

## CONDITIONS FOR YOUR RESERVATION

1. Non-transferable tickets, valid for the time and date of your reservation and valid only for over 12 years-old visitants. The buyer of tickets is responsible and guarantees the authenticity and relevance of all the data provided to ASTROCAMP VENTURES. Please print your ticket and/or bring it with you in pdf.
2. Tours begin at the meeting point in the auxiliary building (see map). In your own interest, please ON TIME. If you are delayed your guide may deny you access to the visit.
3. The ORM is located at an altitude of 2400 meters, altitude at which the oxygen level decreases. For this reason, people with physical problems such as heart disease should avoid these altitudes. If in doubt please consult your doctor. The ORM or contractor for visits, AstroCamp Ventures SL, are not responsible for any deterioration in health that may arise due to the altitude, over 70 years of age, or failure to comply with the recommendations and warnings (see attached pdf).
4. Before the start of the visit, your guide may request proof of residency/age. Please bring a valid ID / passport with you. Minors must be accompanied by an adult. Without proof of age, identity and residency (particularly for tickets with resident discount) your guide may deny you entry.
5. If for any unforeseen circumstances the visit we suffered changes, both time and day, we will contact you at the number you provided us with.
- 6. Cancellations:** Your visit may be canceled unexpectedly by the Observatory, due to unforeseen circumstances in the operation of the telescopes or occurring adverse weather conditions that may affect safety in the accesses to the Observatory (snow, ice, landslides or weather warnings issued by local government as read here: <http://www.iac.es/eno.php?op1=2&op2=5&op3=58&lang=en>). For every visit at minimum of 15 people is required. In the event of a cancellation of a visit, your ticket may be refunded except issuance costs (10 % due to managing fees). For groups of above 10 people this issuance costs are 30 EUR. In some cases we may proceed to exchange for another date on a waiting list scheme (first book, first served) depending on availability of guides, alternative dates, etc. Likewise any customer may cancel with a cost of 10% up to 10 days before the visit. For groups of above 10 people, cancellation fees are 30 EUR. Later cancellations by customer/group are non-refundable.
7. Please follow the instructions of your guide at all times.