously, without having to identify the users by name. Pre-bookings will remain as such until the booking is finalised by filling in all the details of each passenger and making the payment. The pre-booking is not binding and only blocks a number of places for a period. If the pre-booking is not finalised and paid for within 24 hours of departure, it will be automatically cancelled without the right to compensation. If abusive or fraudulent use of the pre-booking system is detected, the Tourism Service may unilaterally cancel any pre-bookings made, after notifying the interested party by e-mail. Associations, educational centres and private groups of over 30 passengers may apply to register in the system and pre-book up to 107 seats, under the same conditions.

17. Generally, bookings must be paid in advance by credit or debit card. Only in duly justified exceptional cases, may payment be made later and/or by other means.

18. Users who wish to receive an invoice for their trip must apply for it by registering (preferably online at the electronic headquarters of the Lugo Provincial Council) in writing to the Tourism Service, indicating the booking number and tax details, which must match the details of the booking. Invoices shall not be issued in the name of third parties who do not appear as holders of the booking, whether natural or legal persons. Invoices shall not be issued for trips not paid for in advance. In the case of multi-passenger bookings, only one invoice will be issued per booking, but not per passenger.

19. Individuals or legal entities with outstanding invoices cannot make bookings. If any person or entity makes a pre-booking despite having outstanding payments, the booking will be directly cancelled by the Tourist Service and will be void.

20. The entire boat may be booked if there is no previous booking for the requested trip. All the places on the boat available at the time of booking must be paid for, whether they are eventually occupied or

not. To calculate of the total price to be paid, the ordinary fare will be applied to the places not occupied and the rest will be charged at the established fare.

21. For matters not established in these general conditions of the River Routes Service, the criteria of the Tourism Service of the Lugo Provincial Council shall apply.

22. For more information or to lodge a complaint, please contact the River Routes Service by telephone on (+34) 982 260 196 or by e-mail at [catamaranes.turismo@deputacionlugo.org](mailto:catamaranes.turismo@deputacionlugo.org)