

Please Note:

The editorial European City Guide has established from 01 January 2005, an external Client Defence service, to ensure the continuing quality of our customer relations. This entity has been designated the name **Defensor del Cliente European City Guide S.L.**

The service will be carried out by lawyer Mr. Jose María Marín Mitjans.

If you have not been happy with our service and you have contacted our Client Services and you consider the response to be incorrect, you may make a complaint to the Client Defence service.

This complaint can be sent to service@defclientecg.com or to Defensor del Cliente **European City Guide S.L.** Po Box 12063, 08080 Barcelona, Spain, always using the proper complaint form which can be downloaded from the website www.DefClientECG.com

These complaints may be worded in English, French or Spanish using the proper Complaint form.

Please include:

- Your full name and a document showing your identity and address, your client number.
- Clear and concise details of the nature of your complaint.

The Client Defence service will respond within a maximum of 3 (three) months of receiving your complaint.

If after these 3 months you have not received a response, or if there is a discrepancy with the reply you have received, you may take your complaint before any judicial or administrative body which you may consider appropriate.

The decision of the Client Defence service shall be binding to European City Guide SL.

If during the investigation into the complaint the Client Defence service becomes aware that the client has placed another complaint before any other type of organisation or court, it is understood that the client will discontinue their complaint before the Client Defence service, their file will be placed on abeyance and they will be required to explain any future action they may wish to take.