

TERMS & CONDITIONS - COSTA CONNECT

Version: July 2025

1. General

1.1. Costa Connect is an exclusive matchmaking service focused on guiding singles personally on the Costa Blanca.

1.2. By using our services, you agree to these terms and conditions.

2. Services

2.1. Costa Connect offers the following services:

- Personal intake
- Matchmaking and profile suggestions
- Participation in social events (such as speed dating or mixers)
- Optional coaching or photography

2.2. Costa Connect does not guarantee a romantic relationship or long-term match, but offers professional support and suitable introductions based on the client's profile and preferences.

3. Registration & Intake

3.1. Registration is done via the intake form or personal conversation.

3.2. Costa Connect reserves the right to decline a candidate without explanation.

3.3. The client is required to provide accurate and truthful information.

4. Payment & Cancellation

4.1. Prices are communicated in advance and include VAT (if applicable).

4.2. Payment must be made in advance by bank transfer or online payment.

4.3. An intake meeting will only be scheduled after payment is received.

4.4. Cancellations within 48 hours of an intake or event will incur a 50% charge.

4.5. Paid matchmaking packages are personal and non-transferable.

5. Duration & Termination

5.1. Packages (e.g., 3 or 6-month matchmaking) automatically end after the agreed period.

5.2. Early termination at the client's request does not entitle them to a refund.

5.3. Costa Connect may terminate cooperation in cases of misconduct or unrealistic expectations, without

refund.

6. Privacy & Confidentiality

6.1. All personal data and conversations are handled with strict confidentiality.

6.2. Profiles will only be shared with the client's explicit consent.

6.3. Costa Connect complies with the applicable GDPR regulations.

7. Liability

7.1. Costa Connect is not liable for any damages resulting from meetings, relationships, or communication between clients.

7.2. Participation in events and meetings is at your own risk.

8. Complaints

8.1. Complaints can be submitted in writing within 7 days via info@costa-connect.com.

8.2. Costa Connect aims to handle complaints within 14 days.

9. Applicable Law

9.1. These terms are governed by Spanish law.

9.2. Any disputes will be submitted to the competent court in Alicante.

Contact details:

Costa Connect

Costa Blanca, Spain

info@costa-connect.com