

LEGAL NOTICE

GENERAL CONDITIONS FOR THE USE OF THE www.aranzazu-hoteles.com WEBSITE

1. INTRODUCTION.

The purpose of this document is to establish and regulate rules for using and safeguarding the data contained in the www.aranzazu-hoteles.com website (hereinafter the "Website"), this being understood to be all the pages and their contents that are the property of ARANZAZU, S.A. accessed through the domain www.aranzazu-hoteles.com and its sub-domains.

ARANZAZU HOTELES sets out to provide the following services to its customers through the Website: information, room reservations, job search, and any other services considered appropriate at any given time for the performance of the company's corporate purpose.

The use of this Website and the services placed at the disposal of the user in it involves the full and unreserved acceptance of all the general conditions contained in this Legal Notice (hereinafter the "General Conditions"), therefore the user must be aware of the importance of reading them each time he/she visits the Website. The fact of accessing this Website implies the knowledge and acceptance of the following General Conditions, so ARANZAZU HOTELES recommends that the user print or download and read the General Conditions each time he/she accesses the Website.

2. GENERAL INFORMATION.

The owner of this Website is ARANZAZU, S.A., with registered offices in Bilbao, calle Barroeta Aldamar, no. 7 – 6º Izda and e-mail address comercial@aranzazu-hoteles.com; entered in the Mercantile Register of Vizcaya province in Volume 315, Folio 183, Page 1.145, Inscription no. 1, with Fiscal Identification Code Number A-48040034.

3. USE OF THE WEBSITE.

By accepting these General Conditions the user undertakes to use the Website and the services provided in it in the manner and form stated therein. The user undertakes to refrain from using the Website and its services for purposes that are illegal and/or contrary to those established in these General Conditions that may be detrimental to the rights and/or interests of third parties or that may be in detriment of the Website in any way or prevent the correct operation of the same or the services that are offered on it or may be offered in the future.

4. SCOPE OF THE WEBSITE. RESPONSIBILITY OF THE USER.

The www.aranzazu-hoteles.com page is included in this Website.

Access to this Website is the exclusive responsibility of the user. The risks arising from the use of the Website by the user will be borne exclusively by the user. The following are not subject to guarantees on the part of ARANZAZU HOTELES: (I) the infallibility, availability, continuity, absence of defects and security of the Website; (II) that the contents of the Website or the information that passes through it are free of viruses or other harmful elements and errors, omissions or inaccuracies; (III) security in the use of the Website by the user.

ARANZAZU S.A. will not be liable for any damages that may arise as a result of interference, omissions, interruptions, computer viruses, telephone faults or disconnections in the operation of this electronic system caused by elements beyond the control of ARANZAZU HOTELES; delays or blockages in the use of this electronic system caused by deficiencies or overloads in its Data Processing Centre, telephone lines, the Internet or other electronic systems; and damages that may be caused by third parties through illegitimate interference beyond the control of ARANZAZU S.A. ARANZAZU S.A. will also be exonerated from liability for any damages that may be caused to the user as result of errors, defects or omissions in the information provided by ARANZAZU HOTELES whenever this comes from external sources.

The fact of accessing this Website does not represent the establishment of any kind of commercial relationship between ARANZAZU HOTELES and the user.

5. CURRENT NATURE AND MODIFICATION OF INFORMATION.

The information that appears on this Website is current on the date of its latest update. ARANZAZU S.A. reserves the right to update, modify or eliminate the information on this Website, and may restrict or prevent access to it.

ARANZAZU S.A. reserves the right to make as many changes and modifications as it considers appropriate at any time, being able to do so at any time and without prior notice.

6. CONTENT.

ARANZAZU HOTELES makes every effort to avoid any errors in the content that may appear on this Website. ARANZAZU S.A. does not guarantee or take responsibility for the consequences that may arise from errors in content provided by third parties that may appear on this Website.

ARANZAZU HOTELES takes no responsibility for the content, commercial activities, products and services included that may be directly or indirectly viewed through links, if these exist or may exist, to this Website. Any links on the Website of ARANZAZU HOTELES, unless clearly stated to the contrary, have a purely informative purpose and under no circumstances represent a suggestion, invitation or recommendation regarding their content. These links do not represent any kind of relationship between ARANZAZU S.A. and the companies or individuals owning the websites that can be accessed through these links. ARANZAZU S.A. reserves the right to unilaterally withdraw the links that may appear on its Website at any time and without prior notice.

ARANZAZU S.A. reserves the right to prevent or prohibit access to the Website to any Internet user that enters any content of an immoral or unlawful nature on

the Website, and it reserves the right to take the legal measures it considers appropriate to avoid this type of behaviour.

7. BROWSING, ACCESS AND SECURITY.

ARANZAZU HOTELES makes every effort so that users can browse through the Site under the best possible conditions and to avoid harmful situations during browsing.

ARANZAZU S.A. takes no responsibility for, nor guarantees, access to this Website being uninterrupted or free from error. Nor does it take responsibility for nor guarantees that the contents or software that can be accessed through this Website are free of error or may cause an error. Under no circumstances will ARANZAZU S.A. be liable for losses or damages of any kind that may arise from access to and use of the Website, including but not restricted to, losses or damages caused by computer systems or by the introduction of viruses. ARANZAZU S.A. is not liable for damages that may be caused to the user due to the incorrect use of this Website. In particular, it is not liable under any circumstances for any telecommunications cutouts, interruptions, faults or defects that may occur.

The services offered on this Website can only be used correctly if the technical specifications for which it has been designed are complied with.

8. DATA PROTECTION.

ARANZAZU S.A. informs users of the Website that ARANZAZU S.A. observes current legislation in the area of data protection, and specifically Spanish Organic Law 15/99 and its applicable regulations on Protection of Data of a Personal Nature, adopting for the purpose the technical and organisational measures required to avoid losses, inappropriate use, alteration, unauthorised access and stealing of personal data provided, as the case may be, through the Website, taking into account the state of technology, nature of the data and the risk to which the data is exposed.

If, when using the services that ARANZAZU S.A. provides on this Website, the user has to fill in data of a personal nature, ARANZAZU S.A. —in compliance of current legislation— will duly inform the user of his/her rights and will require his/her express and unequivocal consent to use these personal data.

9. USE OF COOKIES.

Access to this Website may involve the use of cookies, both in its pages and in other pages that are accessed or referenced through links. Those users who do not wish to receive Cookies or wish to be informed of their presence can configure their web browser accordingly.

10. INTELLECTUAL PROPERTY AND COPYRIGHT.

ARANZAZU S.A. states that, unless otherwise stated on the Website, the texts, images, illustrations, designs, icons, photographs, video and sound clips and other materials present on the Website, and any other intellectual creation or scientific and technical invention or discovery, whatever its business or industrial application, (hereinafter collectively referred to as the "Content") have

been created or invented by ARANZAZU S.A. or assigned, licensed, transferred or authorised to the Company by their owners and/or assignees.

The user undertakes not to remove or alter any distinctive signs used on the Website, such as but not limited to trademarks, trade names (pictures, logos, etc.), the copyright and other data that identify the rights of ARANZAZU S.A. or third party owners incorporated in the Website.

Also, all rights on any works, inventions, discoveries, patents, ideas, concepts, updates and improvements related to the Website, its systems, publications and programs, or the services that ARANZAZU S.A. provides that are created, performed, developed or put into practice for the first time by ARANZAZU S.A., either on its own or with the help of users of the Website, in the course or as a result of a design, development or any other task performed in accordance with the Contract are the property of ARANZAZU S.A..

The user may not use the name in trademarks, symbols, logos or signs that specify the ownership of ARANZAZU S.A. without the Company's express consent in writing to that effect.

In the event of any user or third party considering that any of the content on the Website represents an infringement of copyright or other intellectual property rights, please notify this to the following address: ARANZAZU HOTELES, Dept. Comercial, Calle Príncipe, 1. 48001 Bilbao.

11. APPLICABLE JURISDICTION AND LEGISLATION.

The Rules for Use in this Legal Agreement will be governed by Spanish Law. Both ARANZAZU S.A. and the users of the Website agree that any discrepancies that may arise regarding the interpretation, compliance with and/or execution of these rules will be expressly submitted to the jurisdiction of the competent Judges and Courts of the City of Bilbao, and expressly renounce any other jurisdiction that may correspond to them.