

GENERAL CONDITIONS OF SALE

Parques de Sintra



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1. General conditions of sale

1.1 Context

1.1.1. Parques de Sintra – Monte da Lua, S.A. (henceforth Parques de Sintra), legal entity number 505174839, based at Parque de Monserrate, 2710-405, Sintra, is the organisation responsible for the website parquesdesintra.pt (henceforth website) and for the sale of tickets and connected services provided through it.

1.1.2. The purchase of tickets is carried out through the Xopvision Platform, property of Multimac – Máquinas e Equipamentos de Escritório SA, a commercial company based at R. Palmira 23A, Lisbon, 1170-218 Lisbon, Portugal, under legal entity number 500685908.

1.1.3. These General Conditions of Sale (henceforth GCS) contain the terms of purchase and sale of tickets and any other services provided through the website, and should be read attentively by the purchaser before completing the order.

1.1.4. Before the order is finalised, the Specific Conditions relating to each event are made available and should be read by the purchaser.

1.1.5. The GCS, along with the Specific Conditions, reflect the information conveyed at the time of purchase, including the full terms agreed between Parques de Sintra and the purchaser.

1.1.6. Any references to the consumer shall be read in the terms of Law no. 24/96 of 31 July, and subsequent amendments.

1.2. Communications, customer support and complaints

1.2.1. All communications addressed to Parques de Sintra, including complaints, should be sent to the following addresses:

Address: Parque de Monserrate, 2710-405, Sintra

E-mail: info@parquesdesintra.pt

Telephone: 21 923 73 00;

1.2.2. Parques de Sintra offers an Electronic Complaints Book.



1.3. Resolution of disputes

1.3.1. Consumer disputes of low economic value are subject to necessary arbitration or mediation when, at the express choice of the consumer, they are submitted for the appraisal of the court of arbitration attached to the legally authorised centres of consumer dispute arbitration.

1.3.2. For the purpose of the previous point, consumer disputes of low economic value are considered to be those whose value does not exceed the remit of the courts of first instance (€ 5,000).

1.3.3. The European Commission's Online Dispute Resolution platform can be used for the extrajudicial resolution of consumer disputes online.

1.3.4. Notwithstanding the alternative means of resolution available, purchasers can, in any case, have recourse to the legal system, in which case the parties determine that the courts of the District of Lisbon shall be competent, and expressly waive any others.

1.3.5. These GCS, as well as the Specific Conditions, are governed by Portuguese law.

1.4. Online purchase and sale of tickets

1.4.1. The e-commerce platform owned by Parques de Sintra facilitates the online purchase of tickets (with duly indicated exceptions), which are available under the same terms as at other points of sale on the Parques de Sintra network, namely, the ticket offices specific to services and other partnered points of sale.

1.4.2. All prices are shown for each site (the price varies according to site), including VAT and all other associated taxes.

1.4.3. By using this website, purchases benefit from a discount on the unit price of the ticket for the general public.

1.4.4. Prices will be shown in euros (€), with the parties bound to the price set in this currency.

1.4.5. Mistakes, omissions and obvious errors (including misprints) are not binding.

1.4.6. All special offers and promotions will be identified as such.

1.4.7. In case of error through duplicate transactions, we guarantee the cancellation and full refund of the purchase at the customer's request. In this situation, please contact info@parquesdesintra.pt to request cancellation.



2. Price and payment methods

2.1. Price

2.1.1. The ticket price is identified on the website, along with information about each event, and again at the point of confirming the order (check-out). The price identified is always the price of the ticket including VAT at the applicable legal rate.

2.2. Payment methods

2.2.1. Payment can be made via the following methods:

- Credit cards (VISA, MASTERCARD);
- MBWay.

3. Ticket delivery

3.1. Delivery options

3.1.1. During purchase, the delivery options available are shown, identified for each event. This information should be confirmed (i) in the shopping trolley and (ii) at completion of the order.

3.1.2. Depending on the events and date of purchase, the customer will receive the tickets via one of the following methods:

— Electronic ticket:

Sent via email, to smartphone or tablet, immediately after confirmation of payment. The electronic ticket allows direct and immediate access. To use it, a print-out of the ticket file attached to the email must be presented, or it can be shown on the screen of a smartphone or tablet, to be validated at the entrance.



4. Completion of online purchase

4.1. Completion of order (check-out)

4.1.1. Before completing the purchase, Parques de Sintra gives the purchaser clear information summarising the order, giving them the chance to confirm or change the essential elements of the transaction, in order to then complete the purchase.

4.2. Purchase confirmation

4.2.1. When the transaction is completed through the website (completion of purchase), the purchaser receives confirmation on the website that the transaction has been successfully completed and that the payment method has been accepted.

4.2.2. After the transaction confirmation, the purchaser will receive an email confirming that the transaction was successfully completed and with the tickets purchased in attachment.

4.2.3. Information relating to the purchases is saved and recorded in their personal area.

4.3. Cancellation of purchase

4.3.1. Parques de Sintra can cancel the transaction and invalidate the ticket, proceeding with the refund of the amount paid if:

- The amount paid was incorrect, whether due to an error in the price published on this website or any information communicated to the purchaser in another way;
- The purchaser has erroneously managed to purchase a ticket before its date of sale or a ticket that has not been put on sale;

4.3.2. The cancellation will be applicable whether the error is due to human failure or a technical fault with the website or any other Parques de Sintra operating system.

5. Returns, cancellation and postponement of events

5.1. Change of dates

5.1.1. Tickets for monuments are valid for use for 365 days. Entrance is only valid once per ticket.

5.1.2. Tickets issued with date and time of entry can only be changed for reasons attributable to Parques de Sintra.



5.2. Termination

5.2.1. All sales are final, and exchanges or refunds are not accepted. In the case of tickets purchased for a specific date, or a specific period of execution, there is no right of free termination.

5.3. Cancellation of events

5.3.1. In the case of the event's cancellation, if it is not possible to re-schedule, Parques de Sintra is obliged to refund the value paid for the tickets.

5.3.2. The refund will be made through the same payment method used for the purchase. If necessary, Parques de Sintra will request Banking Identification Number/IBAN to finalise the refund.

5.3.3. In the case of the postponement of the event/experience, the tickets are valid for the new date.

5.3.4. If the purchaser is not interested in tickets for the new date and requests the refund of the value of the tickets, this will be carried out according to the terms in point 5.3.2.

6. Final provisions

6.1.1. Parques de Sintra can, at any moment and without prior warning, make changes to the content of the website, particularly in relation to services, commercial conditions, delivery options and payment, among others.

6.1.2. Users of the website must not place fraudulent orders.

6.1.3. It is forbidden to make total or partial copy of the website, including any digital content or format, without prior written authorisation from Parques de Sintra.

6.1.4. Best practices are used, with certifications including Verisign, Twate and other organisations, and data is sent via SSL links, thus protected by that certificate, with a view to ensuring the highest security standards. However, Parques de Sintra cannot guarantee that the operation of the website is entirely devoid of errors or periods of downtime. The website cannot guarantee that the download of files will be entirely free from errors or associated risks, particularly computer viruses. Parques de Sintra shall not be held responsible for any damage to computing equipment, regardless of its nature, that occurs through the use of this website.



6.2. Data relating to credit cards is not input directly into the ticket website. The software automatically navigates to the screen of the banking entity and returns automatically to the ticket website when the transaction is completed.

6.3. There are signs that show that the user is on a secure website: for example a padlock (on Microsoft Internet Explorer) should appear on the browser, as an indication of the page's security. It is also worth noting that, when entering a secure zone of the website, the respective URL will begin with https:// (s = secure).

You can access other information related to the website through these links:

- Privacy Policy;
- Cookies Policy.

