



ONLINE RESERVATION SERVICES - GENERAL TERMS AND CONDITIONS - WEB SITE WWW.CANARYSHUTTLE.COM.

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1. CONTENT AND COMPLIANCE.

These are configured as the ONLINE RESERVATION SERVICES - GENERAL TERMS AND CONDITIONS (hereinafter referred to as "**On-line Booking General Terms**") applicable to the website www.canaryshuttle.com (hereinafter referred to as the "**Website**"), enabled primarily to describe urban and suburban passenger transportation services provided by the Canary Islands (Spain) tourist intermediary company, CANARY TOURIST SHUTTLE, S.L., and to describe the buying/booking online process for these transport services. On the Web site there is information about products/services offered CANARY TOURIST SHUTTLE, S.L., allowing the purchase/book online of those services.

"**User**" is the person who accesses, uses or navigates through the Website, as well as the person who acquires the services and/or products, free or not free, through the Web Site.

Web Site full legal information (hereinafter referred to as the "**Complete Legal Information**") is formed on a joint basis, constituting a unit, the text contained in the On-line booking general terms as well as in the [Legal Information](#), the [Privacy Policy](#) and [Cookies Policy](#), documents that can be accessed via a link at the web site footer (hereinafter, all documents referred collectively as the "**Complete Legal Information**"). Consequently, the interpretation and consideration of the Legal Information of the Website must be carried out jointly by all the documents.

Buying/booking on-line transport services, which CANARY TOURIST SHUTTLE, S.L. acts as an intermediary, implies the User's consent and full conformity with the entire content of the "Complete Legal Information" (Legal Information document which includes access, use and navigation terms, the Online Reservation Services - General Terms And Conditions document, the Privacy Policy and the Cookies Policy), so if you do not agree with any of the terms in this set of documents, please do not provide your personal data or use the website or any services on it, or carry out your purchase/booking online.

The user can print and digitally store all these documents. You can easily access to them by different links available at the bottom of the Website.



It is recommended the reading of the Complete Legal Information (Online Reservation Services - General Terms and Conditions, Privacy Policy and Cookies Policy), on a regular basis, even every time you access the Web Site and, in any case,, whenever you decide to carry out your purchase/ booking online and/or when providing us personal data via the website, because its content may be subject to change. Any modification will be duly published and will be always accessible on the website, referring to their version and date.

When buying/booking on-line transport services which CANARY TOURIST SHUTTLE, S.L. acts as an intermediary, we apply these Online General Terms and Conditions, which should be read by the user before starting the buying/booking process and even after the end of it. You can find them and will be always accessible at the bottom of the website.

Through the Web site, CANARY TOURIST SHUTTLE, S.L. acts as intermediary between the user and the airport transfers service providers. Services are actually provided by the transfer service providers with which CANARY TOURIST SHUTTLE, S.L. has established business to offer their services through the Web Site.

Service purchase/book online is intended for people acting for purposes outside a trade or business, taking the user a personal and private purpose. If the user is legal or professional entity and want to hire our products and services, please contact us by e-mail to share@canaryshuttle.com.

2. DOMAIN HOLDER AND SERVICE PROVIDER ID AND CONTACT DETAILS.

In compliance with the Law 34/2002 of 11 July, Information Society Services and Electronic Commerce (LSSICE), it informs that the domain holder of the website www.canaryshuttle.com and the company that provides its services and offers its products through it as well as responsible for the files is:

CANARY TOURIST SHUTTLE, S.L., a Spanish corporation with Tax Identification No. B76243658. Registered address: Calle las Adelfas, 32, 1º - 35260 Agüimes Las Palmas de Gran Canaria (Canary Islands, Spain). Registration details: Registered at the Mercantile Register of Las Palmas, Volume 2131, Sheet 81, Page GC-50702.

Tourist intermediary, with the license number I-0003592.1. of the Canary Islands.

To establish direct contact with CANARY TOURIST SHUTTLE, S.L.:

- Postal Address: C / Las Adelfas, 32, 1º -35260 Agüimes Las Palmas de Gran Canaria, Canary Islands, Spain
- Phone: +34 928184608.
- Email: share@canaryshuttle.com.

To exercise rights of personal data protection:

- Postal Address: C / Las Adelfas, 32, 1º - 35260 Agüimes Las Palmas de Gran Canaria, Canary Islands, Spain
- Email: admin@canaryshuttle.com.

For complaints or claims:

- Postal Address: C / Las Adelfas, 32, 1º - 35260 Agüimes Las Palmas de Gran Canaria, Canary Islands, Spain
- Phone: +34 928184608.
- Email: admin@canaryshuttle.com.

3. LEGAL CAPACITY TO BUY / BOOK ON-LINE.

To buy/book products and/or services through the Web site, the user must have at least 18 years old, must be the holder of the payment method used and have the required legal capacity to contract it. In case of a minor or without the necessary legal capacity to contract, do not book our services. He/she must have the consent of their legal representatives. CANARY TOURIST SHUTTLE, S.L. disclaims any liability for any breach of these



requirements and reserves the right to not offer the service because of the lack of legal capacity from the user. For proof of age and, when appropriate, the authenticity of the consent of the parents/guardians/legal representatives, CANARY TOURIST SHUTTLE, S.L. will have different procedures and may request a copy of the ID and may contact legal representatives to confirm the representation and authorization, even requesting documentation of their legal representation, without which the user cannot fulfil the request. In accordance with current regulations, legal representatives will be considered, in any case, responsible for all his/her acts.

It is expressly forbidden to spoof identity in any way, the adoption of false identities, the use of any personal data or information of third parties and the use of payment methods if the User is not the holder, as well as the use of any not truthful personal data. The User is obliged to provide through the Website only truthful information, being directly responsible for any issues caused to CANARY TOURIST SHUTTLE, S.L. and/or to third parties from the breach of this obligation.

Making false or fraudulent purchases/reservations it is expressly prohibited and may be cancelled, without prejudice to the adoption of appropriate legal measures.

4. ELECTRONIC DOCUMENT.

Any purchase/booking on-line of our products/services is subject to these Online Reservation Services - General Terms and Conditions, part of the sales contract, and implies the user willingness to acquire them, as well as his/her consent and full compliance with the contents of Online Reservation Services - General Terms and Conditions and Complete Legal information, so if you disagree with any of the terms of these documents, please do not use our platform to purchase/book on-line.

Once the purchase/book online is confirmed, you will have the voucher available, which shall include the purchase/reservation terms. The voucher and these Online Reservation Services - General Terms and Conditions, form the electronic document in which the contract is concluded, without prejudice to the documents that make up the Complete Legal Information which belongs to the buying/on-line process ([Legal Information](#), [Privacy Policy](#) and [Cookies Policy](#)). You can print and electronically store these documents at the time of purchasing/booking online, since the Online Reservation Services - General Terms and Conditions and documents published on the date of purchasing/booking on-line will be those that are of application. CANARY TOURIST SHUTTLE, S.L. will store every voucher, but will not store these General Conditions nor other Complete Legal information documents for each user individually. These documents are always available on the Website, CANARY TOURIST SHUTTLE, S.L. will keep all different versions published.

These On-line General Terms and Conditions contain the assumed obligations by the buyer and seller.

5. SERVICES, RATES AND PRICES.

Through the website you can buy/book online services urban and suburban passenger land transport in which CANARY TOURIST SHUTTLE, S.L acts as an intermediary in the Canary Islands.

The services offered through the Web Site and its main features are:

- **Shuttle service.**

A shared transfer option from the airport to your accommodation and from your accommodation to the airport.

Prices are per person.

Transfers from the airport to your accommodation.

Maximum waiting time at airport is 1 hour.

When you arrive at our office at the airport, we will tell you your assigned bus.

The maximum waiting time is 1 hour, once you arrive to our office.

Transfers from your accommodation to the airport.



At least seventy-two (72) hours before using the service, we will send an email with pickup time. Having the flight schedule, we will make sure that the vehicle is at the airport at least 120 minutes before the flight departure time.

- **Speedy service.**

A shared transfer option from the airport to your accommodation and from your accommodation to the airport with a maximum of 5 stops.

The prices are per person.

Transfers from the airport to your accommodation.

Maximum waiting time at airport is 45 minutes.

When you arrive at our office at the airport, we will tell you your assigned bus.

The maximum waiting time is 45 minutes, once you arrive to our office.

Transfers from your accommodation to the airport.

At least seventy-two (72) hours before using the service, we will send an email with pickup time.

Having the flight schedule, we will make sure that the vehicle is at the airport at least 120 minutes before the flight departure time.

You will be picked up by a bus or minibus.

- **Luxury Service.**

Luxury transportation with high-end vehicles equipped with high-comfort seats, private driver and customer service.

The prices are per vehicle.

Transfers from the airport to your accommodation.

A minibus with ample leather seats, USB plug to charge your mobile device, coffee service and water on board.

When you arrive at our office at the airport, we will tell you your assigned vehicle.

Transfers from your accommodation to the airport.

At least seventy-two (72) hours before using the service, we will send an email with pickup time.

Having the flight schedule, we will make sure that the vehicle is at the airport at least 120 minutes before the flight departure time.

Indicate in the comments field of the on-line reservation process, time and pick up requirements, if any.

- **Private Service.**

A private transfer option with private driver.

Prices are per vehicle.

Transfers from the airport to your accommodation.

Minimum waiting time.

When you arrive at our office at the airport, we will tell you your assigned vehicle.

For this service we will assign a bus, minibus or taxi.

Transfers from your accommodation to the airport.

At least seventy-two (72) hours before using the service, we will send an email with pickup time.

Having the flight schedule, we will make sure that the vehicle is at the airport at least 120 minutes before the flight departure time.

- **Wheelchair Adapted Service.**

Private service with wheelchair adapted vehicles.

Prices are per vehicle ready.

Transfers from the airport to your accommodation.

Minimum waiting time.

Adapted transfers facilitating mobility of people in wheelchairs.

When you arrive at our office at the airport, we will tell you your assigned vehicle.

For we will assign a bus or minibus with ramp or elevator. Our driver will be more than happy to help you if you need it.



Transfers from your accommodation to the airport.

At least seventy-two (72) hours before using the service, we will send an email with pickup time.

Having the flight schedule, we will make sure that the vehicle is at the airport at least 120 minutes before the flight departure time.

You will be picked up and use a bus or minibus with ramp or elevator.

- **Premier service.**

Service with private driver in a luxury car.

Prices are per vehicle.

Transfers from the airport to your accommodation.

Minimum waiting time.

When you arrive at our office at the airport, we will tell you your assigned vehicle.

For this service you will assigned a luxury vehicle.

Transfers from your accommodation to the airport.

At least seventy-two (72) hours before using the service, we will send an email with pickup time.

Having the flight schedule, we will make sure that the vehicle is at the airport at least 120 minutes before the flight departure time.

All prices shown on the website are expressed in Euros (€) and include all applicable taxes, in this case, the General Indirect Canarian Tax (I.G.I.C.), under applicable law. When buying/booking online will be indicated the total price, detailing taxable income (subtotal), the corresponding taxes and, when appropriate, the discounts applied or amounts for special baggage, if any. Coupons/vouchers must be printed by the user and give it to the driver on the day of service, so there are no shipping charges for the vouchers.

6. DISCOUNT CODES.

CANARY TOURIST SHUTTLE, S.L. can provide discount codes to be used in online purchases/reservations. The discount code will consist of a code to be entered by the User during the online purchase procedure. The discount code will have a limited duration. Each discount code is for a single use, so it can only be used for a single purchase/reservation. They are not cumulative. The discount code must be entered literally as provided, respecting, if applicable, uppercase and lowercase. In case you cannot use your discount code in your purchase/reservation, please contact us through the contact channels provided in section 2 before proceeding to the payment of your purchase/reservation on-line.

CANARY TOURIST SHUTTLE, S.L. reserves the right to prevent the use of a discount code if there are reasons for believing the improper, illegal or fraudulent use by the user, without the right to any compensation.

7. PAYMENT METHODS AND PAYMENT PLATFORMS.

Purchasing/booking on-line through the website involves a payment obligation by the User. The payment method available on the Web site is by credit card. Charges will be made in real time, once we receive from the payment platform that all the data is correct and valid. If those entities do not authorize payments, CANARY TOURIST SHUTTLE, S.L. will not be responsible for the completion of the purchase/book online procedure. Security measures to be applied in the payment platform will be arranged by each of the entities, in this case, the entity of the credit card used in the purchase/reservation.

8. HOW TO BUY/BOOK ON-LINE? ON-LINE BOOKING PROCESS.

To purchase/book online click "Book" and follow the steps below for a successful purchase/booking.

STEP 1 OF THE BOOKING PROCESS.

Choose the type of service you want to book. Indicate whether you want a return trip, one way from airport or one-way from hotel, indicate date and time of your arrival and departure flight. Select the number of



passengers who will use the service, distinguishing between adults (for this purpose, over 12 years old), children (under 12 years old) and infants (under 3 years old). Check if you will carry some kind of special baggage, which may be subject an additional amount that will be shown in the online booking process. If you have a discount code, enter it at this point.

To continue with the booking process, and once the previous data is completed, click "Book".

STEP 2 OF THE BOOKING PROCESS.

The Website show the different type of service available for the data entered in Step 1. It will also show the total price (including taxes, applied discounts or special baggage costs, if any). Choose the type of service you want to book. For each of the services you can check the main features before making your purchase. The prices shown are total prices including all applicable taxes, discount codes and special baggage costs, if you have entered them in the previous step.

Choose the type of service you want to book and click "Book Now".

STEP 3 OF THE BOOKING PROCESS.

The Website will show the content of reservation. Check the reservation details and price and enter your personal data for booking and billing. The fields marked with (*) are mandatory, the rest are optional. If the required data is not provided you cannot continue with the online purchase process. You can modify and/or delete items, and you will be redirect to previous steps to enter the correct data and you will need follow the steps again until you get back to this screen. The price shown corresponds to the total price including taxes and discounts, if any. If you agree with the booking content and price click on "Pay Now" to continue with the booking process.

Please enter a valid email. All communications regarding your reservation/booking, including confirmation and reservation number will be sent to this email address.

Enter the name of one of the passengers who will use the service, whom they will be billed and must be over 18 years old. This person must give the voucher to the driver of the vehicle and prove his/her identity.

To continue, you must check the box stating you have read and agree to the content of Legal Information, Online reservation services - General Terms and Conditions and the Privacy Policy, available through direct links the bottom of the web Site.

To continue the booking process, click "Pay Now".

You will then be redirected to the payment platform of the bank to perform card payment where you need to enter the necessary data to carry out the payment of your reservation.

All transactions will be in EUROS, independently of the country of origin of the customer.

STEP 4 OF THE BOOKING PROCESS.

Once the authorized payment on the payment platform is done, you are informed in this Step 4 if the booking is completed or not (in case of payment is rejected), confirming or not your purchase/booking. Automatically, if your purchase/booking is confirmed, you will receive the voucher by email.

9. DELIVERY PROCESS OF COUPON/VOUCHER. TERMS OF USE.

Once and the payment is confirmed on the payment platform, you will have the voucher automatically available to print and digitally save it. If you don't save it, in the confirmation email that you will receive, it will



appear the booking number which you can use to obtain the voucher by entering your email address and booking number in the section "My Booking".

You must PRINT this coupon/voucher with any printer, in colour or black and white, so you can use it and give to the driver at the moment of your transfer, so you can enjoy the service. You need to bring it printed the day you plan to use the service and present it to the driver otherwise, the driver may refuse to make the transfer. You may save the voucher electronically, as well as print it.

The voucher is VALID ONLY for the date and time selected, ceasing to be valid after this, being single-use, so that once the driver has validated and you have used the service or after the service date, the voucher cannot be used again.

The voucher is also sent to CANARY TOURIST SHUTTLE, S.L., so at the time of its presentation to the vehicle driver, this must match with the copy that he/she will have. Any data variation may involve the invalidity thereof, you may not use it. Keep the voucher during their journey, and you must show it at any request from our employees. CANARY TOURIST SHUTTLE, S.L. reserves the right to not provide the service to those who do not have the corresponding valid voucher.

The sale of the voucher to third parties is prohibited.

10. BOOKING GENERAL TERMS.

- All service requests (reservations/bookings) must be made at least 72 hours before the departure time.
- Once a reservation is made following the mentioned procedure, you will receive a confirmation email at the email address you have provided. In the body of the email we will confirm your reservation and indicate the reservation number assigned to it, being this number the one to use to perform any action regarding your booking.
- Please check that your booking details are correct. If not, let us know as soon as possible. The company is not responsible if the data entered is incorrect.
- The Prices are per person for Shuttle and Speedy services. For private and adapted services, the price is per vehicle.
- Each passenger may carry the following equipment: Standard baggage or hand/carry-on luggage is included in the ticket price. The special baggage (bikes, surfboards, golf sticks, etc.) will be charged at the price stipulated in the purchase/booking online process.
- The transport company is not responsible for the breakages in luggage/suitcases caused by wear (wheels, zippers, handles).
- The transport company will not be responsible for the loss of hand luggage, keep it with you always. Please, properly guard your objects in the vehicle. The transport company is not responsible for the forgotten belongings.
- It is expressly forbidden to make false or fraudulent orders, being able to cancel them, without prejudice to the adoption of the appropriate legal measures.
- We are not responsible if you miss the flight or errors when booking. Any errors known in advance, must be notified using the following email address: share@canaryshuttle.com.
- The arrival/departure meeting points will be the CANARY TOURIST SHUTTLE, S.L. offices located in each airport and the hotel entrance you indicated in your purchase. You must be at a visible place and ready for the transfer.
- If the services contracted cannot be provided because of reasons attributable to CANARY TOURIST SHUTTLE, S.L. or to the transport services provider, we will offer another vehicle of similar or better characteristics than those reserved by you and with identical price, letting you know in advance unless unforeseeable circumstances. The user may then decide whether to accept the alternative services offered or to terminate the contract and all the amounts paid will be refunded. If CANARY TOURIST SHUTTLE, S.L. cannot offer other alternatives and is not able to provide the service, CANARY TOURIST SHUTTLE, S.L. reserves the right to cancel the reservation, refunding the total amount paid.



- CANARY TOURIST SHUTTLE, S.L. is not responsible for those cases when the service cannot be provided for reasons attributable to the User, to a third party, to any authority, public administration or unpredictable causes.
- CANARY TOURIST SHUTTLE, S.L. will be responsible for informing the transportation service provider of all the purchases made on the Website, for the correct organization.
- The transport services provider cannot charge the user any amount.

Modifications/Withdrawal-Cancellation and Refund Policies.

Modifications and/or withdrawals-cancellations of reservations can be made up to forty-eight (48) hours before the first (or only) journey of the transfer you have reserved. You must send us a request for modification or withdrawal-cancellation by email to share@canaryshuttle.com. If the withdrawal-cancellation occurs within the period, 100% refund of the amount paid for the purchase/reservation will be made.

If the withdrawal-cancellation occurs within a period between forty-eight (48) hours and twelve (12) hours before the first (or only) journey of the transfer you have reserved, only 50% of the amount paid on the purchase/reservation will be refunded. If the withdrawal-cancellation occurs within a period less than twelve (12) hours before the first (or only) journey of the transfer you have reserved, no refund will be made.

In case you do not show up at the arranged pick-up time, without previously informed us of your withdrawal-cancellation or modification in accordance with the provisions of this clause, as well as in case the transportation service could not be performed due to an imputable cause by the User, he/she will not be entitled to a refund of any amount.

In payments by credit card, the refund will be done to the card issuing entity and will be sent within (5) business days after verification.

In accordance with the Article 103 a) of Royal Legislative Decree 1/2007, of November 16, which approves the Consolidated Text of the General Law for the Protection of Consumers and Users and other complementary laws (LGDCU), the right of withdrawal will not be applicable to the contract with consumers-users once the service has been completely executed or when the execution has begun. For what the user lends from the moment he/she makes the reservation his/her previous express consent to that once the contracted service has been made or started, he/she will have lost his/her right of withdrawal. Also, where appropriate, in accordance with the provisions of Article 103 (l) of the normative (LGDCU), the right of withdrawal will not be applicable to the contract because there are activities related to car rental if the contracts provide for a date or a specific execution period.

The following causes can cause the termination of this contract: a) the agreement of the parties; b) supervening, legal or material impossibility, to comply with the contract; c) Failure to comply with the obligations; d) the general legal reasons.

11. DURATION OF THE CONTRACT.

Given the service characteristics, the termination of the contract and the obligations of the parties will be concluded at the time of completion of the transport service. All without prejudice to the termination terms and the assumptions made for cancellation of the purchase/reservation.

12. BILLS.

If you want to receive paper invoices by post mail, you must notify us via email at share@canaryshuttle.com. Otherwise, you expressly consent the issuance of a bill sent by email. At any time, you can modify this option and ask for the paper bill using the email address above. The invoice will be done using the passenger name which data was provided during the process of buying/booking online. For any inquiries or clarification regarding billing, please let us know by email to share@canaryshuttle.com.



13. PERSONAL DATA PROVIDED IN BUYING/BOOKING ON-LINE.

The personal data provided in the purchase/booking online is subject to the rules on the protection data regulation and to our [Privacy Policy](#), which is available by direct link at the bottom of the web Site. We only obtain the personal data in the process of buying/book online, of one of the passengers and only at the moment of the use of the voucher. Our staff will request to show the voucher and to proof your identity by showing your ID.

14. COMMERCIAL ELECTRONIC COMMUNICATIONS.

The electronic communications to be made by email or by other electronic methods using the contact details you have provided us will be necessary to properly process your request, subject concerned or the purchase you made of our products and/or services, so will not be used for commercial electronic communications.

As for the "electronic commercial communications" and in accordance with Article 21 of Law 34/2002 of 11 July, Information Society Services and Electronic Commerce (LSSICE), if you are customer of our products or services (such as the booking online), providing your email address, the company may send commercial electronic communications, for which you grant your express consent. Electronic commercial communications may include offers, promotions and advertising and commercial information related to our products and similar to those you previously purchased. You may refuse at any time to receive these commercial electronic communications, by sending an email to share@canaryshuttle.com, or, following the instructions provided in each commercial electronic communication received in your email.

15. LANGUAGE DURING BOOKING.

You can choose the language in which you want to purchase/book online selecting on the top right of the Web site. You can choose between Spanish, English and German. These Online Reservation General Terms and Conditions have been written in Spanish and translated into other languages. In case of conflict between languages, it is set as a priority for interpretation the Spanish version.

16. CUSTOMER SERVICE. COMPLAINTS AND/OR CLAIMS.

For any issue, claim or suggestion to CANARY TOURIST SHUTTLE, S.L., you can see the contact details in section 2 of this document, as well as established on the website through the link "Complaints and claims" enabled at the footer.

CANARY TOURIST SHUTTLE, S.L. will respond to your communication as soon as possible and in any case within a maximum period of one (1) month from the filing of your claim.

There are complaints forms available to customers at the same address provided above.

17. GENERAL CONDITIONS - DURATION AND MODIFICATION.

The Online Reservation Services - General Terms and Conditions will be those published on the Website at the moment you purchase/book online. CANARY TOURIST SHUTTLE, S.L., reserves the right to modify, in whole or in part, at any time and without notice, the contents of these Online Reservation Services - General Terms and Conditions, by extension, improvement, concreteness or upgrade its contents, whether by legislative or jurisprudential or business strategy changes, without this amendment be retroactive. In case of modification, the previous version will cease, and modifications will be applicable from the published date. The Online Reservation Services - General Terms and Conditions are always accessible by link the bottom of the Web site, containing the version number and date of publication, from which enters into force.



18. NULLITY AND EFFECTIVENESS.

If any clause or content in this Online Reservation Services - General Terms and Conditions are declared null, the proper Booking Online Reservation General Terms and Conditions will remain fully effective and binding on the same terms, if they can be effective without invalid the clauses or text.

19. LEGISLATION AND JURISDICTION.

The online purchase in accordance with these Online Reservation Services - General Terms and Conditions comply with applicable law in Spain. Unless specific legislation resulting from application to establish another jurisdiction, the User and CANARY TOURIST SHUTTLE, S.L. expressly submit to the Courts of Las Palmas for any controversy. Without prejudice to express our willingness to kindly resolve any dispute previously.