

**GENERAL CONDITIONS**  
**of the relationship between San Sebastián Turismo/Donostia Turismoa, S.A.**  
**and the ticket-purchasing customer**

- San Sebastián Turismo/Donostia Turismoa, S.A. provides an advanced ticket sales service to customers for activities advertised in the “Offers” section of their website <http://www.sansebastianturismo.com>, enabling the customer to purchase those tickets, managing their distribution in name and on behalf of the promoter of the activity in question (marketing services owned by the aforementioned promoter).
- San Sebastián Turismo/Donostia Turismoa, S.A. aims to provide a ticket-purchasing channel for both the promoter of the activity in question and customers, but never in the capacity of promoting/organising/provider entity of the activity in question, playing no part in any of its organisational aspects.
- Consequently, in the event of any complaint about the organisation of the activity, the ticket-purchasing customer should contact the activity’s promoter, with San Sebastián Turismo/Donostia Turismoa, S.A. completely exonerated of all responsibility.
- The customer states they have the necessary legal capacity to act and purchase in accordance with the following numbered conditions, which they declare to understand and accept.
- A ticket cannot be changed or refunded once it has been purchased, other than for the reasons included in the current legislation.
- Tickets should be stored in a dry location, away from heat, and should not be exposed to plastics or magnetic fields.
- The service promoter is exclusively responsible for any changes to the service after the ticket was sold (such as date changes, cancellations, etc.).
- San Sebastián Turismo/Donostia Turismoa, S.A. is not responsible for any lost or stolen tickets.
- Refund policy and the right of cancellation:
  - The refund of the ticket value will not be verified. An inability to attend the activity cannot be used as a reason for a refund.

- The customer will not be able to exercise their right to cancellation or termination in accordance with the current regulation on consumption and retail trade.
- San Sebastián Turismo/Donostia Turismoa, S.A., as a distributor can solely and exclusively cancel the tickets and subsequently refund their cost, on receiving a specific order from the activity promoter in the event of a cancellation, date change, etc.
- Ticket refunds should be processed at the same point of sale they were purchased.