

TERMS AND CONDITIONS

Montanha do Pico Nature Reserve

1. PREAMBLE

These conditions are agreed upon between the Autonomous Region of the Azores, with the address Rua de São João, no. 47, 9504-533 Ponta Delgada, tax identification number 512 047 855 and phone number (+351) 296 301 100, henceforward designated RAA, and the people who wish to purchase from the website [Climb Pico Island's mountain - SRAAC - GRA](#), henceforward designated by "User".

The parts agree that the purchases made through the website [Climb Pico Island's mountain - SRAAC - GRA](#) shall be regulated exclusively by the present contract, excluding any conditions previously available on the website, and does not dispense the reading of Ordinance no. 64/2023, of 27 July, available on the homepage of the referred website.

2. OBJECT

The purpose of these general sales conditions is to provide and define all the necessary information to the User on the methods of payment and the rendering of the reserve made through the website [Climb Pico Island's mountain - SRAAC - GRA](#).

These conditions regulate all the necessary steps to make the online reservation and guarantee the continuity of this service rendered to the User.

3. RESERVATION

The User makes his/her reservation by completing the purchase process presented on the website [Climb Pico Island's mountain - SRAAC - GRA](#).

To register his/her reservation, the User must respect the following operation steps:

Step 1: Access the website [Climb Pico Island's mountain - SRAAC - GRA](#) and select the type of climb desired;

Step 2: Define the number of people who wish to climb, the day and the intended schedule;

Step 3: Complete with the foreseeable start and finish time (return to Casa da Montanha do Pico), indicate the intentions of climbing to the Piquinho and, in case a climb schedule starting at 16:00 is chosen, define if the User wants to stay overnight in the crater or not;

Step 4: Complete his/her details, full name, tax number, email, contact number and address. The User shall also provide the details of all the people who will be climbing, namely, name, date of birth, nationality, civil identification number, contact number and if they are resident in the Autonomous Region of the Azores. Next, the User shall define the payment method.

After completion of the steps described in the previous points, a booking code is assigned and sent to the e-mail address provided at the time of registration, confirming the completion of the booking by the User and informing that, as soon as payment is made, the User will receive in his/her e-mail box a form that must be submitted upon check-in.

The RAA will honour reservations received online. In the absence of availability of the service, the RAA undertakes to inform the User as soon as possible.

The data on the invoice is the sole responsibility of the User. Once issued, it cannot be reissued with alterations.

If the payment is not received by the services within 48 hours after the booking is made, it will be cancelled.

The reservation date made through the electronic platform can be changed without penalty up to 2 hours before the beginning of the activity. It is not allowed to change the visitor's data.

4. PAYMENT

On the website of [Climb Pico Island's mountain - SRAAC - GRA](#), the RAA offers the User the following payment methods via Easypay - Instituição de Pagamento, Lda.:

- a) Credit card (Visa, Mastercard);
- b) ATM reference;
- c) MBWAY.



In the case of payment by credit card, the debit will be made from the User's card immediately after confirmation of the purchase. In the case of payment by ATM reference, this amount will be debited at the time of payment.

5. RELEASE AND CONSUMPTION

The service will be made available after confirmation of the payment.

The service will not be available if the visitor:

- does not have water for consumption and proper equipment to make the ascent, namely clothing and footwear suitable for mountaineering; flashlight, in case of night ascent; tent and sleeping bag, in case of an overnight stay; and crampons, in case of occurrence of ice or snow;
- presents mental disorder or symptoms of drunkenness or of being under the influence of psychotropic substances;
- is accompanied by minor under five years of age or a pet animal.

6. PRICING

Prices are in Euros and exempt from VAT, according to article 9 of the VAT Code (CIVA).

7. CANCELLATION AND REFUND

The service of the autonomous regional administration with competence in environmental issues ensures the full reimbursement of fees paid in advance in the following situations:

- a) when the activity does not take place due to the prohibition of access to the Mountain under the terms of article 11, of Ordinance no. 64/2023, of 27 July;
- b) when the activity does not take place because access to the Mountain is not recommended under the terms of article 11, of Ordinance no. 64/2023, of 27 July;
- c) when the activity does not take place for duly substantiated reasons through a request from the interested parties.

The RAA has to issue the refund by the same method of payment or, if this is not possible, by bank transfer.

8. PRIVACY POLICY

The processing of the data is done in compliance with the legislation on the protection of personal data. Your data subject to computer processing will appear in the database(s) of the RAA and are intended to record the purchase made.

You are guaranteed, under the terms of the law, the right to access, rectify and cancel any data that directly concerns you, personally or in writing, directly to the address on the home page of this website.