

TERMS AND CONDITIONS

GENERAL APPLICABLE CONDITIONS FOR CONTRACTING PROGRAMS AND ACCOMMODATION

Rafa Nadal Academy by Movistar & Rafa Nadal Sports Centre

1. The general conditions detailed in this document are applicable for the contracting of:

a. Sports Programs with the Rafa Nadal Academy by Movistar & Rafa Nadal Sports Centre (hereinafter RNA), developed by CENTRE ESPORTIU MANACOR S.L. Said program may or may not include accommodations, maintenance and/or supervised services in the RNA facilities.

b. Accommodation at RNA.

2. RNA is responsible for providing the services for each program hired for the son or daughter (hereinafter Player) of the father, mother or guardian (hereinafter Client). If the person who performs the sports program or stays at RNA is an adult, for the nomenclature of this document Client equal to Player and vice versa. The Client declares to know the characteristics of the facilities, as well as the content of the tennis program(s) and/or education offered by RNA respectively and is/are contracted in this act.

3. The following two documents are part of this contract:

a. Economic Conditions, (Booking Confirmation) where the price, rate, cancellation conditions, arrival and departure date, due dates and payment methods of the chosen programs are explained.

[b. Code of Conduct](#), where the rules of coexistence are established that guide the behavior of the RNA community. Not applicable to adult's programs or accommodation.

4. The Client undertakes to comply with the payment terms set out in the Economic Conditions document, to which the Player respects the rules contained in the Code of Conduct, as well as the internal complementary regulations, in effect during the duration of the program and is given to the Player upon arrival.

5. RNA can provide Players with an invitation letter and the confirmation of registration necessary to obtain a visa. RNA is not directly involved, nor it is responsible for the process for visa application, nor for its delay, concession or rejection. Neither is involved in the decision-making process of the application. The Client is solely responsible for processing the necessary permits to formalize the Player's stay in Spain and to obtain the necessary permits. The Client can count on

the support of the department assigned by RNA, without this implying assumption of responsibility by the previous ones, if so requested.

6. The Client authorizes RNA to carry out activities with the Player outside the center to attend recreational activities, accompanied by coaches, teachers or guardians.

7. The Player is covered by a health insurance policy issued by one of the leading insurance companies in Spain. The copy of the conditions of said policy, including the limits of coverage of the service is available to the Client. Not applicable to adults and children with NO BOARDING program, only applicable for supervised children having contracted weekly tennis programs.

8. In the event that the Player requires medical attention, must be hospitalized or operated on, and RNA personnel can't locate the parents or guardians, or in case of emergency, RNA is authorized to make the decisions that are most appropriate for the health of the Player, based on the medical recommendations.

9. The Client who hires a tennis and/or education program, assumes the full and exclusive responsibility for the risks involved in the practice of the sport, as well as those related to the transportation in RNA vehicles or in any type of transportation, be it public or private. The Client, Parents or legal guardians of the Players choose, voluntarily, and expressly authorize the Players to participate in the program knowing the risk inherent with sports or recreational activities, which could involve long-term injuries, incapacitating injuries or even death.

10. The enrollment in the program implies full acceptance on behalf of the Player and the Client. RNA reserves the right to use photographs, videos or any other material obtained from the Players during their participation in the program, either for RNA or projects done with third parties by RNA. These materials may be used for advertising purposes (unless the Players and/or Parents or Guardians express otherwise in writing).

11. For the security of our Players, personnel and visitors, RNA makes use of surveillance cameras. This material may be controlled/observed at any time by authorized personnel of said centers.

12. The Client agrees to pay, in accordance with the rates and payment methods established in the Economic Conditions document, the corresponding amount for the program including other expenses and supplementary services agreed to between the parties.

All the prices that appear in the Economic Conditions document include the corresponding taxes.

13. The spot in the contracted program can only be confirmed at the time the first payment is received and by accepting de present documents by the Client with the General Conditions, as well as the Economic Conditions and the [Code of Conduct](#), also accepted at the end of the purchase of the program.

14. If the payment of one or any of the fees provided in the Economic Conditions document is not made within the terms of this agreement, RNA reserve the right to cancel the enrollment of the Player for the contracted program(s).

15. RNA reserves the right to permanently expel the Player according to the behavior policy established in the [Code of Conduct](#) document, in which case, the cancellation policy in effect under the Economic Conditions document will be applied, considering the termination notice 0 days in advance.

16. In the event that the Client decides that the Player should not continue with the contracted program, terminating his/her attendance, the cancelation policy that appears in the Economic Conditions document will be applied.

17. Other specific conditions:

a. RNA is not responsible for the loss, theft or robbery. We do not recommend bringing valuables inside the facilities.

b. All candidates must complete the medical form provided by RNA, as well as a copy of the vaccine book and any special educational needs (not applicable to adults). It is the responsibility of the parents or guardians to send any relevant medical information, including previous sports injuries, pertaining to the medical history of the Player who may have special needs or that may suppose a problem during the Player's stay at RNA or during the practice of a sport.

c. The company has information about food allergies that is available when Players register for the program. A medical certificate confirming this diagnosis of food intolerance or allergies is necessary, (not applicable to adults).

18. For the purposes of the provisions of the Organic Law 15/1999, dated December 13th, the Protection of Personal Data (LOPD), we inform you that your personal data, and those of the Player that appear in this document, as well as those obtained as a consequence of the Player's school or sports trajectory in this center, including health data, are incorporated into a file under the responsibility of RNA in order to carry out accounting, academic and administrative management. We also inform you that your personal identification and banking information are communicated to the banking establishments with whom we work with for the collection of RNA fees. This data is treated with absolute confidentiality and applies the security measures established in the LOPD and the developing regulations. In any case, you can exercise your rights of access, rectification, cancellation and opposition, providing your identification before: RNA, Ctra. Cales de Mallorca s/n Km 1.2, Torre dels Enagistes, 07500 Manacor, Balearic Islands, Spain or by sending an email to: playersdesk@rafanadalacademy.com

19. Adults will be accommodated always at Rafa Nadal Sports Centre. Check-in will be from 15.00 h and check-out before 11.00 h midday. Only 1 extra bed, for children until 13 years old, will be possible in a twin room, it will be on request and with extra supplement. No pets are allowed.

20. The parties submit to any discrepancy arising from or in relation to this agreement that may arise or in relation to this agreement to the exclusive jurisdiction of the Courts of Palma de Mallorca by waiving any other jurisdiction that may correspond to them and that are applicable by Spanish law.

AUTHORIZATION of the father, mother or guardian of the minor:

The Client as the father/mother/legal guardian of the applicant Player, gives the authorization so that the Player resides and/or assists at RNA, during the agreed stay of the program, in accordance with the General Conditions, accepting the [Code of Conduct](#) and Economic Conditions documents of which the Client is aware. The Client hereby also authorizes, should the need arise, that the minor receives the required medical attention.

Reservation process and invoice:

The booking confirmation will be effective only with the proof of payment.

In order to give maximum security to the payment system, we use secure payment systems from leading financial institutions in electronic commerce. In this sense, the confidential data of the payment are transmitted directly and in an encrypted form (SSL) to the corresponding financial institution. When making the payment through the secure payment gateway, the system will automatically verify that the credit card is activated for Secure Electronic Commerce. Next, you will connect with the issuing bank, which will request that you authorize the operation by means of a personal authentication code. The operation will only be carried out if the bank that issued the credit card confirms the authentication code. Otherwise, the transaction will be rejected. We also have the SSL online transaction security certificate (Let's Encrypt Authority X3) As a complementary measure in order to prevent fraud through the Internet, we reserve the right to verify the personal data provided by the client as well as to adopt the measures it deems appropriate.

For any doubt related with your reservation and invoice please contact: reservations@rafanadalacademy.com

Thank you very much.

CANCELLATION POLICY

#1. TWIN ROOM

Rate Conditions 10% ADVANCE PAYMENT DISCOUNT:

To adapt to your personal circumstances, at the Rafa Nadal Academy by Movistar we offer you the possibility of modifying and canceling your reservations at no cost if you do so 45 days before starting your stay with us.

Get ready... Your best matches are yet to come!

The 10% ADVANCE PAYMENT DISCOUNT Rate: implies an advance payment of 100% of the total amount of the reservation.

Cancelable and/or modifiable without charge up to 45 days before arrival.

Cancellation and/or modification less than 45 days before arrival or No Show, implies a penalty of 100% of the amount of the reservation.

Reservation Process:

The confirmation of the Reservation will be effective exclusively with the corresponding proof of payment.

You will receive a second email with the final confirmation of the reservation once we have processed the payment of the advance (100% of the total amount).

Prices valid for individual reservations exclusively, not applicable to groups (reservations of more than 7 rooms).

This Rate allows a maximum of 2 modifications and/or cancellations per reservation. If you modify the reservation, check the new price and its conditions before confirming the change, as they may vary.

National taxes: 10% per room and night already included in the price. Sports programs include 21% VAT.

Not included in the price: City tax of between €1 and €3 per person and night. The establishment will request this fee from the client upon arrival, and the client must pay it in full, and it cannot be deducted from the cost of the reservation.

Cancellation

Reservations canceled less than 45 days before arrival have a 100% penalty.

pensions

Reservations in "Breakfast" pension include Bed and Breakfast.

Reservations in "Half Board" include Accommodation, Breakfast and Dinner or Breakfast and Lunch* (drinks not included).

"Full Board" reservations include Accommodation, Breakfast, Lunch and Dinner* (drinks not included).

children are allowed

Babies with an age of 0 to 1 years are allowed both inclusive without extra supplement.

Children between the ages of 2 and 12 are allowed, both inclusive, with an extra supplement and upon request.

#2. DAILY PADEL CAMP.

Rate Conditions 10% ADVANCE PAYMENT DISCOUNT:

To adapt to your personal circumstances, at the Rafa Nadal Academy by Movistar we offer you the possibility of modifying and canceling your reservations at no cost if you do so 45 days before starting your stay with us.

Get ready... Your best matches are yet to come!

The 10% ADVANCE PAYMENT DISCOUNT Rate: implies an advance payment of 100% of the total amount of the reservation.

Cancelable and/or modifiable without charge up to 45 days before arrival.

Cancellation and/or modification less than 45 days before arrival or No Show, implies a penalty of 100% of the amount of the reservation.

Reservation Process:

The confirmation of the Reservation will be effective exclusively with the corresponding proof of payment.

You will receive a second email with the final confirmation of the reservation once we have processed the payment of the advance (100% of the total amount).

Prices valid for individual reservations exclusively, not applicable to groups (reservations of more than 7 rooms).

This Rate allows a maximum of 2 modifications and/or cancellations per reservation. If you modify the reservation, check the new price and its conditions before confirming the change, as they may vary.

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Cancellation

Reservations canceled less than 45 days before arrival have a 100% penalty.

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Reservations in "Half Board" include Accommodation, Breakfast and Dinner or Breakfast and Lunch* (drinks not included).

"Full Board" reservations include Accommodation, Breakfast, Lunch and Dinner* (drinks not included).

children are allowed

Babies with an age of 0 to 1 years are allowed both inclusive without extra supplement.

Children between the ages of 2 and 12 are allowed, both inclusive, with an extra supplement and upon request.

#3. DAILY PADEL & COMPETITION CAMP .

Rate Conditions 10% ADVANCE PAYMENT DISCOUNT:

To adapt to your personal circumstances, at the Rafa Nadal Academy by Movistar we offer you the possibility of modifying and canceling your reservations at no cost if you do so 45 days before starting your stay with us.

Get ready... Your best matches are yet to come!

The 10% ADVANCE PAYMENT DISCOUNT Rate: implies an advance payment of 100% of the total amount of the reservation.

Cancelable and/or modifiable without charge up to 45 days before arrival.

Cancellation and/or modification less than 45 days before arrival or No Show, implies a penalty of 100% of the amount of the reservation.

Reservation Process:

The confirmation of the Reservation will be effective exclusively with the corresponding proof of payment.

You will receive a second email with the final confirmation of the reservation once we have processed the payment of the advance (100% of the total amount).

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RAFA NADAL SPORTS CENTRE