

Legal Notice

1. IDENTIFYING INFORMATION

The web domain <https://www.healingtravels.eu/> is an Internet domain operated by Healing Travels, a company that also owns the website <https://healingtravels.agency/> , <https://www.healingtravels.co/> and <https://www.healingtravels.co.uk/> and has its registered office at Santa Coloma De Gramenet, Barcelona, Spain and has the contact telephone +34664473694. and e-mail contact: info@healingtravels.agency.

The company has the combined travel guarantee provided for in Article 252-10 of the Catalonia Consumer Code, formalized through the surety policy no. 024S00390CAV, the details of which are as follows:

- Guarantor entity name: Markel Insurance SE
- Guarantor entity contact phone number: 91 556 19 78
- Guarantor entity contact email: atencionclientemarkel@gmail.com

2. TRAVEL PROPOSALS PUBLISHED ON THE WEBSITE

On this website users will find published different proposals for package tours.

The user can send a reservation request for one of the published packages offered or a general request submitting his preferences for the destination, dates and experience. Once the request was received a travel and retreat advisor will pick up the submitted request and will reach out to the customer.

If the customer wants to book the package the payment will be made by bank transfer. The bank account will be provided in the offer.

Healing Travels does not own or operate any entity which is a service provider for the trip.

Healing Travels purchases the retreats, transportation, accommodations, travel insurance and all other services from a variety of independent entities. Healing Travels is not responsible for the acts or omissions of any service provider.

3. INTELLECTUAL AND INDUSTRIAL PROPERTY

Healing Travels holds the ownership or, where applicable, the necessary usage license granted by the holders of such rights, of all intellectual and industrial property rights of

this website, as well as all elements contained therein. In accordance with intellectual and industrial property regulations, the reproduction, total or partial, by Users of the contents of this website, as well as their modification and/or distribution, is prohibited.

4. LINKS TO THIRD-PARTY WEBSITES

This website may contain links to third-party websites. For clarification purposes, "third-party website" is understood as links to websites owned by individuals or legal entities different from those identified earlier in the "1. IDENTIFYING INFORMATION" section of this Legal Notice.

In the case of links included on this website to third-party websites, <https://www.typeform.com/> , <https://calendly.com/info-i633/30min?month=2024-07> not being the owner of nor exercising any control over such websites, is not responsible for the content of these websites and does not guarantee the technical availability, quality, reliability, accuracy, breadth, truthfulness, validity, and legality of any material or information contained in any of these hyperlinks or other Internet sites. However, in compliance with the provisions of Articles 16 and 17 of Law 34/2002 on Information Society Services and Electronic Commerce, if Healing Travels becomes aware (whether by Users, Competent Authorities, or Security Forces) that the linked websites contain content that may contravene applicable legislation, third-party rights, or public morals or order, it will act diligently to remove or disable the link if necessary.

5. MANAGEMENT OF COMPLAINTS AND CLAIMS

Users can submit their complaints or claims to Healing Travels, by phone at +34664473694 as well as in writing to the postal address Prate de la Riba 29, 08921 Santa Coloma de Gramenet and/or the email address: info@healingtravels.agency. When Healing Travels receives a complaint or claim, in addition to acknowledging its receipt, it will respond in writing as soon as possible and in any case within a maximum period of 1 month. The following link provides information on the European Union's Online Dispute Resolution Platform: [EU Online Dispute Resolution Platform](#).

6. APPLICABLE LAW AND JURISDICTION

Spanish legislation in force will apply at all times, and the competent courts to hear any disputes between Users and the above-identified travel agency will be the courts of the consumer's domicile