

TERMS AND CONDITIONS
Gruta das Torres Natural Monument

1. PREAMBLE

These conditions are agreed upon between the Autonomous Region of the Azores, with the address Rua de São João, no. 47, 9504-533 Ponta Delgada, tax identification number 512 047 855 and phone number (+351) 296 301 100, henceforward designated RAA, and the people who wish to purchase from the website [Gruta das Torres Visitors Centre - Tickets Online - Azores Natural Parks - SRAAC - GRA](#), henceforward designated by "User".

2. OBJECT

The purpose of these general sales conditions is to provide and define all the necessary information to the User on the methods of payment and the rendering of the service of ticket purchase for access to the Gruta das Torres Natural Monument through the website [Gruta das Torres Visitors Centre - Tickets Online - Azores Natural Parks - SRAAC - GRA](#).

These conditions regulate all the necessary steps to make the online purchase of tickets and guarantee the continuity of this service rendered to the User.

3. TICKETS

To successfully make an online ticket purchase for access to the Gruta das Torres Natural Monument, the User must respect the following operation steps:

Step 1: Access the website [Gruta das Torres Visitors Centre - Tickets Online - Azores Natural Parks - SRAAC - GRA](#);

Step 2: Define the number of people who wish to enter;

Step 3: Choose the type of ticket;

Step 4: Choose the date;

Step 5: Choose the time;

Step 6: Enter the data associated with the purchase;

Step 7: Identify if visitors are residents or not in the Autonomous Region of the Azores and their nationality;

Step 8: Select the payment method (if the User is a resident of the Azores Autonomous Region, there is no payment);

Step 9: Confirm the purchase summary;

Finalize: Make the payment.

After making the payment, the User will receive by e-mail his/her ticket, which will have to present at the ticket office at the check-in.

The data on the invoice is the sole responsibility of the User. Once issued, it cannot be reissued with alterations.

If payment is not received within 48 hours after booking and before the day of the visit, the visit will be cancelled.

The User cannot change the visit dates and the visitors' details after purchasing the tickets.

4. PAYMENT

On the website of [Gruta das Torres Visitors Centre - Tickets Online - Azores Natural Parks - SRAAC - GRA](#), the RAA offers the User the following payment methods via Easy pay - Instituição de Pagamento, Lda.:

- a) Credit card (Visa, Mastercard);
- b) ATM reference;
- c) MBWAY.



In the case of payment by credit card, the debit will be made from the User's card immediately after confirmation of the purchase. In the case of payment by ATM reference, this amount will be debited at the time of payment.

5. RELEASE AND CONSUMPTION

The service will be made available after confirmation of the payment.

6. PRICING

Prices are in Euros and exempt from VAT, according to article 9 of the VAT Code (CIVA).

7. CANCELLATION AND REFUND

The full refund of the amount paid in advance is only due when the visit does not take place due to the interdiction of the space, for safety reasons resulting from adverse weather conditions or health recommendations or even due to proven illness.

The RAA has to issue the refund within 30 days, by the same method of payment or, if this is not possible, by bank transfer.

8. PRIVACY POLICY

The processing of the data is done in compliance with the legislation on the protection of personal data. Your data subject to computer processing will appear in the database(s) of the RAA and are intended to record the purchase made.

You are guaranteed, under the terms of the law, the right to access, rectify and cancel any data that directly concerns you, personally or in writing, directly to the address on the home page of this website.