

GENERAL TERMS AND CONDITIONS Royal Training Group, S.L.

ARTICLE 1, DEFINITIONS

1.1 Royal Training Group, S.L. : the travel organizer and user of these General Terms and Conditions, which has its legal headquarters in Madrid, Spain, with N.I.F. B87650826.

1.2 Traveler (s): the applicant, those for whose benefit the trip has been stipulated and who have accepted said stipulation, or those who have been assigned the legal relationship with Royal Training Group, S.L. in accordance with article 9 of these General Conditions.

1.3 Applicant: the person who concludes the agreement on behalf of or for the benefit of Travelers.

1.4 Travel: all services for the benefit of Travelers for which Royal Training Group, S.L. he has committed to them.

1.5 Agreement: the travel agreement entered into between Royal Training Group, S.L. and TRAVELERS as established in article 1091 of the Civil Code, as well as other agreements with which Royal Training Group, S.L. undertakes with Travelers to supply one or more services.

ARTICLE 2, GENERAL CLAUSES

2.1. These General Terms and Conditions apply to each offer and to each agreement entered into between the Travelers and Royal Training Group, S.L.

2.2 These General Terms and Conditions are also applicable to the agreements for the execution of which third parties must participate by Royal Training Group, S.L.

2.3 Deviation from the stipulations of these General Terms and Conditions can only be deviated in writing. If the stipulations in the agreement deviate from the stipulations in these General Terms and Conditions, the stipulations in the agreement will apply.

2.4 The nullity or the declaration of the nullity of one or more of the stipulations in question leaves the validity of the other clauses intact. In such cases, the parties are obliged to enter into mutual consultation in order to organize a replacement regulation with respect to the affected clause. Therefore, the meaning and purpose of the original clause are respected to the greatest extent possible.

ARTICLE 3, OFFER AND CONCLUSION OF THE AGREEMENT

3.1 Even if a term has been established for acceptance, each offer from Royal Training Group, S.L. is not binding and is subject to the prior condition of sufficient availability of the offered trip.

3.2 Royal Training Group, S.L. can always add special conditions to an offer.

3.3 From an offer that is based on incorrect or incomplete data sent by a Traveler, the Traveler (s) cannot derive any rights.

3.4 Obvious errors and errors in the offer or the agreement do not bind Royal Training Group, S.L.

3.5 An offer is not automatically applied to subsequent deals.

3.6 An offer composed of several elements does not oblige Royal Training Group, S.L. to the fulfillment of a part of this in accordance with the proportional part of the indicated price.

3.7 If the applicant concludes the contract on behalf or on behalf of another natural and / or legal person, he declares, at the conclusion of the contract, that he is authorized to do so.

The applicant is, in addition to this legal person, jointly and severally liable for all the obligations derived from said contract.

3.8 All exchanges, including payments, between Travelers and Royal Training Group, S.L. will be done only through the applicant. The other Travelers are responsible for their own participation in the contract.

3.9 The agreements will only be considered concluded after the signature by the applicant or an agreement drawn up for this purpose, from the moment of signature.

ARTICLE 4, OBLIGATIONS OF THE PARTIES

4.1 In the Royal Training Group, S.L. will indicate the following data:

- Your name, address and telephone number.
- The amounts or percentages of the price of the trip that must be paid in advance and the term within which the total amount must be paid.
- The relevant general information about the required travel documents and about the procedures in the health area that are required for the trip and the stay.
- Information on the option of cancellation insurance.
- The period within which the Traveler must notify the travel organization that the trip does not meet their expectations.

4.2 Insofar as applicable, Royal Training Group, S.L. will also establish in the offer:

- Regarding transport:

- a) An indication of the means of transport to be used, their characteristics and possibly their category.**
- b) An indication of the places of departure and arrival and an indication of the time as precise as possible.**

- Regarding the stay:

- a) An indication of the place or places of stay.**
- b) An indication of the accommodation, its characteristics and possibly its category, as well as insofar as it refers to accommodation in a member state of the European Union that has legal regulations regarding the tourist classification of accommodation, a indication of that classification.**
- c) The period of stay;**
- d) A statement of the number and type of meals included.**
- e) Other tourist services that form an important part of the trip.**
- f) That a minimum number of people is required for the trip and that the number of these will be included in the agreement, as well as the deadline on which the applicant will be notified about the cancellation of the trip for not reaching that number.**

4.3 Before the start of the trip, Royal Training Group, S.L. provides the applicant with the following information:

- a) The name, address and telephone number of the local representative of Royal Training Group, S.L. or, failing that, the local entity or entities that can help Travelers or, failing that, also a telephone number for emergency situations or other information through which they can communicate with Royal Training Group, S.L.**
- b) Information on the availability of travel insurance.**

4.4 Insofar as applicable, Royal Training Group, S.L. will also provide the following information before the start of the trip:

- a) Information on transport service hours, intermediate stops and connecting transport.**
- b) Information on the place that Travelers will occupy in the means of transport.**
- c) A description of the route to the place or places of stay.**

d) Information on the option of direct contact with a minor Traveler abroad if this person is not accompanied by an adult Traveler, or with the person who is locally responsible for the stay of that minor person.

4.5 Travelers are responsible for the possession of the required documents such as valid passport, identity document, visa and proof of vaccinations.

4.6 The applicant is obliged to provide Royal Training Group, S.L. before or no later than the conclusion of the contract, all the data concerning him and the Travelers that he has included, which may be of importance for the conclusion and execution of the agreement, including their contact details.

4.7 Travelers must submit all relevant information regarding their physical and mental condition (including the use of alcohol, drugs or medications) if that physical and / or mental condition may result in discomfort, danger or risks for Travelers or third parties. If the aforementioned information has not been submitted, is incorrect or incomplete, the Traveler may be denied the right to additional transportation.

4.8 Likewise, the applicant must state special matters that may be of importance for the correct execution of the trip by Royal Training Group, S.L. in relation to the identity or composition of the Travelers included by it.

4.9 Travelers are obliged to comply with all the instructions of Royal Training Group, S.L. for the benefit of a correct execution of the trip and are responsible for the damages caused by their unauthorized behavior, which will be evaluated on the basis of the rule and by the behavior of a correct Traveler.

4.10 The Traveler who causes such an impediment or annoyance or may cause it, that the proper execution of a trip is strongly affected or may be affected, may be excluded by Royal Training Group, S.L. of the rest of the trip, if it cannot be reasonably required of Royal Training Group, S.L. to fulfill the agreement.

4.11 All expenses arising from a situation as provided in section 10 will be borne by the Traveler, provided that and to the extent that the consequences of impediment or annoyance can be attributed to him. In any case, the consequences can be attributed to him if the Traveler has not complied with his applicable information obligations.

4.12 The Traveler is obliged to avoid possible damages or limit them as far as possible, in particular by complying with his obligation to provide information as established in article 10.1.

4.13 Each Traveler must check with the trip administration no later than 24 hours before the indicated departure time of the return trip about the exact time of departure.

ARTICLE 5, CANCELLATION BY TRAVELER

5.1 The Applicant and the Travelers do not have the right to cancel the agreement for a trip to the tournament of the participating team (the travel group), due to the preparations for the tournament already made (including, but not limited to, tournament schedules, communications, material print, websites, social media expressions), reputational damage (including but not limited to reputational damage towards other teams, towards sponsors) and additional work required (among other things, a new team must be obtained) .

5.2 The Applicant and the Travelers who cancel a tournament agreement for the participating team (the travel group) are responsible for paying the cancellation costs and the damage suffered by Royal Training Group, S.L. as a result of cancellation, including reputational damage. The total cancellation costs and damages due are jointly set at 100% of the trip price.

5.3 Except for the stipulations of section 5.5, the Applicant and Travelers who cancel a non-tournament related travel agreement (such as excursion and training camp agreements) will be obliged to pay the following cancellation fees.

- Until the 60th day (excluded) before the day of departure: the advance.
- From day 60 (included) to day 42 (excluded) before the day of departure: 50% of the trip price.
- From day 42 (included) to day 21 (excluded) before the day of departure: 75% of the price of the trip.
- From the 21st (included) until the day of departure (excluded): the full price of the trip.

5.4 Cancellation outside office hours will be deemed to have been made on the first following business day.

5.5 If a Traveler in the travel group cancels his participation in a tournament or an agreement not related to the tournament, he is responsible for paying the cancellation costs stipulated in section 5.3 in proportion to his participation in the agreement. If at the time of the conclusion of the agreement, based on the size of the remaining travel group, a different price is applied, the price of the trip for the remaining Travelers will be changed accordingly. For the modified agreement, the usual payment conditions of article 8 will apply.

5.6 If a change to the agreement as set out in the previous section is impossible or not accepted, then the agreement for all Travelers will be canceled and they will all be responsible for paying the cancellation costs.

ARTICLE 6, CANCELLATION BY ROYAL TRAINING GROUP S.L.

6.1 However, according to the provisions of article 7.4, Royal Training Group, S.L. may cancel the contract due to serious circumstances, of which the applicant will be notified without delay.

6.2 If Royal Training Group, S.L. cancels the contract due to a circumstance not attributable to the applicant or the Traveler, it will offer another trip of equal or better quality. Notwithstanding the third section, the applicant who does not accept said offer has the right to a refund or cancellation of the price of the trip or, if the trip has already been partially enjoyed, a proportional part of it.

6.3 In case of cancellation, Royal Training Group, S.L. will compensate the financial damage incurred and an amount for the enjoyment of the lost trip, unless:

- Cancel the agreement because the number of requests is less than the minimum number required and the applicant has not notified the cancellation within the term established in the agreement and in writing, or
- When the cancellation of the contract can be attributed to one or more Travelers. In that case, all damages arising here are at the expense of the Travelers or the applicant, or
- When the cancellation is a consequence of Force Majeure. Force Majeure is understood to be an abnormal and unforeseen circumstance that is independent of the will of Royal Training Group, S.L. and whose consequences despite all the precautions could not be avoided. *It is excluded from this agreement, as a cause of Force Majeure, the health crisis caused by COVID 19 and of which an annex will be presented with special conditions applied to the consequences of a cancellation caused by such reason.*

ARTICLE 7, CHANGE OF AGREEMENT

7.1 Royal Training Group, S.L. is authorized to modify the travel contract at an essential point due to serious circumstances, of which the applicant has been notified without delay. The Traveler is authorized to reject the change.

7.2 If the cause of the change in the agreement is attributed to the applicant or Travelers, the damages arising from them will be for the account of the applicant and / or Travelers.

7.3 Royal Training Group, S.L. You are authorized to increase the price of the trip up to twenty days before the start of the trip in connection with an increase in transport costs, including fuel costs, duties due and applicable currency exchange rates. In such cases, Royal Training Group, S.L. It will indicate how the increase has been calculated. The Traveler can reject the increase.

7.4 After a rejection as established in the previous sections, Royal Training Group, S.L. you can cancel the travel agreement. Travelers are entitled to a refund or cancellation of the price of the trip or, if the trip has been enjoyed in part, a proportional part of it. If Royal Training Group, S.L. canceled after a rejection by the Traveler as set out in sections 7.1 and 7.3; in addition, article 6.3 will also apply.

7.5 Under the risk of losing this right of rejection as established in sections 7.1 and 7.3, it must occur within three business days after receipt of the notification from Royal Training Group, S.L. which resulted in rejection.

ARTICLE 8, TRIP PRICE AND PAYMENT CONDITIONS

8.1 The published travel price is based on the prices, duties and taxes known to Royal Training Group, S.L. at the time of publication of this.

8.2 The agreed trip price expires immediately and is paid in full upon booking, unless Royal Training Group, S.L. agree that the agreed price of the trip could be paid in installments.

8.3 Unless otherwise agreed, the Traveler or the applicant will be obliged to pay 100% of the price of the trip immediately, but ultimately, within eight days after the conclusion of the contract.

8.4 Payment must be made in the manner prescribed by Royal Training Group, S.L.

8.5 If payment is not made on time, there is a breach by law. From the day the breach arises, the Traveler is obliged to pay the interest by law. The interest by law is calculated up to and including the day in which the total payment due has been made. All reasonable costs for the payment of the amounts owed are the responsibility of the Traveler.

8.6 If in spite of everything, the total payment of the price of the owed trip has not been made, then Royal Training Group, S.L. is authorized to dissolve the agreement and collect the applicable cancellation costs as established in Article 5.

ARTICLE 9, ASSIGNMENT

9.1 No later than seven days before the start of the trip, the Traveler may assign his legal relationship with Royal Training Group, S.L. to a third party who complies with all the conditions of the travel contract.

9.2 The assignment is carried out by means of a designated agreement with the third party and the written notification of the same by the Assignee Traveler to Royal Training Group, S.L. The transferee Traveler, the applicant and the third party are jointly and severally liable for the payment of the price of the trip and the costs in connection with the transfer.

ARTICLE 10, CONFORMITY, COMPLAINTS AND ASSISTANCE

10.1 If the trip does not take place in accordance with the expectations that the Traveler may have reasonably had on the basis of the contract, then the Traveler is obliged to notify Royal Training Group, S.L. or his staff as soon as possible.

10.2 If the trip is not carried out in accordance with the expectations that the Traveler may have reasonably had based on the agreement, Royal Training Group, SL, without prejudice to the other stipulations of these General Terms and Conditions, is obliged to compensate the possible damages of the Traveler, unless the deficiency in performance cannot be attributed to him or to the person whose help has been used for the performance of the contract because:

- The deficiency in the execution of the travel contract can be attributed to the Traveler; or
- The deficiency in the execution of the travel contract that could not be foreseen or corrected, is attributable to a third party that was not included in the provision of the services included in the trip; or
- The deficiency in the execution of the agreement is due to force majeure as established in article 6.3 or due to circumstances that Royal Training Group, S.L. or the person whose help he made use of for the execution of the travel agreement, doing everything possible to comply with it, could not be foreseen or remedied.

10.3 Depending on the circumstances, Royal Training Group, S.L. is obliged to provide help and assistance to Travelers, if the trip does not proceed in accordance with the expectations that Travelers may have reasonably had on the basis of the agreement. If the cause of this can be attributed to Travelers, Royal Training Group, S.L. It is only obliged to provide help and assistance to the extent that can be reasonably expected from it. The costs of the help and assistance provided will in that case be paid by the Travelers. The costs of the help and assistance provided will be paid by Royal Training Group, S.L., if the deficiency in compliance can be attributed to it or the person whose help it used for the execution of the agreement, in accordance with the previous section.

10.4 If a complaint as established in section 1 has not been satisfactorily resolved, then this must be reported to Royal Training Group, S.L. in writing no later than one month after the end of the trip or, if the trip did not take place, one month after the original date of departure.

10.5 If the Traveler does not file the complaint on time, Royal Training Group, S.L. you are authorized not to process the complaint.

11. RESPONSABILITY

11.1 If a treaty is applicable to a service included in the agreements, Royal Training Group, S.L. You can claim an exclusion or limitation of liability that that treaty grants or permits to a service provider as such.

11.2 Except for fraud, deliberate negligence and damages caused by the death or injury of the Traveler for which Royal Training Group, S.L. is responsible, the responsibility of Royal Training Group, S.L., without prejudice to the stipulations in the other parts of this article, is limited to three times the price of the trip.

11.3 Royal Training Group, S.L. assumes no responsibility for damages for which Travelers may have been reimbursed on the basis of insurance, such as travel expense and / or cancellation insurance.

11.4 The stipulations of this article also apply for the benefit of the employees of Royal Training Group, S.L., service providers involved, as well as their personnel, unless the law, a treaty or regulation excludes it.

12. FINAL CLAUSES

12.1 In each agreement, only the laws of the Kingdom of Spain will apply.

12.2 Unless a mandatory clause of the law deviates from this, only the competent court of the city of Madrid, Kingdom of Spain is competent to resolve disputes.