



---

# MALOB A

MADRID · LONDON · BALI

---

# Terms and Conditions - The Maloba Group

These Terms and Conditions regulate the use of the website and services offered by Maloba. By accessing and using our website, you agree to comply with these terms and conditions. If you do not agree with any of these terms, we recommend that you do not use our site.

## 1. Services Offered:

Maloba offers a variety of services related to travel and tourism, including accommodation reservations, transportation, tours, and activities. Additionally, users have the option to download tourist guides for some of the cities offered by Maloba, providing additional information and helpful tips for their trip.

## 2. Reservations:

Reservations are subject to availability and confirmation. Maloba is not responsible for the availability of services offered by third-party providers, as long as they are contracted on their own behalf and not through Maloba. Additionally, Maloba undertakes to find another assigned guide or driver within the company if the designated provider does not show up at the meeting point due to adverse circumstances.

## 3. Payments:

Payments are made in the specified currency and are subject to the cancellation and refund policies of each provider. Maloba is not responsible for financial transactions conducted through third parties; we advise you to maintain your security by entrusting your personal and banking data to verified entities.

## 4. Cancellations and Modifications:

Maloba reserves the right not to issue refunds for downloadable files through our website.

For personalized bookings, once the itinerary or contracting documentation is sent, Maloba reserves the right not to issue refunds.

Modifications are subject to the policies of each provider reserved by Maloba, applicable to each client, and additional charges may apply in case of modifications.

## 5. User Responsibilities:

The user is responsible for providing accurate and complete information when making a reservation. Maloba is not responsible for errors caused by incorrect information provided by the user.

#### 6. Limitation of Liability:

Maloba shall not be liable for any direct, indirect, incidental, consequential, special, or punitive damages arising from the use or inability to use our website or services, including but not limited to loss of profits, loss of data, or business interruption.

#### 7. Modifications:

We reserve the right to modify, update, or delete these terms and conditions at any time and without prior notice. Users are advised to regularly review these terms and conditions to be aware of any changes.

#### 8. Contact:

If you have any questions or concerns about these terms and conditions, please feel free to contact us at [info@themalobacompany.com](mailto:info@themalobacompany.com).