



**TURURAC AVENTURA**  
TURISMO ACTIVO

Avd. Gandía, 2 03700 DENIA. (Alicante) Tlf. 96 578 23 60 – M: 630 99 24 88 –

[www.tururac.com](http://www.tururac.com)



**SERVICE:** "MELA" RAVINE

#### DESCRIPTION

The formation of this ravine is divided in two part: the first one is very open, with a bit of vegetation, and the second part is morphologically completely different. Because it's unique formation, we are able to enjoy its beauty and, while we can also have fun with its jumps and slides.

#### MAXIMUM AND MINIMUM Nº

Minimum 4, Maximum 15

#### INSTRUCTOR – COSTUMER RATIO

2/10

#### TEMPORADA

All year.

#### LOCATION OF THE ACTIVITY

Callosa d'En Sarrià - Abdet

#### MEETING POINT

AP-7, Exit nº 64 (Altea)

#### DIFFICULTY LEVEL

Level II – Medium

Level Advanced II: Requires high physical condition and it will carry high levels of adrenaline.

#### TYPE

Aquatic

#### APPROXIMATE DURATION

Half a day. 4 hours.

#### MINIMUM AGE

Older than 18 years old.

#### PERSONAL ABILITIES

- It's necessary to know how to swim.
- Not suitable for pregnant women.
- Must not suffer vertigo.

#### WHAT DO YOU NEED TO BRING

- Comfortable and close fitting clothes so the neoprene can adjust well.
- Footwear suitable for advancing in the mountains. (We recommend Mountain Trekking boots.)
- A Towel and Dry Clothes to change oneself when the activity has ended.
- Hydration: 1.5 L of water Minimum.

#### WHAT DO WE NEED

- Full name and ID of the participants for the insurances..
- Approximate height and weight of the participants in order to prepare accordingly the neoprene.
- A phone number for us to contact you.
- A mailing address for us to send you the receipt.



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### TARIFA

Level II Ravine - Mela - 40 € / participant

All our services include:

- **Qualified technicians.**
- **Technicians by specialty sports.**
- **All the necessary Material for the realization of activities.**
- **FREE photos of activities, which can be downloaded from our social networks.**

### PREMIUM SERVICE:

Guided personalized: 1 participant: 120'00€

Guided personalized: 2 participants: 180' 00€

Includes:

Service without more participants.

Transfer from Denia and return to Denia.

Lunch and dinner in the activity.

Hydration

Technical equipment necessary for the activity.

Ratio 1/1-1/2

EXCLUSIVITY

Photos without any spread online.

Higher learning

### ENVIRONMENTAL CRITERIA

From TURURAC work on the quality of our services and to maintain a balance between the use and conservation of natural resources in which we work. We encourage environmentally responsible tourism... **"Respect the flora, the fauna of the surroundings and its inhabitants is everyone's responsibility and we want to be the first"**, recalls that **"the garbage does not return alone"** and also **"it is not singl "**

- NOT leave any residue and PICK UP what others have left.
- NOT collect / start plants.
- Be EXTREMELY cautious with fire and with the cigarette BUTTS.
- Avoid disturbing WILDLIFE do not offer food and do not call their attention.
- Minimize the use of VEHICLES for access to the activity.

### GENERAL CONDITIONS TURURAC S.L.

The hiring of any activity with TURURAC S.L., implies agreement on each and every one of the following conditions.

#### Type of service:

- The type of service that our company designs and markets, the client assumes a flexible attitude.  
The type of service being offered is a criminal called risky activities, in which the customer recruitment assumes the existence of this risk, and technical guides have the qualifications and experience appropriate for each activity they perform, to follow their instructions and guidelines depends in large measure, security during the activity. The customer has the obligation to report on possible states of pregnancy, paraplegia, disease, cardiovascular diseases, allergies or any kind of state, before hiring any activity.

**Protocolo de trabajo bajo la norma UNE- 188003 Calidad Turismo Activo.  
Empresa Adherida al CÓDIGO ÉTICO DEL TURISMO DE LA COMUNITAT VALENCIANA.**



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- Also undertakes not to be under the influence of alcohol, drugs or narcotics, as well as any other medication that could affect their ability to react.  
To participate in aquatic activities is essential to know how to swim.  
In the data sheet for each activity will specify the conditions and minimum ages.  
Minors must be licensed or be accompanied by responsible person.  
In any case, especially for advanced-level activities, the company may choose to perform a test prior and reserves the right to refuse admission.  
Activities undertaken by the company are conducted in natural environment, the client will accept this condition and  
an attitude of flexibility because they can always act causes the same adverse change as climate, location of the land, contingency, etc...
- The authority of the guides will never be disputed or doubted their ability to make a decision affecting group.
- By signing this document, I accept each and every one of these conditions, assuming any responsibility for possible consequences of my misuse of the activities and / or non-compliance with the rules reflected security in that document, exempting the company or its personnel on any responsibility regarding personal or material damage, injury or death that may arise for not respecting safety conditions.

**Minimum number of people driven services:**

- For the implementation of group services organized and guided by this company requires a minimum number people.  
Of this number is not reached, the Company reserves the right to cancel a customer reporting 1 day before the expected date of commencement of service.

**Authority and responsibility of the Guides:**

- The client who hires a service organized and led group agrees to respect the authority of the monitor-guide. For  
Therefore, if during a service group organized and guided, customer behavior is detrimental to the safety and welfare of the group, the guide may ask you to leave the service without the right to return your amount.

**Insurance:**

- The company has a policy of Liability ACTIVE TOURISM ACTIVITIES €1.500.000  
Company contracted with the AXA INSURANCE AND INVESTMENTS.  
The company has an accident insurance policy for Active tourism activities contracted with INSURANCE AND INVESTMENTS, for all activities.  
The company meets all the standards that the law on companies active in tourism services imposed on the Comunidad Valenciana. However, because of the adventure sports and services, the user assumes the risks inherent in them and the Company is not responsible or accepts claims for accidents, etc.

**Cancellation:**

- In every time the user may cancel the services contracted to be entitled to a refund of amounts been paid and indemnify the establishment on the amounts below show: The amount of compensation will be calculated by applying the following percentages to the amount of deposit required.
  - 40% if the cancellation is made 15 days or less and more than 7.
  - 60% if the cancellation is made 7 or less days and more than 3.
  - 100% as you do with 2 or fewer days' notice.



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- Once formalized the booking and number of participants, and in case of no-show, the reserve will be paid for the total amount and may not require any kind of refund, or deduction of the amount total.
- In case of cancellation of the reservation by the company/technical, for climatic reasons or for reasons of security, the Company undertakes to change the date of the activity proposing another date or a change of activity. They may not require refund of the amount paid on reservation.

**Data Protection:**

In TURURAC SLU we treat the information that you provide in order to provide the requested service and to check it.

- The data provided will be retained as long as the business or relationship over the years necessary to comply with legal obligations. The data is not transferred to third parties except in cases where there is a legal obligation. You have the right to obtain confirmation about whether in we are trying to correct personal data; You can rectify the inaccurate data or request its deletion when the data is no longer needed. I also request your authorization to offer you products and services related to the requested and fidelizarle as a client.
- The photos that the company makes are owned by TURURAC S.L., being able to use them without identifying individuals. These pictures are free for the customer and will be delivered on request or be shared through social networks the company so that the client has access.