

TERMS AND CONDITIONS

1. General Information

Welcome to CONVERSO, the gastronomic restaurant located in the Monastery of Valbuena, offering a one-of-a-kind experience blending the authentic flavours of the Ribera del Duero. By accessing and using our website, you hereby agree to be bound by the terms and conditions set out below.

2. Services Offered

CONVERSO offers **table booking services** to enjoy its tasting menu and **the sale of gift vouchers** for a one-of-a-kind gastronomic experience.

3. Table Booking

Bookings can be made online through our booking system, subject to availability. Below is a breakdown of our availability:

Monday and Tuesday: Closed

Wednesday: 13:20 to 14:40 (maximum 10 guests per service).

Thursday: 13:20 to 14:40 (maximum 10 guests per service).

Friday: 20:20 to 21:40 (maximum 10 guests per service).

Saturday: 13:20 to 14:40 and 20:20 to 21:40 (maximum 10 guests per service).

Sunday: 13:20 to 14:40 (maximum 10 guests per service).

The **minimum period to book** is 2 hours before the start of the service, and **the maximum period** to make a booking is **1 month**.

4. Cancellations and Modifications

Bookings can be cancelled up to **24 hours before** the service at no additional cost. If it is cancelled within 24 hours of the service, a cancellation fee may be applied in accordance with our policies.

5. Payment conditions

The following payment methods are accepted to purchase gift vouchers: **Creditcards**.
The payment is made online when the purchase is confirmed.

6. Intellectual Property

All content on the CONVERSO website, including text, images, logos and design, is protected by copyright and may not be reproduced without the express permission of CONVERSO.

7. Limitation of Liability

CONVERSO shall not be held liable for any damages or injury resulting from interruption of service, technical errors on the website, or any other event beyond its control. Furthermore, we shall not be held responsible for food allergies not notified when the booking is made.

8. Modifications to the Terms and Conditions

We reserve the right to modify these terms and conditions at any time. Modifications shall be effective as soon as they are published on the website. We urge you to periodically consult this web page.

9. Purchase of gift Voucherts

Gift Vouchers can be purchased through the booking engine on the website restauranteconverso.com, in the "Gift Converso" section.

Once the payment is completed, you will receive the voucher attached to your email with a code that the recipient can redeem within 12 months from the date of purchase.

A prior reservation is essential to enjoy the services described in the gift voucher.

Gift Vouchers are subject to the availability of the establishment.

The vouchers cannot under any circumstances be exchanged for money.

Each Gift Voucher is a non-divisible experience, meaning that all the services included must be enjoyed by the beneficiary and the number of people specified on the voucher, on a single date.

Expiration of the gift voucher: 12 months from the date of issue.

All prices shown on Gift Vouchers include the applicable 10% VAT.

The period for returning Gift Vouchers is 14 calendar days, without the need to indicate a reason and without incurring any cost, except as provided in articles 107.2 and 108 of the General Law for the Defense of Consumers and Users.

10. Procedure for Redeeming the Gift Voucher

CONVERSO

1. Go to our website <https://www.restauranteconverso.com/> and click on "Book."
2. Select the date, time, and number of people, and enter your personal details.
3. Click on "Do you have a code to redeem?" and insert your voucher code.
4. You will receive a confirmation email for your reservation.

11. Applicable Law

This agreement is governed by the laws of **Spain** and any dispute shall be submitted to the competent courts of **Castile and León**.