

TENERIFE



Tenerife

EVENT-ONE's Proven Track Record

Tenerife's dramatic landscapes and vibrant culture have inspired many of our events.

One unforgettable memory?

A site inspection at Mount Teide where we witnessed unprepared tourists attempting the snowy ascent in flip-flops. We make sure our clients are always better equipped!

Local Connection and Scenic Wonders

From Teide's volcanic heights to Santa Cruz's Carnival energy, Tenerife offers unmatched diversity. Its golden southern beaches and rugged northern coastlines create the perfect backdrop for any event.



*Palacio de Isora Hotel, 5**



*Royal Garden Villas Luxury Hotel, 5**



*Ritz Carlton Abama Hotel, 5**



Auditorium





Teide Observatory

eventOne

Teide Volcano







Cetacean Watching

eventOne



Jeep Tour

eventOne



Guided Kayak Excursion

event. One

Los Gigantes



Cueva de la Vaca



Let's Make Tenerife Your Next Destination!

If what you've seen has sparked your interest, **contact us** for more info.
We'd love to hear from you!

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eventOne

CONTRACT QUOTATIONS:

The following terms and business conditions are fundamental and component of any agreement between EVENT-ONE DMC SL or its subsidiary EVENT-TWO DMC SL and its business partners. Any terms and conditions proposed by the contracting entity that conflict with these are hereby rejected. As a subsidiary of EVENT-ONE DMC SL, EVENT-TWO DMC SL is entitled to the same terms and conditions outlined in this document.

DEPOSITS & PAYMENTS:

- 20% deposit payment of total contracted services is required upon confirmation.
- 60% deposit payment of total contracted services is required 90 days prior to group arrival or event celebration.
- 100% down payment of total contracted services is required 30 days prior to group arrival or event celebration.
- Payments are to be made via wire transfer in Euros, free of bank charges.

An original document - certified by the bank - advising that a transfer has been initiated, must be e-mailed to EVENT-ONE DMC SL with each money transfer.

- Credit card payments (Master and Visa cards) are accepted and will be subject to 2,5% credit card interchange fee. For payments with American Express Credit cards, 4 % surcharge is charged.
- EVENT-ONE DMC SL is charging 5% to 10% handling fee for any kind of accreditation (tickets, registration forms, etc.). This handling fee includes pick-up and delivery of the tickets to the clients or group as well as assistance upon registration or check-in at the event.
- Realised deposit payments may not be refundable.

DELAYED PAYMENTS:

- Should the deposit payment not be realized within the mentioned period and no further notice is received, the services will be considered unconfirmed and cancelled.
- EVENT-ONE DMC SL reserves the right to charge 10% interest on delayed payments.

TOTAL CANCELLATIONS *:

- 20% cancellation fee will be charged on total event cancellation communicated between contract signature and 151 days prior to event celebration.
- 40% cancellation fee will be charged on total event cancellation communicated between 150 and 91 days prior to group arrival / event celebration.
- 60% cancellation fee will be charged on total event cancellation communicated between 90 and 31 days prior to group arrival / event celebration.
- 100% cancellation fee will be charged on total event cancellation communicated after 30 days prior to group arrival / event celebration.

PARTIAL CANCELLATIONS *:

- Cancellations of up to 50% of total services*, communicated until 151 days prior to event celebration or group arrival will be charged with 5% cancellation fee.
- Cancellations of up to 50% of total services*, communicated between 150 and 91 days prior to event celebration will be charged with 25% cancellation fee.
- Cancellations of up to 25% of total services*, communicated between 150 and 91 days prior to event celebration will be charged with 5% cancellation fee.
- Cancellations of up to 50% of total services*, communicated between 90 and 31 days prior to event celebration will be charged with 50% cancellation fee.
- Cancellations of up to 25% of total services*, communicated between 90 and 31 days prior to event celebration will be charged with 20% cancellation fee.
- Cancellations of up to 15% of total services*, communicated between 90 and 31 days prior to event celebration will be charged with 5% cancellation fee.
- Cancellations of up to 50% of total services*, communicated between 30 and 11 days prior to event celebration will be charged with 80% cancellation fee.
- Cancellations of up to 25% of total services*, communicated between 30 and 11 days prior to event celebration will be charged with 25% cancellation fee.
- Cancellations of up to 15% of total services*, communicated between 30 and 11 days prior to event celebration will be charged with 15% cancellation fee.
- Any cancellations communicated after 10 days prior to event celebration or group arrival and/or“ no shows” will be charged with 100%.
- EVENT-DMC SL may keep the right to review above mentioned cancellation fees (total and partial cancellations) shall hotel and/or service provider's cancellation policy differ.

TOTAL SERVICES (*):

- “Total services” are understood as the complete service list quoted and confirmed to EVENT-ONE DMC SL, including: transfers, activities, lunches, and dinners offered from group arrival up to group departure.

In the case that menus have not been selected, upon cancellation – the economically priced menu proposed will be taken as calculation base.

- Confirmed services are considered confirmed with a written commitment of the client to EVENT-ONE DMC SL, including the following proposal “QUOTE_X” that EVENT-ONE DMC SL will send to the client. The client`s commitment must not be signed by contract. The client`s event confirmation by email is a confirmation of having read, understand and accepted the conditions of this document. ´
- EVENT-ONE DMC SL´s cancellation fees are covering its preliminary performances as well as requirements of local providers. EVENT-ONE DMC SL will have no obligation to prove any costs occurred upon cancellation.

INCLUDED SERVICES:

- Site inspections will be charged 450,00€ / day, and can be credited back on final invoice upon group confirmation. EVENT-ONE DMC SL keeps the right not to credit back the site inspection costs depending on group size and site inspection amplitude.
- EVENT-ONE DMC SL´s 24/7 English-speaking assistance on event production will be charged 845,00€ / day depending on the destination and group.
- Drinks as described on EVENT-ONE DMC SL´s quotes are included if not explicitly mentioned.

NOT INCLUDED SERVICES:

- EVENT-ONE DMC keeps the right to invoice additional project manager and or assistant fee for office work at any time for event postponing, small groups, or shall the project require an unexpected work volume. EVENT-ONE DMC SL will not necessarily quote the amounts to the client for approval.
- All extra services (not contracted) produced during the group´s stay like extras in restaurants, hotels etc., if not paid on the spot, will be included in the final invoice with an additional 10% handling fee. Clients will be informed of additional costs as soon as practicable, subject to operational limitations.
- If not explicitly mentioned, the current Spanish VAT is not included in EVENT-ONE DMC S.L.´s quotes.
- Tips are not included in EVENT-ONE DMC S.L.´s quotes and should be paid on the spot. EVENT-ONE DMC S.L. reserves the right to apply a commission on the services provided.
- EVENT-ONE DMC SL provides proposals in its standard formats (Excel and PowerPoint/Canva). Requests for alternative layouts or formats may incur additional charges.
- Cleaning of event venues is not always included in renting prices.

FORCE MAJEURE, RESPONSIBILITY AND LIABILITY

- COVID 19: Capacity restrictions might be applied depending on incidence rate and region.
- COVID 19: Aperitifs might have to be served seated depending on incidence rate and region.
- Shall Spain or the state of origin of the client express official legal travel restrictions between both countries during the event dates, EVENT-ONE DMC will suggest new dates to postpone the event in the future. Hotel and activity rates will be subject to revision. Additional administration costs might be related to the event postponing. Deposit payments shall not be refunded.
- EVENT-ONE DMC S.L. will not be held liable for errors or typos in quotes or proposals. EVENT-ONE DMC S.L. does not take any responsibility for articles of value left behind or lost during any event or congress (including at hospitality desks).
- EVENT-ONE DMC S.L. shall not be obligated to disclose or provide any contracts or invoices issued by its providers under any circumstances.
- EVENT-ONE DMC S.L. does not take responsibility for injuries or accidents occurred to any assistant during an event or group travel. Some activities may involve varying degrees of risk, and service providers may require participants to sign a disclaimer before engaging in these activities. While all service providers are fully insured, clients are strongly encouraged to secure personal travel insurance to ensure comprehensive protection.
- EVENT-ONE DMC SL shall not be responsible and/or liable for costs or missed opportunity due to changes and /or cancellations in the program, or part(s) thereof due to Force Majeure.
- Some of EVENT-ONE´s activities are weather dependent. Should extreme weather conditions necessitate the cancellation of an activity as determined by service providers, EVENT-ONE DMC SL will not be liable for refunds. If the contracting entity arbitrarily cancels an activity due to unpleasant but non-hazardous weather, the above cancellation fees will apply.
- EVENT-ONE DMC S.L. shall not be made responsible for any miss accomplishment in its services if these are related to the miss accomplishment of any service provider.
- Legal changes of the Spanish VAT rates may take affect between event confirmation and event realization; in any case, EVENT-ONE DMC SL will not be reliable or responsible for any price increment in consequence of legal VAT changes.

JURISDICTION

- These terms and conditions will be governed by and construed in accordance with Spanish law, and any disputes relating to these terms and conditions will be subject to the exclusive jurisdiction of the courts of Valencia, Spain.