



Matteo Tacchi
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Avenida Cataunya 17
La Pobla de Segur, Lleida 25500

GENERAL TERMS AND CONDITIONS

1. Before undertaking any activity or course with our company, the general terms and conditions of contract must be read and accepted. By making the reservation payment or participating in any activity with Matteo Tacchi, the client accepts all the conditions described here, being aware of the contracted activity, which takes place in the natural environment and entails a risk that the guide can minimize but not entirely eliminate.
2. The price includes: civil liability and accident insurance, Matteo Tacchi's services, collective safety technical equipment, 21% VAT.
3. The expenses of the guide and the client generated during the activity (overnight stays, travel, cable cars, meals, etc.) are borne by the client(s) and will be paid in equal parts among all participants.

PAYMENT CONDITIONS:

4. 50% of the total cost of the activity must be paid to formalize the reservation.
5. 100% of the total cost of the activity must be paid 30 days before the start of the activity.

CANCELLATIONS:

6. If the client wishes to cancel the activity for whatever reason, the following percentages of the total value of the activity will be retained:
 - a. 30% if the cancellation is made 60 days before the activity.
 - b. 50% if the cancellation is made 30 days before the activity.
 - c. 100% if the cancellation is less than 30 days before the activity.



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7. Failure to attend the activity will result in the total loss of the amount paid.
8. In the event that the guide decides to cancel the activity due to meteorological or safety reasons, an alternative activity will first be sought for the same amount and with the same conditions as the planned activity. If the client does not accept the alternative proposed by the guide, they lose the entire cost of the activity.
9. In the event that the guide decides to cancel the planned activity, before or during the same, due to the clients' lack of technical or physical preparation, an activity appropriate to their abilities will be sought for the same amount and with the same conditions as the activity planned on the agreed date for the original activity.

SERVICE AGREEMENT

10. Matteo Tacchi takes all possible precautions in every activity to prevent any accident, although the client must be aware that in mountain sports there are always forces beyond human control.
11. The client declares having no illness or physical impediment that affects the performance of the activity.
12. The client is responsible for being in adequate physical condition to carry out the activity they are contracting. Otherwise, the guide must adapt the activity to the clients' requirements in situ.
13. The activities could be modified in itinerary or schedule, or even suspended during the same if circumstances (weather, avalanches, physical condition or level of the group...) advise it. This is always at the discretion of Matteo Tacchi and for the safety of the group. In this case, there will be no reimbursement of any kind.
14. If, in the guide's opinion, the client does not meet the minimum necessary physical, technical, and/or material conditions, their participation could be denied, or the start of the activity modified or delayed.
15. Minors must be accompanied by an adult or their legal guardians must sign an authorization and this contract.
16. For commitment and high-level activities, Matteo Tacchi may conduct a control test to avoid subsequent problems.



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17. The client agrees to accept the guide's decisions and follow the instructions dictated by the guide during the activity to guarantee the safety of all group members.
18. By registering, clients allow their image to appear in advertising media for promotional purposes of Matteo Tacchi unless they notify otherwise beforehand.

