

CHANGES & REFUND PROTOCOL - GUIDED TOURS OF SOTÓN -

Mr SERGIO MARTÍNEZ CABALLERO, with Id. Doc. nº 32.880.869 T, on behalf of Hulleras del Norte S.A. (HUNOSA) and Tax Id A-28.185.684, as coordinator of the GUIDED TOURS OF POZO SOTÓN, establishes the following

PROTOCOL:

I.- The price of the tours are set at the amount of 48 euros per person, an amount that must be paid via PAYPAL, which can be accessed via the WEBSITE.

II.- If, for any reason, the person or group should wish to cancel the visit and recover the amount paid in advance, the said cancellation must take place at least five calendar days prior to the planned date of the visit. After that deadline, HUNOSA will only be required to return 50% of the amount paid. If the cancellation is made within 48 hours or less of the date of the visit, customers will not be entitled to any refund of the amounts paid.

III.- In addition, if, for whatever reason, the person or group should wish to change the date of the visit, they must provide warning of the said change also at least five calendar days prior to the planned date of the visit. After that deadline, no changes are possible and HUNOSA will only be required to refund 50% of the amount paid for the visit and will be unable to change the said date. If a change is requested five or more days before the visit, the Company will establish the new date based on the customer's requests unless there is no availability on the day requested, in which case, a new available date will be agreed with the customer.

IV.- For the refund of any amount, customers must send the coordinator of the GUIDED TOURS OF POZO SOTÓN, Mr, Sergio Martínez Caballero, a bank account number, the name of the account holder, planned date of the visit and date of the cancellation by letter, e-mail* or any other means that cannot be refuted. In Oviedo, on 17 June 2015.

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*AAt of Don Sergio Martínez Caballero, Avda de Galicia, 44-6ª planta, 33005, Oviedo/
Devolucionespozosoton@hunosa.es