

General Terms and Conditions

Version 1.0 - Effective date: 1 June 2025

1. Company Identification

In accordance with Spanish Law 34/2002 on Information Society Services and Electronic Commerce (LSSICE), the following information identifies the company behind this platform:

Legal name: AMAIA VENTURES S.L.U.

Trading name: LocalCityWalks

Tax ID (CIF): B22638209

Registered address: Calle Via Augusta, Num 14, 07600 Lluçmajor, Illes Balears, Spain

Email: legal@localcitywalks.com

Website: www.localcitywalks.com

2. Definitions

The following terms, when used in these Terms and Conditions with a capital letter, have the meanings set out below:

- "LocalCityWalks", "we", "us" or "our" means AMAIA VENTURES S.L.U., a company incorporated in Spain (CIF B22638209), trading under the commercial name LocalCityWalks and operating the Platform.
- "Client", "you" or "your" means any individual or legal entity that accesses the Platform, makes a Booking, or participates in an Activity, whether acting for personal or professional purposes.
- "Service Provider" means any individual, company or third-party operator contracted by LocalCityWalks to deliver or support the delivery of an Activity, including but not limited to tour guides, local experts, transport operators, venue partners and local agencies.
- "Activity" means any tour, walking tour, guided experience or similar service listed and bookable through the Platform.
- "Platform" means the website at www.localcitywalks.com and any future mobile applications or digital tools operated by LocalCityWalks.

- "Booking" means a confirmed reservation for an Activity made by a Client through the Platform.
- "Booking Confirmation" means the email sent by LocalCityWalks to the Client confirming that a Booking has been successfully processed and payment received.
- "Terms" means these General Terms and Conditions for Clients, as amended from time to time.

3. Nature of the Service

LocalCityWalks is a platform for discovering and booking tours, walking tours and guided activities, operated by AMAIA VENTURES S.L.U. Through our Platform, Clients can discover, book and pay for Activities curated and arranged by LocalCityWalks and delivered by vetted and approved Service Providers.

LocalCityWalks acts as an experience organiser: it selects, arranges and sells Activities under its own name, engaging independent Service Providers to deliver them.

LocalCityWalks acts in its own name toward the Client and is the Client's sole contractual counterpart for all Bookings made through the Platform. The Client's contract is with LocalCityWalks, not with the individual Service Provider delivering the Activity.

LocalCityWalks is responsible for the proper organisation and delivery of the Activities it offers, and for the payment processing and customer support services it provides directly.

4. Scope and Acceptance

Accessing or using the Platform, and making any Booking, constitutes full and unreserved acceptance of these Terms. If you do not agree with any part of them, you must refrain from using the Platform.

These Terms apply to:

- Individuals aged 18 or over who make Bookings for personal use or on behalf of a group.
- Legal entities (companies, organisations) that book Activities on behalf of employees, clients or other participants.
- Anyone who accesses or browses the Platform, regardless of whether they complete a Booking.

By making a Booking through the Platform, the Client enters into a direct contract with LocalCityWalks as the sole contractual counterpart. The Client's contract is not with the individual Service Provider delivering the Activity.

5. Booking Process

5.1 How to book

The booking process consists of the following steps:

- Select the Activity, date, time and number of participants.
- Review the booking summary, including the total price, cancellation policy and any specific Activity conditions.
- Accept these Terms and Conditions expressly.
- Pay the total amount using one of the available payment methods.
- Receive your Booking Confirmation by email.

5.2 Contract formation

The contract between the Client and LocalCityWalks is formed at the moment the Client receives the Booking Confirmation by email. This confirmation serves as proof of the transaction and should be retained.

5.3 Pre-booking information

Before completing a Booking, the Client will have access to the following information in accordance with applicable regulations:

- Detailed description of the Activity, duration, meeting point and available languages.
- The total price displayed is the final price payable. No additional charges, fees or taxes will be added at checkout.
- Cancellation policy and refund conditions specific to the Activity.
- Participation requirements (minimum age, physical condition, restrictions, etc.).
- Contact details for the Service Provider or meeting point.

5.4 Booking confirmation and invoices

Upon completing a Booking, the Client will receive a Booking Confirmation by email which serves as proof of purchase.

LocalCityWalks's services are subject to the Special VAT Regime for Travel Agents (Regimen Especial de las Agencias de Viajes, REAV) under Spanish VAT Law. VAT is not separately itemised on invoices or booking documents. The total price shown at checkout is the final all-inclusive amount.

Clients who require a formal invoice may request one via the contact form on the Platform. Invoices will be issued in accordance with REAV requirements.

5.5 Booking amendments

Clients who wish to amend a confirmed Booking (for example, to change the date or time of an Activity) may request an amendment via the contact form on the Platform. All amendment requests are subject to availability and cannot be guaranteed.

LocalCityWalks will make reasonable efforts to accommodate changes but reserves the right to apply an administration fee where amendment involves additional costs. If a Booking was made using a promotional code or discounted rate, any amendment may invalidate that discount, at LocalCityWalks's discretion. Special event Activities or private group tours may not be amendable once confirmed, in which case this will be stated in the Booking Confirmation.

6. Pricing and Payment

Where a promotional discount code or offer applies to a Booking, the conditions set out in Section 19 govern. In the absence of any active promotion, the full price displayed at the time of booking applies.

6.1 Prices

Prices on the Platform are displayed in euros (EUR) by default. All prices shown are final and all-inclusive; no additional taxes, fees or charges will be added at the time of payment. LocalCityWalks may in the future make additional currencies available depending on the user's location or platform settings; in such cases, the currency and amount displayed at the time of the Booking Confirmation will be the amount charged. LocalCityWalks reserves the right to change prices at any time, but the price applicable to a Booking will always be the one displayed at the time the Booking is completed.

6.2 Payment methods

Payments can be made by:

- Credit or debit card (Visa, Mastercard, American Express) via the secure Stripe payment gateway.
- Bank transfer, details for which will be provided during the payment process. The Booking will be confirmed once the funds have been received in our account.

6.3 Payment security

Card payments are processed entirely through Stripe, Inc., a Level 1 PCI DSS certified provider. LocalCityWalks does not store card data on its servers at any time.

6.4 Service fees

Unless explicitly stated otherwise at the time of booking, no additional service fees are charged to the Client. The price shown is the final amount payable. LocalCityWalks reserves the right to introduce service fees or payment processing surcharges in the future, which will always be clearly disclosed before the Client confirms payment and will never be applied retroactively to existing Bookings.

6.5 What is included

Unless expressly stated in the Activity description, the price does not include gratuities to Service Providers, food and beverages, transport to or from the meeting point, accommodation, or admission to any venues or attractions. Tipping is not required but is always appreciated and entirely at the Client's discretion.

6.6 Pricing errors

If an Activity is displayed at a price that is manifestly incorrect due to a technical or human error, for example, a price that is clearly and significantly below the actual market value, LocalCityWalks reserves the right to cancel the affected Booking and issue a full refund of any amount paid. LocalCityWalks will notify the Client as soon as the error is identified. No compensation beyond the full refund will be owed in such cases.

7. Participating in your Activity

7.1 Participation requirements

Clients are solely responsible for ensuring that all participants are eligible and suitable to take part in the Activity booked. Specifically:

- Participants under 18 years of age may take part in Activities only when accompanied by an adult aged 18 or over who attends the Activity and has accepted these Terms, whether as a registered participant or as a named accompanying adult on the Booking. The accompanying adult assumes full responsibility for the minor throughout the Activity. This requirement applies in all cases, regardless of the type of Activity.
- It is the Client's sole responsibility to book the correct number of participants and to provide accurate information about their ages and any other relevant details. Misrepresentation of participant information may result in additional charges or denial of access to the Activity without refund.
- Clients must not participate in Activities for which they do not meet the stated age, physical or other requirements.

7.2 Health and accessibility

Clients who have any medical, physical or accessibility needs (including mobility limitations, dietary restrictions, visual or hearing impairments, or any other condition that may affect participation) must notify LocalCityWalks at the time of booking. LocalCityWalks and its Service Providers will make reasonable efforts to accommodate special requests, but cannot guarantee that all Activities or venues will be fully accessible. Many historical sites and outdoor locations operated by third parties are not required to meet accessibility standards, and physical access may be limited or impossible for some participants.

Service Providers are not able to provide personal care assistance. Clients who require personal assistance must book a private Activity and attend with a companion or carer who assumes full responsibility for providing any necessary support throughout the Activity.

Clients must disclose any medical or physical condition that may affect their participation prior to booking. Failure to disclose relevant conditions may result in

exclusion from the Activity without refund if participation would pose a risk to the Client or others.

7.3 Punctuality and lateness

All Activities start promptly at the scheduled time stated in the Booking Confirmation. For shared (non-private) Activities, the Service Provider cannot delay the start of the tour to wait for late arrivals, as doing so would be unfair to other participants already present. If a Client arrives after the scheduled start time of a shared Activity, the tour will have commenced and the remaining duration will be the total scheduled duration minus the time elapsed. For private Activities, the Service Provider may wait briefly at their discretion, but the Activity will still conclude at the originally scheduled end time. In both cases, no refund or compensation will be provided for time missed due to late arrival.

Activities run in all weather conditions unless otherwise stated in the Activity description. Clients are responsible for dressing and preparing appropriately for the conditions expected on the day.

7.4 No-show policy

A Client who has not arrived at the designated meeting point within 15 minutes of the scheduled start time, and who has not contacted LocalCityWalks or the Service Provider in advance to notify of a delay, will be treated as a no-show. For shared Activities, the Service Provider will depart with the group after 15 minutes regardless. For private Activities, the Service Provider may wait at their discretion but is not obligated to do so beyond 15 minutes. In all cases, a no-show Booking will be considered fulfilled and no refund will be issued. Clients who anticipate being late should use the contact details provided in their Booking Confirmation to notify LocalCityWalks or the Service Provider as soon as possible.

7.5 Conduct

Throughout the Activity, Clients and all participants in their group agree to:

- Follow the instructions of the Service Provider at all times.
- Treat the Service Provider, other participants and third parties with respect.
- Comply with all local regulations and rules applicable at locations visited during the Activity.

- Not make audio or video recordings for commercial purposes without prior written authorisation from LocalCityWalks.
- Not submit false, manipulated or incentivised reviews following the Activity.

The Service Provider reserves the right to exclude any participant from an Activity at any time if, in the Service Provider's reasonable judgement, that participant's conduct, health or behaviour is endangering the safety or enjoyment of others, or is disruptive to the Activity. In such cases no refund will be issued and LocalCityWalks accepts no further liability.

8. Cancellations and Refunds

8.1 Standard cancellation policy

The standard LocalCityWalks cancellation policy is as follows:

- Cancellation made more than 24 hours before the Activity start time: full refund of 100% of the amount paid.
- Cancellation made less than 24 hours before the Activity start time: no refund will be issued.
- No-show at the meeting point: no refund will be issued.

Custom or group Bookings (such as private tours or special events) may be subject to different cancellation policies, which will be expressly stated in the Booking Confirmation or invoice. In the absence of any such specific policy, the standard terms above apply.

Same-day Bookings, meaning Bookings made when the Activity is scheduled to start within 24 hours, are not eligible for a refund in the event of a client-initiated cancellation. This limitation applies only to cancellations initiated by the Client and does not affect the Client's right to a refund where the Activity is cancelled by LocalCityWalks or a Service Provider.

All cancellation windows are calculated using the scheduled start time of the Activity in the local timezone of the Activity location, not midnight.

If a Client wishes to reduce the number of participants in a confirmed Booking, the reduction will be treated as a partial cancellation. The cancellation policy above applies to each removed participant individually, based on the time of the reduction request relative to the Activity start time. Where tiered pricing applies and the per-person price changes as a result of the reduction in group size, any refund will be calculated based on

the difference between the amount originally paid and the price that would have applied to the remaining group size at the standard rate. The remaining participants are unaffected.

For cancellations caused by force majeure events, see section 8.6.

8.2 Exceptional circumstances

Notwithstanding the above, where a Client or a member of their booked group suffers a sudden medical emergency requiring hospitalisation on the day of the Activity, LocalCityWalks will issue a refund of the amount paid, excluding any non-refundable third-party costs as described in section 8.3, provided the Client submits a written request via the contact form on the Platform within 48 hours of the Activity's scheduled start time, accompanied by an official medical certificate or hospital documentation confirming the emergency. This provision applies solely to documented hospitalisation and does not extend to illness, injury or any other personal circumstance that does not require immediate hospital admission.

8.3 Non-refundable third-party costs

Some Activities include non-refundable third-party costs such as museum tickets, entrance fees or venue reservations. Where such costs apply, they will be clearly disclosed in the Activity description prior to booking. These costs are excluded from the standard cancellation policy and will not be refunded under any circumstances, regardless of when the cancellation is made.

8.4 Right of withdrawal

In accordance with Spanish Royal Legislative Decree 1/2007 and European consumer protection law, the 14-day right of withdrawal does not apply to services related to leisure activities where the contract provides for a specific date or period of performance. Accordingly, the cancellation policy described in section 8.1 applies.

8.5 Cancellation or changes by the Service Provider

If a Service Provider cancels a confirmed Activity, or if LocalCityWalks is unable to confirm a Booking at the requested time and proposes an alternative time slot, LocalCityWalks will notify the Client as soon as possible and will:

- Offer an alternative time slot or Activity of equivalent or superior characteristics.
- If the Client does not accept the proposed alternative, for any reason including scheduling conflicts, issue a full refund of the amount paid within 14 calendar days of the date of cancellation or of the Client's rejection of any proposed alternative, whichever is later.

The Client is never obliged to accept an alternative and is always entitled to a full refund if a confirmed Booking cannot be honoured as originally booked.

8.6 Force majeure

A force majeure event means an unforeseeable, external and unavoidable circumstance that makes performance of the Activity objectively impossible, not merely more difficult or inconvenient. If an Activity must be cancelled due to a force majeure event affecting LocalCityWalks or a Service Provider, the conditions set out in section 8.5 will apply. Examples include declared natural disasters, civil unrest at the Activity location, government-imposed prohibitions, or public health emergencies.

8.7 Personal travel disruptions and venue closures

Difficulties in reaching the Activity location are the Client's own responsibility and do not constitute force majeure. The following situations do not entitle the Client to a refund outside the standard cancellation policy: missed or delayed flights, train or bus delays, cruise ships unable to dock, traffic congestion, or any other personal travel disruption. Similarly, changes in the Client's personal circumstances, including illness that does not require hospital admission, do not qualify as force majeure.

The sole exception to the above is documented hospitalisation, as set out in section 8.2.

Some Activities involve access to venues operated by third parties. These venues reserve the right to close without prior notice for any reason, including government orders, operational issues or events outside their control. LocalCityWalks will make reasonable efforts to offer an alternative or reschedule in such cases. If no suitable alternative is available, a full refund will be issued in accordance with section 8.5. Pre-purchased, non-refundable venue tickets are subject to section 8.3.

LocalCityWalks does not cover losses arising from personal travel disruptions. Clients are responsible for arranging appropriate travel insurance to cover such eventualities.

8.8 Rescheduling rule

Where a Booking has been rescheduled at the Client's request, the cancellation policy will be calculated from the new Activity date. Where a Booking has been rescheduled more than once at the Client's request, the cancellation policy will be calculated from the date of the original Booking. Clients may not use repeated rescheduling to extend or reset their cancellation window. Rescheduling requests made within 24 hours of the Activity start time are subject to availability and are at the sole discretion of LocalCityWalks and the relevant Service Provider.

8.9 Refund process

Refunds will be made using the same payment method used for the original Booking, unless otherwise expressly agreed. The time for the refund to appear may vary depending on the bank, but is typically 5 to 10 business days.

9. Client Obligations

9.1 General obligations

In addition to the participation obligations set out in Section 7, the Client agrees to:

- Provide accurate and working contact details, including a valid email address and telephone number. LocalCityWalks will not be responsible for failed delivery of communications (including Booking Confirmations, cancellation notices, or Activity time changes) where the failure results from inaccurate, invalid or inactive contact details provided by the Client.
- Provide truthful, accurate and up-to-date information during the Booking process and in all communications with LocalCityWalks.
- Not use the Platform for any fraudulent, unlawful or abusive purpose, including making Bookings under a false identity, providing false or inaccurate participant information, or booking on behalf of another person without their consent.
- Not attempt to circumvent, damage or interfere with the Platform's systems, security or content, including unauthorised access, introduction of malicious code, denial of service attacks, or any attempt to extract data by automated means.

LocalCityWalks reserves the right to cancel Bookings and suspend or permanently block access to the Platform for any Client found to be in breach of these obligations, without prejudice to any legal action LocalCityWalks may take. Bookings made through fraudulent or irregular transactions may be cancelled without refund.

9.2 Commercial restrictions

The Client agrees not to use the Platform or any information obtained through it to contact or engage any Service Provider directly, with the intent of booking similar services while bypassing LocalCityWalks. Any violation of this clause may result in suspension of the Client's access to the Platform.

If you are, or become, a direct competitor of LocalCityWalks, you may not access or use the Platform or its content without LocalCityWalks's prior written consent. Unauthorised access by a competitor may result in immediate termination of access and legal action.

10. Liability

10.1 LocalCityWalks liability

As an experience organiser acting in its own name, LocalCityWalks is responsible for the proper organisation and performance of the Activities offered through the Platform, in accordance with Spanish law and applicable consumer protection regulations.

LocalCityWalks will not be liable for damages or losses arising from:

- Force majeure events or circumstances beyond its reasonable control.
- Negligent or wilful conduct by the Client.
- Inaccurate information provided by the Client at the time of booking.
- Failure to follow the instructions of the Service Provider during the Activity.

10.2 Client responsibility for own disruption

If an Activity is interrupted, curtailed or rendered impossible due to the conduct, actions or omissions of the Client or any participant in their group, the Client will be responsible for any resulting costs or losses up to the total amount paid for the Booking. No refund will be issued in such circumstances, and LocalCityWalks reserves the right to recover from the Client any additional costs reasonably incurred as a direct result of the disruption.

10.3 Limitation of liability

In no event will LocalCityWalks's total liability to the Client for any claim arising from a Booking exceed the total amount paid for that Booking. This limitation does not apply in cases of fraud, gross negligence, or where applicable law expressly prohibits such a limitation. LocalCityWalks shall not in any event be liable for indirect, special, incidental or consequential damages of any nature arising from or related to a Booking or an Activity. The exclusion of indirect and consequential damages does not apply where such damages arise directly from LocalCityWalks's own gross negligence or wilful misconduct, or where applicable mandatory consumer protection law prohibits such exclusion. Nothing in these Terms limits LocalCityWalks's liability for death or personal injury caused by its negligence or that of its employees or agents.

11. Client Responsibility for Own Conduct

The Client is responsible for any direct losses or damages caused to LocalCityWalks or to third parties as a result of the Client's own conduct, material breach of these Terms, or provision of false or inaccurate information at the time of booking. LocalCityWalks reserves the right to seek compensation for such direct losses.

This clause does not require any consumer Client to assume obligations that are not permitted under mandatory consumer protection law applicable in their jurisdiction, and does not affect any statutory rights the Client may have.

12. Dispute Resolution

12.1 Internal complaints process

For any incident or complaint relating to an Activity, the Client must submit a complaint via the contact form on the Platform within 48 hours of the Activity's scheduled end time. When submitting a complaint, the Client must include: the Booking reference number; a clear description of the issue; and any supporting evidence such as photographs, screenshots or written communications. Incomplete submissions may delay or prevent resolution. Our customer support team will endeavour to resolve any valid complaint within a maximum of 10 business days.

12.2 Mediation

If a satisfactory resolution is not reached through the internal process, LocalCityWalks will make available an out-of-court mediation procedure. LocalCityWalks may act as mediator between the Client and the relevant Service Provider, without this implying any admission of liability by either party.

12.3 Formal claims deadline

Any formal claim or complaint directed against LocalCityWalks as a company, as opposed to a complaint about an Activity experience, must be submitted in writing to legal@localcitywalks.com within 14 days of the event giving rise to the claim. This deadline applies to LocalCityWalks's internal complaints process only and does not affect the Client's statutory rights or legal remedies available under applicable law.

12.4 Chargebacks and payment disputes

By completing a Booking, the Client acknowledges and agrees that: (i) they have read and accepted the applicable cancellation policy prior to payment; (ii) in the event of any dissatisfaction or dispute, they will contact LocalCityWalks via the contact form on the Platform before initiating any chargeback or payment dispute with their bank or card issuer; and (iii) initiating a chargeback for a charge that is consistent with these Terms may constitute a breach of contract. LocalCityWalks reserves the right to provide all relevant Booking documentation and correspondence to the payment provider when contesting any chargeback.

12.5 Official complaint forms (Hojas de Reclamaciones)

In accordance with Spanish consumer protection law and Balearic Decreto 5/2013, LocalCityWalks makes official complaint forms (Hojas de Reclamaciones) directly available to consumers. Official complaint forms are available directly at <https://www.caib.es/seucaib/es/tramites/tramite/303370/> and upon written request to our registered address. Forms will be provided immediately and free of charge upon request. Completed forms may be submitted to the Direccio General de Consum del Govern de les Illes Balears or to the competent consumer authority of the Client's region.

Clients may also contact the following consumer bodies:

- Municipal Consumer Information Offices (Oficinas Municipales de Informacion al Consumidor -- OMIC).

- Regional Consumer Protection Departments (Direcciones Generales de Consumo de las Comunidades Autonomas).
- Consumer and User Associations (Asociaciones de Consumidores y Usuarios).
- Consumer Arbitration Boards (Juntas Arbitrales de Consumo).

12.6 Online dispute resolution

In accordance with EU Regulation 524/2013, consumers in the European Union have the right to access the European Commission's online dispute resolution platform, available at: <https://ec.europa.eu/consumers/odr>

12.7 Governing law and jurisdiction

These Terms are governed by Spanish law. For disputes involving business clients (B2B), the parties submit to the exclusive jurisdiction of the courts of Palma de Mallorca. For disputes involving individual consumers (B2C), the applicable courts will be those of the consumer's place of domicile in Spain, in accordance with mandatory consumer protection law. Where the Client is based outside Spain, applicable mandatory local consumer protection law may also apply.

Business clients (legal entities) expressly waive any other jurisdiction to which they may be entitled and submit exclusively to the courts of Palma de Mallorca for any dispute arising from these Terms or any Booking.

13. Intellectual Property

All content on the Platform, including without limitation texts, images, photographs, logos, designs, software, databases and any other material, is owned by AMAIA VENTURES S.L.U. or its licensors and is protected by Spanish and international intellectual and industrial property law.

Reproduction, distribution, public communication or transformation of such content without the prior written authorisation of LocalCityWalks is expressly prohibited, except as permitted by law.

14. Reviews and User-Generated Content

LocalCityWalks may invite Clients to submit a review or rating following the completion of an Activity. By submitting a review, the Client:

- Confirms that the review reflects their genuine, first-hand experience of the Activity.
- Grants LocalCityWalks a perpetual, royalty-free, worldwide licence to publish, reproduce, adapt and display the review on the Platform and on LocalCityWalks's social media channels.
- Accepts that their review may be shared with the relevant Service Provider for quality and accountability purposes.

LocalCityWalks reserves the right to moderate and decline to publish any review that contains: false or misleading information; offensive, discriminatory or defamatory content; promotional material or links to third-party sites; content unrelated to the specific Activity reviewed; or any content that violates applicable law.

By submitting any content to the Platform, the Client warrants that they own the content or have the necessary rights and permissions to submit it, and that doing so does not infringe the rights of any third party.

LocalCityWalks does not manipulate the order, selection or scoring of reviews to create a misleading impression. Reviews are published in good faith and reflect the genuine opinions of verified bookers. LocalCityWalks does not commission or incentivise positive reviews.

15. Personal Data Protection

The processing of the Client's personal data is governed by the LocalCityWalks Privacy Policy, available at <https://www.iubenda.com/privacy-policy/19117201>, prepared in accordance with EU Regulation 2016/679 (GDPR) and Spanish Organic Law 3/2018 (LOPDGDD).

By accepting these Terms, the Client acknowledges having read and understood the Privacy Policy and consents to the processing of their data as described therein.

16. Amendments to these Terms

LocalCityWalks reserves the right to amend these Terms at any time. Material changes will be notified to registered Clients at least 30 days before they take effect, by email and/or notice on the Platform. Continued use of the Platform after the new terms take effect constitutes acceptance of those changes. Where a change is required by applicable law or regulation, it may take effect immediately upon publication without

prior notice, in which case LocalCityWalks will notify Clients as soon as reasonably practicable.

17. Platform Availability

LocalCityWalks endeavours to keep the Platform available at all times but does not guarantee uninterrupted or error-free access. The Platform may be temporarily unavailable due to maintenance, technical issues, server outages or circumstances beyond LocalCityWalks's reasonable control. LocalCityWalks shall not be liable for any loss or inconvenience resulting from temporary unavailability of the Platform, provided that any confirmed Booking and the rights of the Client thereunder remain unaffected.

The Platform is provided on an as-is and as-available basis. LocalCityWalks makes no warranties, express or implied, regarding the Platform's fitness for a particular purpose, accuracy of content, or freedom from errors. Clients use the Platform at their own risk.

18. Third-Party Links

The Platform may contain links to external websites operated by third parties, such as mapping services, transport providers or partner organisations. These links are provided for convenience only. LocalCityWalks does not endorse, control or take responsibility for the content, privacy practices or terms of any third-party website.

Accessing any linked third-party website is entirely at the Client's own risk.

LocalCityWalks reserves the right to remove any third-party links from the Platform at any time without notice.

19. Promotional Offers and Discount Codes

From time to time, LocalCityWalks may offer promotional discounts, welcome codes, referral rewards, bundle offers or other incentives ("Promotions"). Where Promotions are offered, the following general conditions apply:

- Promotions are valid only for new Bookings made during the promotional period stated and cannot be applied retroactively to existing Bookings.
- Unless expressly stated, Promotions cannot be combined with any other offer or discount code.
- Promotions apply to the base Activity price only and do not apply to any third-party costs, venue tickets, reservation fees or taxes.

- Welcome codes and first-time customer offers are limited to one use per person and may not be reused via a different account or email address.
- Fraudulent or abusive use of Promotions, including the creation of multiple accounts to circumvent eligibility rules, may result in cancellation of the affected Booking and suspension of the Client's access to the Platform.

LocalCityWalks reserves the right to withdraw, modify or suspend any Promotion at any time for legal, technical or operational reasons. Such changes will not affect Bookings already completed under that Promotion. Specific Promotions may carry additional terms which will be communicated at the time of the offer.

20. General Provisions

If any clause of these Terms is declared null or unenforceable by a final court or arbitration decision, the remaining clauses will continue in full force and effect.

LocalCityWalks's failure to enforce strict compliance with any obligation at any given time does not constitute a waiver of the right to enforce it in the future. Any waiver of a right or obligation under these Terms is only valid if made expressly and in writing by LocalCityWalks.

LocalCityWalks may transfer or assign its rights and obligations under these Terms, or under any Booking, to another organisation, for example in the event of a merger, acquisition or corporate restructuring. Such a transfer will not affect the Client's rights or LocalCityWalks's obligations under these Terms. LocalCityWalks will notify the Client of any such transfer where required by applicable law.

In the event of any inconsistency between language versions of these Terms, the Spanish version shall prevail. Where the Spanish version is not published on the Platform, the English version shall prevail over any other published version.

21. Contact

For any query, complaint or request relating to these Terms, you can reach us at:

Contact form: available on the Platform

Legal correspondence: legal@localcitywalks.com

Postal address: Calle Via Augusta, Num 14, 07600 Lluçmajor, Illes Balears, Spain

Website: www.localcitywalks.com