



In collaboration with



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1. ParkVia acts as a reservation agent, therefore, all responsibility and obligation towards the vehicles lies with the reserved parking lot, hotel, valet service or other establishments (“Parking Provider”). You agree that you make the reservation through the ParkVia website for an agency service, and the offer of the parking space is provided by the Parking Provider when you arrive at the place of your reservation. Parking Providers are independent companies and not agents or employees of ParkVia. ParkVia is not responsible for the acts, errors, omissions, representations, warranties, breaches or negligence of any provider or for personal injury, death, property damage or other damages that result.

2. ParkVia controls prices to offer the best deals. Prices may go up or down depending on the season or special offers. The prices shown are exclusively for online reservations and normally include any VAT tax (or the equivalent of each country), it also includes any applicable tax unless indicated, or when it is not the standard procedure as in the US. In these regions, Federal or State rates (or equivalent) may be added to the total and shown on the confirmation voucher. There are no surcharges whatever the chosen payment method.

### 3. Reservation and Cancellation Procedure

- 1. Reservations made through any of the ParkVia pages generate a confirmation voucher once the reservation process is complete. This bonus can be generated by ParkVia or by the Parking Provider directly. The reservation, however, does not guarantee a parking space. ParkVia or the Parking Provider may cancel a reservation if the Parking Provider is unable to honor the reservation. In this case, you will receive a full refund at home if you have paid online.
- 2. Please make sure you have directions and instructions for the reserved service, as well as the telephone number of the Parking Provider, and details of the procedure for entering and leaving the car park. These data are automatically sent by email once you make the reservation, but it is your responsibility to make sure you have them. It is your responsibility to obtain the parking details before leaving, if you miss a reservation, flight or any other problem resulting from your failure to obtain directions, you will not be reimbursed by ParkVia.
- 3. If the Parking Provider finally charges you a higher price than the one agreed upon because you have not followed the instructions on the confirmation voucher or the parking entry and exit procedure, or if you do not deliver the voucher, ParkVia will not be able to act on your behalf to obtain a refund of the difference.
- 4. Transfers may be included in the price shown on the relevant ParkVia page, but please check the details of the Parking Provider listed on this web page or contact ParkVia before making your reservation.
- 5. If you finally stay more days than those indicated in your original reservation, it is up to the Parking Provider if any discount or refund is applied.
- 6. The price calculation method may vary depending on various factors, including but not limited to the date of reservation, the period of stay, the date/time of collection and delivery.
- 7. Depending on the Parking Provider and the product selected, you may need to leave your vehicle keys with the Parking Provider's staff. In this case, you should ensure before leaving the car that it is in roadworthy condition and has all relevant regulatory requirements (such as insurance) in order. The Parking Provider in this case, reserves the right to move your vehicle inside or outside the perimeter of the parking lot, in case of emergency or to avoid accidents or

obstructions. If any parking employee needs to drive your car on the motorway, the Parking Provider's driver must be insured for this purpose, although you should insure yourself.

- 8. Each parking lot is subject to the terms and conditions of each Parking Provider. It is your responsibility to request the terms and conditions of the Parking Provider before you arrive or once there.
- 9. If for any reason the Parking Provider's employee has to wait for you, because you entered the time wrong, or because you simply arrive late, the amount may vary and you may have to pay the difference directly to the Parking Promoter's employee.
- 10. Large vehicles: Not all Parking Providers can accommodate large vehicles, vans, caravans... in the case that it is accepted, there may be an additional charge. Unless otherwise specified on the ParkVia website, reservations made will be for full-size vehicles. If the vehicle is larger than normal, it is the customer's responsibility to select the appropriate type of vehicle in the reservation, or, if it is not available, they must contact ParkVia before making the reservation. ParkVia will not accept any refund for any extra charged in the car park directly if the vehicle specified in the reservation is not the correct one or if the vehicle cannot be accepted by the Parking Provider.
- 11. ParkVia advises customers to arrive at the car park with enough time.
- 12. All vehicles are parked at the customer's risk and expense. In the event of any complaint, claim or dispute (for example, if a vehicle has been damaged while parked with the Parking Provider, or if the vehicle or any content is lost), the customer must contact the Parking Provider directly. Corresponding Parking Provider. Under no circumstances will ParkVia be responsible for any of these events. Any claim for damage to the vehicle or in relation to the quality of the service provided must be managed directly with the Parking Provider. ParkVia will only provide the contact details of the Parking Provider. This does not affect your statutory rights as a consumer.
- 13. Some Parking Providers may apply administrative expenses for modifications and cancellations. When this is applicable, you will see it reflected at the time of making the reservation as well as in the confirmation voucher.
- 14. Some Parking Providers advise that their services are non-refundable and/or cannot be modified. When this is applicable, you will see it reflected at the time of making the reservation as well as in the confirmation voucher.

4. The ParkVia website contains hyperlinks to other websites operated by third parties. ParkVia does not control those pages and will not be responsible for their content, or for any breach of contract, or any action resulting from negligence resulting in loss, damage, delay or personal injury. ParkVia is not responsible for the opinions on those web pages, those web pages are not investigated, monitored or verified by ParkVia. The inclusion of any linked web page on the ParkVia website does not imply or constitute approval or endorsement of the linked web page by ParkVia. If you decide to leave the ParkVia website and access any such third party website, you do so at your own risk. Any rule will apply policy (including privacy policy) and operating procedure of that same web page while you are on that page. ParkVia is not responsible for information provided by third parties.

5. The content of the ParkVia website is copyrighted, ParkVia Ltd, has all rights reserved. Other product and company names mentioned herein may be the trademarks of their respective owners. Images on any of ParkVia's web pages are incorporated for display purposes only and are not to be saved or downloaded in any format. Customer reviews appearing on the ParkVia website do not represent the views of ParkVia.

6. The information, products, and services published on the ParkVia website may include inconsistencies or spelling errors. In particular, ParkVia does not guarantee the accuracy of your information, and will not be held liable for inaccuracies relating to the information and description of parking, hotel and other travel products appearing on this website (including, but not limited to,

photographs, list of services, general product descriptions, etc.), much of which information is provided by the respective providers. Any rating published on the website is intended as a guide for the customer only, ParkVia does not guarantee the accuracy of the ratings. Changes to the information contained are made periodically. ParkVia and/or its respective providers may improve and/or change this website at any time. ParkVia and/or its respective suppliers make no representations about the suitability of the information, products and services contained on the ParkVia website for any purpose and the inclusion or offer for sale of any products or services on the ParkVia website does not constitute an endorsement or recommendation of such products or services by ParkVia. ParkVia, and/or their respective suppliers hereby disclaim all warranties, terms, and conditions with respect to this information, software, products, and services, including all implied warranties and conditions, of proper quality, fitness for a particular purpose, title and default. The Operators of each car park are independent companies, they are not employees of ParkVia. ParkVia is not responsible for any provider's acts, errors, omissions, representations, warranties, breaches or negligence or for personal injury, death, property damage or other damages or expense resulting therefrom. ParkVia has no responsibility and will not make any refunds in the event of a strike, force majeure or other causes beyond its direct control, and has no responsibility for any additional expenses, omissions, delays, diversions or acts of any government or authority. In no event shall ParkVia, or its suppliers be liable for any consequential, incidental, punitive, special or consequential issues arising out of or in any way connected with the use of the ParkVia website or the delay or inability to use the ParkVia website, or for any information, software, products and services obtained through the ParkVia website, or arising out of the use of the ParkVia website, (including, but not limited to, loss of use, data, profits, savings or opportunities), whether based on contract, strict liability or otherwise, even if ParkVia and/or any of its suppliers have been advised of the possibility of damages. ParkVia and/or its respective suppliers shall be liable for any direct loss arising out of the use of the ParkVia website, whether based on strict liability or other contract,

7. You agree to defend and indemnify ParkVia, its affiliates, and/or their respective suppliers and any of their officers, directors, employees and agents from and against any and all claims, causes of action, demands, recoveries, losses, damages, fines, penalties, or other costs or expenses of any kind or nature, including but not limited to reasonable attorneys' and accounting fees, brought by third parties as a result of:

- 1. your breach of these terms, conditions and notices or documents referred to herein;
- 2. your violation of any law or the rights of a third party, or
- 3. use of the ParkVia website.

8. As a condition of your use of the ParkVia Website, you warrant to ParkVia that you will not use the ParkVia Website for any purpose that is unlawful or prohibited by these terms, conditions and notices.

ParkVia Ltd. registered in the UK under number 6557569.

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#### Cancellation policy

All reservation modification and cancellation requests must be made using the "Manage My Reservation" section on the ParkVia web portal or by sending an email to ParkVia at the email shown on the website. Cancellations or modifications made verbally, by phone or directly to the car park will not be managed. Cancellation notices processed using "Manage My Reservation" will be managed automatically and the cancellation time period (defined as the time between the time/date of arrival and the moment ParkVia becomes aware of your cancellation) is calculated. from the moment the

cancellation request has been made using "Manage My Booking". Cancellation requests made by email will be handled during office hours and the cancellation notification period is calculated from the moment ParkVia processes said cancellation. Therefore, it is important to make the cancellation request using the "Manage My Reservation" section.

Please note that the following examples are common cases where it will not be possible to offer a refund:

- **Changes in the trip (Including cancellation or modification of flights, cruises, trains, etc.) :** There is no Refund. It is the client's responsibility to be informed about flight changes and to adjust their schedules in a timely manner, informing ParkVia of the relevant changes. ParkVia is not responsible if there are previous changes to your trip (Ex: your flight, cruise or train trip is cancelled) and you will not be entitled to a refund.
- **Loss of the courtesy bus :** There is no refund. It is the client's responsibility to provide the arrival times to the car park and to inform the driver of any changes, with an adequate margin of time. Bus schedules are provided on the ParkVia website or on your booking confirmation voucher. It is the client's responsibility to contact the car park in the event that the information on the meeting point has not been provided on the ParkVia website or on the reservation confirmation voucher.
- **Loss of Chauffeur or Valet Service :** No refund. It is the client's responsibility to provide, well in advance, the exact meeting time, as well as possible changes to the parking. The details about the meeting point are not provided on the ParkVia website or in the reservation confirmation, therefore it is the client's obligation to obtain said information from the car park.
- **In the event that the client parks in another car park due to being late :** There is no refund.
- **In the event that the client parks in another car park because they have not found the car park :** There is no refund. The detailed description as well as the address of the car park can be found on the client's confirmation delivery note that is sent immediately by ParkVia to your email. It is the client's responsibility to ensure that they have their confirmation delivery note and the address of the car park during their trip.
- **Lack of confirmation delivery note :** No Refund. The confirmation delivery note is automatically sent to the customer by email. It is the customer's responsibility to contact the ParkVia company for the relevant details in the event that the voucher submission fails.
- **Reserved days not used :** There is no Refund for the days or fraction of days not used.
- **Vehicles not accepted :** No refund. It is your responsibility to know what type of vehicles are accepted, either with the detailed parking information shown on the web or by contacting ParkVia directly.
- **Administration Fee :** No refund.

Cancellation period

- Greater than 168 hours before the start date and time: Full refund
- Between 24 and 168 hours before the start date and time: Refund 50% of booking value
- Between 0 and 24 hours before the start date and time: No refund