
SunTickets Policy

General conditions of sale

Article 1: Type of service

Through SunTickets service you can buy one or more of the following services:

- 1) use of management software tool dedicated to resorts, beaches or tourist accommodations;
- 2) customization of the same depending on the specific needs;
- 3) additional services such as custom graphics, web search optimisation and indexing, sharing tools on socials, photographs and aerial video footage of the big establishments, integration with online booking services like [booking.com](https://www.booking.com);
- 4) online payment and booking services.

The products on agreed services with SunTickets are intended to be of example and may vary depending on where the service is to going to be given. In some cases, it may be possible that some products require longer development time.

Sunshades, sunbeds, cabins and other products typically exposed on SunTickets and sites should be understood for illustration only, not only because of graphics development processing, but also because they are subject to change during the time. Since some services are subject to seasonal availability, it is also possible that certain services are not available at certain periods of the year.

Article 2: Terms and Conditions

The order can be made through the dedicated portal of the selected structure or directly in person at the activity offices.

Once you have identified the place where you can make a reservation, the user can choose the service that best suits its needs, consistent with dates and places offered by the establishment managers.

The manager/owner of the establishment shall provide all necessary documentation (personal and business) in order to activate the purchased services adequately. In addition, it must be in possession of all necessary approvals to take pictures or filming the entire establishment.

On the day that will be carried out the filming/pictures shooting, he must care at his own expenses, to inform its customers of that business. The images captured can expect in the name and on behalf of SunTickets' owner, who will proceed to the proper processing of it, with the purpose of disclosure. Specifically, the establishment owner/manager will expose within 5 days prior to the pictures/film shooting, adequate information and will proceed to acquire, on the day of filming, taking pictures, the written consent of the resort guests, as the attached template.

The manager/owner assumes all responsibility for passwords and codes that are created in the administrative part of the portal, as the payments and the management of establishment can be accomplished partially or completely by anyone with the codes and passwords.

The site chosen by the manager/owner of the establishment is fully customisable to suit its management needs and therefore the agreed prices are conformed to the services requested and chosen.

We use Google Analytics, AdWords, AdSense, Webmaster Tools, Search Console, Google for Business to improve the website indexing and advertising online according to customers requests <https://www.iubenda.com/privacy-policy/7914030>

The sharing tools on the various social networks (Facebook, Google+, LinkedIn, Instagram, Twitter) have third parties policies <https://www.iubenda.com/privacy-policy/7914030>

The services provided by SunTickets are all installed on servers and hosted by third-part provider. While pledging to resolve any problem as soon as possible, SunTickets assumes no liability for disruptions, damage or failures not directly attributable to SunTickets or its employees.

It is user responsibility, to carefully insert correct information data with the utmost attention to the correct entry of the information necessary to carry the service.

The user will not get any refund for services not performed because of inclusion of inaccurate or incomplete data.

In order to complete the booking, the user will provide all personal data necessary to send the invoice / receipt and be contacted in case of any difficulty.

Some optional fields will facilitate the owner/manager of the service supply. Payment may be made through one of the following ways:

- 1) online through the PayPal system or similar;
- 2) in person at the establishments desks, through authorised personnel.

Article 3: Prices

The prices listed on the catalog are shown excluding tax.

Some services indicates a base price: it will be possible, in some case, make some changes to the service (i.e. add additional custom modifications). In this case, the final price will still be indicated.

Article 4: Delivery and supply conditions

Delivery will take place within the deadline set in the contract.

Article 5: Confirmation and order number

For every order, you will receive, within a short time, a confirmation e-mail containing the number of order as well as the detailed information about the purchased service.

For any communication relating to the order, the user can contact the establishment references through its contact information.

Article 6: Warranty

SunTickets ensures that all the agreed services will be fully functional and always available 24/24.

SunTickets assumes no responsibility for the effective presence of services on the establishments.

The warranty includes:

- Ordered software, consisting of all the requirements;
- The quality and the best technologies available to customers;

- Delivery according to the timelines stipulated in the contract;
- Compliance with the timetable and procedures;
- No additional charge in the total agreed.

Article 7: Complaints and disputes

Any disputes or claims must be brought to the headquarters of SunTickets by registered letter or PEC (registered email).

If there are complaints, SunTickets will communicate a response within 30 days of the complaint by registered letter or PEC (registered email).

The client agrees to respect and observe the contract and its policy.

Privacy Policy

Performing this contract, SunTickets is committed to full compliance with the existing legislation on the proper handling of personal data (Legislative Decree no. 196/2003 and following).

The collection and processing of user data, including by electronic or automated means, will be exclusively for the service distribution in full compliance with the legislation on personal data and privacy.

The data required for the execution of an order will be treated confidentially and will not be disclosed to third parties.

The data of the credit card information is not stored on our server: You are charged via an encrypted connection to the credit card company.

IP addresses are used exclusively for the management of the site or to prevent any abuses.

Our site requires the so-called "cookies" in order to know the actual contents of his cart. The cookie itself does not contain personal data but only an Identification Code that helps us to rediscover its entries when you go to the next step in the inquiry. All information about your cookie is deleted 24 hours after your transaction on our servers.

Order of products and services from our site is via the form. The entered personal data is used by SunTickets, by the site operator and the property owner/manager for the delivery of goods and for the order confirmation to the customer.

The data entered by you are recorded and stored by the system in order to enable the various services offered. Such data can be used for the purposes of receiving commercial communications, offers and promotions. May at any time request the updating, correction or deletion of your data by sending an email to privacy@memoriesoffices.com