ZeroSignal Terms and Conditions of Use

Last updated: 4 October 2026

1. Identification of the Holder and purpose

1.1 Holder of the application

This mobile application and its website, hereinafter “ZeroSignal”, are owned by: DAVID LEDESMA HERNÁNDEZ

Contact email: hola@zerosignal.app

The Holder is responsible for the management, development and maintenance of “ZeroSignal”, as well as for compliance with the legal obligations arising from its operation.

1.2 Purpose and scope of application

ZeroSignal is a digital platform that enables Users to:

- View, create, save and share geographical points of interest and hiking or leisure routes contributed by the community.
- Download maps and routes in order to view them offline (a feature included in ZeroSignal Premium, section 10).
- Organise and join activities or excursions with other ZeroSignal Users.
- View activities published by verified organisations (clubs, guiding companies or associations) and register for them, under the terms of section 11.
- Record routes as a group in real time (“Live Route”), sharing their position with the other participants in the room for the duration of the outing.
- Communicate through an internal chat (text and audio messaging): private messages between Users and group and activity chats.

ZeroSignal is aimed primarily at Users resident in Spain and the European Union, without prejudice to the fact that it may be used from any other jurisdiction, provided that local legislation so permits.

The mere download of, access to and/or use of ZeroSignal confers the status of User and entails full and unreserved acceptance of these Conditions of Use and of the Privacy Policy.

If the User does not agree with these conditions, they must refrain from using ZeroSignal.

The User undertakes to use ZeroSignal in accordance with the law, good faith, public order and these Conditions.

The Holder reserves the right to modify, at any time, the presentation, configuration and content of ZeroSignal, as well as these Conditions of Use, under the terms of section 8.

2. Conditions of access and user registration

2.1 Access to ZeroSignal

Access to ZeroSignal is free of charge, without prejudice to the paid features of the Premium subscription described in section 10, and in all cases requires the prior registration of the User.

It is not possible to use the features of ZeroSignal without having created a valid user account.

2.2 User registration

In order to register with ZeroSignal, the User must provide truthful, complete and up-to-date information: name, email address and password (or the Google or Apple account with which they register) and, where applicable, date of birth, profile photograph and a brief personal description. The User undertakes to keep their access credentials confidential and to notify the Holder immediately of any unauthorised use of their account. The Holder shall not be liable for any loss or damage arising from the User's failure to comply with this obligation.

2.3 Minimum age

Only Users aged 16 or over may register with ZeroSignal. Certain activities, in particular those of verified organisations, may require a higher minimum age, as indicated in each of them.

2.4 Proper use of ZeroSignal

The User undertakes to:

- Not provide false or inaccurate information or impersonate third parties.
- Not publish, share or store content that is offensive, violent, defamatory, discriminatory or unlawful, or that undermines the dignity of individuals.
- Not use ZeroSignal to harass, threaten, intimidate or harm other Users, or to disseminate spam, mass messages or unauthorised advertising.
- Comply with the legislation applicable in each place, refraining from publishing or promoting prohibited activities (e.g. wild camping in restricted areas, access to private property, etc.).
- Not introduce viruses, malware or any other code that may alter the technical operation of ZeroSignal or damage third-party equipment.
- Use ZeroSignal exclusively for personal, domestic and non-commercial purposes, save with the express written authorisation of the Holder or, in the case of verified organisations, within the scope provided for in section 11.
- Not engage in conduct that may damage the image, interests or rights of ZeroSignal or of third parties.
- Refrain from making abusive or disproportionate use of the services that may affect the quality or security of ZeroSignal or of other Users.
- Make diligent and responsible use of the information and services available, showing respect at all times towards other Users and towards the environment.

2.5 Suspension or cancellation of accounts

The Holder reserves the right to suspend or cancel, temporarily or permanently and without prior notice, the account of any Users who breach these Conditions or engage in conduct that may adversely affect ZeroSignal or other Users.

By way of example and without limitation, the following are considered grounds for suspension or cancellation:

- Providing false, inaccurate or incomplete information during the registration process or at any time thereafter.
- Assigning, selling or sharing the account with third parties without the express authorisation of the Holder.
- Accessing or attempting to access other Users' accounts without permission.

- Carrying out unlawful or fraudulent activities, or activities that may constitute an infringement of applicable legislation.
- Publishing, sharing or storing content that infringes intellectual property rights, image rights, privacy or any other rights of third parties.
- Sharing locations, routes or activities that promote illegal practices (e.g. wild camping in prohibited areas, access to private property without permission, etc.).
- Using ZeroSignal to harass, threaten, defame, impersonate others or engage in any offensive, discriminatory or violent conduct.
- Using ZeroSignal for unauthorised commercial purposes (e.g. promotion of guiding services, sale of products, covert advertising), beyond what is permitted to verified organisations in section 11.
- Passing oneself off as an organisation, or as a verified organisation, without being one.
- Using data mining techniques, bots, scrapers or any other automated means to access ZeroSignal's information.
- Altering, damaging or interfering with the technical operation of ZeroSignal, including hacking attempts, the introduction of malware or denial-of-service attacks.
- Manipulating rating, reputation or reporting systems of other Users through abusive or coordinated conduct.
- Repeatedly breaching the rules of coexistence and responsible use set out in these Conditions.

The Holder may adopt the technical and legal measures necessary to prevent a suspended or cancelled User from registering with ZeroSignal again.

3. User-generated content

3.1 Publication of content

ZeroSignal allows Users to share content such as photographs, descriptions, voice recordings, locations, routes, comments or any other material related to the purpose of the platform. By publishing such content, the User represents and warrants that:

- They hold the necessary rights over it or have the relevant authorisations.
- The content is truthful and accurate and is not misleading.
- The content does not infringe the rights of third parties (intellectual property, industrial property, privacy, honour or image).
- The content does not promote activities that are illegal, dangerous or contrary to applicable legislation.

3.2 Licence of use granted to ZeroSignal

By uploading content, the User grants ZeroSignal the licence of use described in paragraph 5.2, always respecting the moral rights of the author.

3.3 Responsibility of the User

The User shall be solely responsible for the content they publish on ZeroSignal, expressly releasing the Holder from any third-party claim arising therefrom. The User undertakes to indemnify the Holder against any claim, penalty or damage that may arise from their publications.

3.4 Moderation and removal of content

ZeroSignal does not monitor or control user-generated content in advance or generally, since it acts as a hosting service provider under the terms provided for by applicable legislation. Nevertheless, it has reporting mechanisms (“Update/Report”) so that any User may report content that is unlawful, inaccurate or contrary to these Conditions. Once a notification has been received, or upon obtaining actual knowledge of content that is unlawful or contrary to the regulations, ZeroSignal shall act diligently and may suspend, hide or remove the reported content without the need for prior notice to the User responsible.

3.5 Prohibited content

It is expressly prohibited to publish on ZeroSignal, by way of example and without limitation:

- Content that infringes copyright, trade marks or other intellectual or industrial property rights.
- Photographs, videos or personal data of third parties without their express consent.
- Locations or routes that involve access to private property without authorisation or to areas restricted or protected by environmental or safety regulations.
- Content that promotes wild camping in prohibited places, or activities that are dangerous or contrary to local regulations.
- Messages of a violent, defamatory, discriminatory, obscene or offensive nature, or that incite hatred.
- Advertising, promotions or activities for unauthorised commercial purposes. Activities published by verified organisations in accordance with section 11 are deemed to be authorised.

3.6 Retention of removed content

Where content is removed for breaching these Conditions or at the request of the competent authorities, ZeroSignal may retain a backup copy of such content for the time strictly necessary to comply with legal, administrative or judicial obligations.

3.7 Geolocation and use of location data

ZeroSignal may request access to the location of the User’s device in order to show nearby places, follow routes in real time or improve the navigation experience in the App.

The use of geolocation requires the express authorisation of the User, who may enable or disable this feature at any time from the device settings.

Location information shall be used solely for the purposes described in these Conditions and in the Privacy Policy, and shall not be shared with third parties except where required by law or with the express consent of the User. When the User joins a “Live Route” room, including the rooms of events of verified organisations, their real-time position is visible to the other participants in that room (including, where applicable, the guide and the persons in charge of the organisation) for as long as they remain in it.

Users who share locations or routes on ZeroSignal declare that they are aware of and comply with the regulations applicable to the places published, and are solely responsible for verifying that such places are freely accessible and are not subject to legal, environmental or private property restrictions.

ZeroSignal reserves the right to remove any location or route which, in its judgement or following a report by another User, may pose a safety risk, breach the regulations in force or encourage unauthorised activities.

4. Privacy policy and processing of personal data

4.1 Data controller

The data controller of the Users’ personal data is DAVID LEDESMA HERNÁNDEZ, with the contact details

indicated in section 1, except as regards the registration data for activities of verified organisations, under the terms of paragraph 11.4.

4.2 Data collected

ZeroSignal collects and processes the following personal data of Users:

- Registration data: name, email address, password, date of birth, profile photograph and personal description.
- Usage data: interactions within ZeroSignal, activities created, chats and reports.
- Location data: the location of the device when the User authorises the use of geolocation, including the real-time position shared in “Live Route” rooms.
- Registration data for activities of verified organisations: the answers to the form requested by each organisation, the date of birth where the activity requires a minimum age, and the record of acceptance of the organisation’s conditions (version accepted, date and version of the application).

4.3 Purposes of processing

The data shall be processed for the following purposes:

- To enable access to, and the operation and personalisation of, ZeroSignal.
- To facilitate the creation of routes and activities and interaction between Users.
- To manage registration for activities of verified organisations and to make available to the organisation the data it requests.
- To ensure the security of the platform by means of moderation and reporting systems.
- To send communications related to the service (notifications, updates and reminders).
- To comply with applicable legal obligations.

4.4 Legal basis

The processing of personal data is based on:

- The express consent of the User when registering, when enabling location features and when registering for an activity of a verified organisation.
- The performance of the relationship with the User in order to provide them with the ZeroSignal services.
- Compliance with legal obligations applicable to the Holder.
- The legitimate interest in ensuring the proper operation and security of ZeroSignal.

4.5 Users’ rights

Users may exercise at any time their rights of access, rectification, erasure, objection, restriction and portability by sending a request to the email address: hola@zerosignal.app. With regard to registration data for activities of verified organisations, they may also contact the relevant organisation.

4.6 Data retention

Personal data shall be retained for as long as the User keeps their account active on ZeroSignal. Once the account has been cancelled, the data shall be blocked and subsequently deleted when any possible legal liabilities have become time-barred. The answers to the registration forms of verified organisations are stored encrypted and are automatically deleted 30 days after the end of the activity, or earlier if the User withdraws from it.

4.7 Security

ZeroSignal adopts the technical and organisational measures necessary to protect Users' personal data against unauthorised access, loss, alteration or improper disclosure.

4.8 Disclosure of data to third parties

ZeroSignal shall not disclose personal data to third parties unless this is necessary to comply with legal obligations or requests from the competent authorities, or it has the express consent of the User. When the User registers for an activity of a verified organisation, the registration data they provide are made available to that organisation, and may be consulted only by the activity's guide and the persons in charge of the organisation.

4.9 Specific privacy policy

This section constitutes a summary. ZeroSignal has a separate Privacy Policy, containing more detailed information, which is likewise accessible to and binding upon Users and which prevails over this summary.

5. Intellectual and industrial property

5.1 Rights over ZeroSignal

ZeroSignal, its design, source code, database structure, logos, trade marks, trade names and other elements of which it is composed are the exclusive property of DAVID LEDESMA HERNÁNDEZ, or of third parties who have authorised their use, and are protected by Spanish and European intellectual and industrial property legislation. The reproduction, distribution, public communication, transformation or any other form of unauthorised exploitation of ZeroSignal or of any of its elements is expressly prohibited, save with the prior written consent of the Holder. The "Verified organisation" badge is a distinctive sign of ZeroSignal and may not be reproduced or used outside the platform without authorisation.

5.2 User-generated content

The content (photographs, descriptions, routes, comments, etc.) uploaded by Users shall remain their property. Nevertheless, by publishing it on ZeroSignal, the User grants the Holder a non-exclusive, royalty-free, worldwide, transferable licence, with the right to sublicense, for the maximum period permitted by law, to:

- Reproduce, distribute, communicate and make available such content within ZeroSignal and in associated services.
- Incorporate such content into promotional, advertising and communication materials related to ZeroSignal, including social media, press releases and digital or printed publications, always respecting the moral rights of the author.
- Technically adapt or transform such content where necessary for it to be displayed correctly on ZeroSignal (for example, image compression or format conversion).

The User represents and warrants that they hold the rights over the content they publish or, where applicable, that they have the authorisations necessary to share it, releasing the Holder from any liability towards third parties.

5.3 Misuse of third-party trade marks and content

The use of trade marks, logos, trade names or protected content of third parties without the authorisation of their owners is prohibited. Users shall be solely responsible for any infringements they may commit through the publication of unauthorised content.

5.4 Reporting of infringements

Any person or entity who considers that content published on ZeroSignal infringes their intellectual or industrial property rights may report it through the reporting mechanism provided (“Update/Report”) or by sending a communication to the contact email address indicated in section 1. The Holder undertakes to act diligently to remove or block the allegedly infringing content.

5.5 Database

The set of data, routes, points of interest and other content compiled and organised on ZeroSignal constitutes a database protected in accordance with the provisions of intellectual property legislation. By virtue of that right, the extraction, re-use, copying, bulk downloading, redistribution or any other form of total or partial exploitation of the ZeroSignal database without the prior written authorisation of the Holder is expressly prohibited. Access to and use of the content of the ZeroSignal database is authorised solely for personal and non-commercial purposes, under the terms provided for in these Conditions.

5.6 Licence to use ZeroSignal

The Holder grants the User a limited, non-exclusive, non-transferable, revocable licence for strictly personal use, which allows them to download, install and use ZeroSignal on their compatible devices, in accordance with these Conditions. Under no circumstances does this licence entail the assignment of intellectual or industrial property rights over ZeroSignal, or over any of its elements, beyond what is strictly necessary for its use. The User is expressly prohibited from:

- Reproducing, distributing, publicly communicating or making available ZeroSignal beyond what is permitted by these Conditions.
- Copying, modifying, decompiling, reverse engineering, disassembling or attempting to obtain the source code of ZeroSignal, save in the cases permitted by law.
- Using ZeroSignal on multiple devices simultaneously by means of the same User registration, unless the functionality of the service expressly permits this.
- Selling, renting, lending, sublicensing or assigning the application or the licence to third parties.
- Using ZeroSignal for purposes other than personal, domestic and non-commercial purposes, save with the express written authorisation of the Holder or as provided for verified organisations in section 11.

Breach of the above obligations may result in the immediate suspension or cancellation of the User’s account, without prejudice to any legal action that may be appropriate.

6. Limitation of liability

6.1 Nature of ZeroSignal

ZeroSignal is a digital platform for the exchange of information between Users. The Holder does not organise, supervise or guarantee the legality, accuracy or safety of the places, routes or activities shared by Users, including those published by verified organisations.

6.2 Liability for content

The content published on ZeroSignal (locations, routes, comments, photos, activities, etc.) is the sole responsibility of the Users who have contributed it. The Holder accepts no responsibility for the accuracy, currency or legality of such information.

6.3 Activities and excursions

ZeroSignal is not an organiser of package travel or of professional activities. Excursions, meet-ups or events published by Users take place under the sole responsibility of those who convene them and of those who take part in them. Activities published by verified organisations are organised and provided by those organisations, under their sole responsibility, under the terms of section 11. The Holder accepts no liability whatsoever for accidents, personal injury or damage to property, administrative penalties or any other consequence arising from participation in such activities.

6.4 Prohibited or restricted areas

ZeroSignal does not guarantee that the places shared are freely accessible or that they are free from legal restrictions (private property, protected natural areas, municipal regulations, etc.). The User is solely responsible for verifying the legal and safety conditions before going to any place or undertaking a route.

6.5 Availability and technical security

The Holder does not guarantee the availability or continuity of ZeroSignal or that it will be free from errors. Nor shall the Holder be liable for any damage that may arise from the presence of viruses, technical faults or attacks affecting “ZeroSignal” or the communication networks.

6.6 Responsibility of the User

The User shall be responsible for:

- The use they make of ZeroSignal and the decisions they take on the basis of the information published.
- Any loss or damage they cause to third parties or to the natural environment through the improper use of ZeroSignal.
- Any breach of these Conditions or of applicable legislation.

6.7 Exemption of the Holder

To the fullest extent permitted by the legislation in force, the Holder is exempt from any liability arising from:

- The improper or unlawful use of ZeroSignal by Users.
- Content contributed by third parties.
- Activities, excursions or meet-ups organised by Users.
- Activities organised by verified organisations, as well as their conditions, instructions, prices, charges and the use they make of registration data.
- Access to restricted, private or unauthorised areas on the basis of information published on ZeroSignal.

6.8 Indemnity

The User undertakes to indemnify, defend and hold harmless ZeroSignal, its Holder and the persons who collaborate with the Holder, against any claim, liability, penalty, damage, loss or expense (including reasonable legal fees) arising from:

- The content published or shared by the User on ZeroSignal.
- The User’s breach of these Conditions or of applicable legislation.
- The infringement of the rights of third parties (intellectual property, industrial property, privacy, image, honour or others).
- Any loss or damage caused to other Users, to third parties or to the environment in connection with the use of ZeroSignal.

7. Third-party links and services

7.1 External links

ZeroSignal may include links to third-party websites, services or applications for the sole purpose of providing information or improving the User's experience. The Holder accepts no responsibility for the content, services, availability, accuracy or privacy policies of such third parties, or for any loss or damage that may arise from accessing or using them.

7.2 Integrated third-party services

ZeroSignal may integrate third-party services (for example, map providers, cloud storage, messaging or authentication services). The use of such services may be subject to the third parties' own terms and conditions, which the User must accept where applicable.

7.3 Third-party advertising

In the future, ZeroSignal may display advertising or promotional content from third parties. The Holder shall not be responsible for the legality, accuracy or quality of such advertisements or of the products or services offered, which shall be the sole responsibility of the advertiser and of the User who purchases such products or services.

7.4 Exclusion of liability

The inclusion of third-party links or services in ZeroSignal does not in any case imply the existence of any relationship with, or any recommendation, promotion or endorsement by the Holder of, such content or services. The User accesses them under their sole responsibility.

8. Amendments to and term of the Conditions

8.1 Right to modify and interrupt services

The Holder reserves the right to modify, at any time, these Conditions of Use, as well as any other rule or legal notice applicable to ZeroSignal, provided that such modifications are necessary to adapt to legislative, technical or operational changes to the platform. Likewise, the Holder may, at any time and without prior notice, interrupt, suspend or cancel, temporarily or permanently and without any liability, the provision of all or part of the ZeroSignal services, whether for technical, organisational or security reasons or for reasons of force majeure.

8.2 Notification of changes

In the event of substantial modifications affecting the rights of Users, ZeroSignal shall give notice thereof through the application itself or by means of a communication to the email address provided at registration, reasonably in advance of their entry into force.

8.3 Acceptance of modifications

Continued use of ZeroSignal after the publication of the modifications shall entail full and unreserved acceptance of the new Conditions. If the User does not agree with them, they must refrain from using ZeroSignal and, where applicable, cancel their account.

8.4 Term

These Conditions shall remain in force for as long as ZeroSignal is available to Users, without prejudice to the fact that they may be replaced or updated by subsequent versions.

9. Governing law and jurisdiction

9.1 Governing law

These Conditions shall be governed by and construed in accordance with Spanish law and, where applicable, with any applicable European Union legislation.

9.2 Competent jurisdiction

For the resolution of any dispute or conflict arising from access to or use of ZeroSignal, the parties expressly submit to the Courts and Tribunals of the city of Girona, waiving any other jurisdiction to which they may be entitled, unless applicable legislation mandatorily establishes a different jurisdiction.

9.3 Consumer rights

Where the User acts as a consumer, the foregoing provisions shall not limit the rights afforded to them by consumer and user protection legislation, and in such case they may bring proceedings before the courts of their habitual place of residence.

10. Premium subscription and conditions of sale

10.1 Free plan

Registration with ZeroSignal is free of charge. The free plan currently allows Users to: view the map, places and routes with an internet connection; record, publish and share routes and places; take part in the community and in groups; create live route rooms of up to 4 people (organiser included); carry out 1 artificial intelligence search per day, with the standard search always remaining available without limit; and create 3 new routes per month in the web designer. These limits are those in force at any given time and ZeroSignal may adjust them, giving notice thereof in the application.

10.2 What ZeroSignal Premium includes

The “ZeroSignal Premium” subscription adds: downloading of maps and routes for offline use; downloading of routes in GPX format; sending of routes to compatible watches and sports applications; live route rooms of up to 25 people; use of the web route designer without a monthly quota; and up to 10 artificial intelligence searches per day, with the standard search always remaining available. The rooms of events of verified organisations (paragraph 11.6) do not require Premium in order to take part in them.

10.3 Prices

The price of the subscription for Spain is €2.49 per month or €20.99 per year, taxes included. In other countries or territories, the price shown by the relevant store at the time of purchase shall apply, in its local currency. The applicable price is always shown in the application before the purchase is confirmed.

10.4 Free trial

The annual subscription may include a free trial period of 7 days, available only to Users who have not previously had this subscription. At the end of the trial, the price of the annual plan shall be charged automatically, unless the User cancels at least 24 hours before the end of the trial period.

10.5 Renewal and cancellation

The subscription renews automatically for periods equal to the one purchased, monthly or annual, unless the User cancels it at least 24 hours before the end of the current period. Cancellation is carried out from the store itself: on Android, in Google Play > Payments & subscriptions > Subscriptions; on iOS, in Settings > your

name > Subscriptions. On cancelling, the User retains Premium until the end of the period already paid for.

10.6 Seller, invoicing, refunds and withdrawal

The purchase and payment are made exclusively through Google Play (Android) or the App Store (iOS), which act as sellers of the subscription and issue the corresponding proof of purchase. Invoicing, refunds and the exercise of the right of withdrawal are governed by the conditions and procedures of the store through which the subscription was purchased, to which the User must address their request. Nothing in these Conditions limits the rights afforded to the User by consumer legislation.

10.7 Price changes

If the price of the subscription changes, the store shall notify the User in advance and the User may cancel before the new price applies, in accordance with the store's own conditions.

10.8 Effects of the end of the subscription

When the subscription ends, the User retains their account and their content. Maps and routes already downloaded remain usable on the device, and the route designs created remain available to open, edit and export. Live route rooms that are already open do not have their capacity reduced. Premium features cease to be available for new uses.

10.9 Access granted by ZeroSignal

ZeroSignal may grant complimentary Premium access, which is free of charge, temporary and revocable at any time. Such access does not constitute a purchase, does not give rise to any right to a refund and is independent of any subscription purchased in a store.

10.10 Suspension for breach

ZeroSignal may suspend or cancel access to Premium in the event of fraud in the payment method or serious breach of these Conditions. In such a case, refund requests shall be processed with the relevant store.

11. Verified organisations and their activities

11.1 What a verified organisation is

ZeroSignal may grant the "Verified organisation" badge to groups that represent a club, a guiding company, an association or another similar entity, after verifying their identity. The badge certifies only that ZeroSignal has verified who the organisation is and that it manages that group. It does not guarantee or endorse the safety, quality or qualifications of its staff, its insurance, licences or authorisations, or the outcome of its activities. ZeroSignal decides freely to which groups it grants the badge and may withdraw it at any time.

11.2 Activities of organisations

Verified organisations may publish activities on behalf of the group. In each activity they may indicate, among other things: a guide in charge, a route (which participants can view on the map, but not follow or download from the activity), an indicative price, a minimum age, a registration form and their own conditions and instructions. These activities are organised and provided by the organisation, which is solely responsible for how they are carried out, for their safety, for the information it publishes and for compliance with applicable legislation (including, where applicable, legislation on active tourism, insurance and licences). ZeroSignal is not a party to the relationship between the organisation and the participants.

11.3 Registration and acceptance of the organisation's conditions

In order to register for an activity of a verified organisation, the User must, where applicable, complete the

registration form and accept the organisation's conditions. Such conditions are established by the organisation and are binding only on the User and the organisation. If the organisation modifies its conditions, the User shall be asked to accept the new version. Where the activity requires a minimum age, the User must provide their date of birth and warrants that it is true. In order to register, it may be necessary to have an up-to-date version of the application.

11.4 Registration data

With regard to the data that the User provides in the registration form, the organisation acts as data controller and ZeroSignal as data processor on its behalf. ZeroSignal keeps such data encrypted, allows them to be consulted only by the activity's guide and the persons in charge of the organisation, and deletes them automatically 30 days after the end of the activity. Organisations undertake to use these data solely for the management of the activity, not to use them for commercial purposes without the User's consent, and not to request bank details, payment card details, passwords or health data. ZeroSignal retains the record of acceptance of the conditions (version, date and version of the application) as proof of such acceptance.

11.5 Price and payment

Any price that an activity may display is for information purposes only. ZeroSignal does not charge or manage payments for activities: any payment is made directly to the organisation, outside ZeroSignal and in accordance with its conditions. Being registered for an activity on ZeroSignal does not imply having paid, nor does it confirm a booking with the organisation. Any claim relating to payments, refunds or cancellations must be addressed to the organisation.

11.6 Events and live rooms

A verified organisation may mark an activity as an "Event". In that case, on the day of the activity the guide may open a "Live Route" room associated with it, to which registered participants are invited. Joining the room is voluntary. For as long as the User remains in it, their real-time position shall be visible to the other participants, including the guide and the persons in charge of the organisation.

11.7 Obligations of organisations and their collaborators

Verified organisations, and the persons acting on their behalf as persons in charge, collaborators or guides, undertake to publish truthful information, to comply with the legislation applicable to their activities, to hold such insurance, licences and authorisations as may be required, and to deal with participants' enquiries and complaints. ZeroSignal may require organisations to accept specific conditions for the use of these features.

11.8 Withdrawal of the badge and suspension

ZeroSignal may withdraw the badge from, or suspend, a verified organisation if it breaches these Conditions, if it ceases to meet the requirements for holding it, or for safety reasons. If the badge is withdrawn, the organisation may not publish new activities as a verified organisation; those already published may remain until their date, unless the group is suspended, in which case the registered participants in its future activities shall be informed.

12. Specific conditions for certain services

Certain features of ZeroSignal may be subject to specific conditions of use (for example, access to offline maps, real-time navigation, QR codes, integrations with third parties, activities of verified organisations or other specific services). In such cases, those specific conditions shall be made available to the User at the time of activating or using the corresponding feature, and must be expressly accepted by the User. In the event of any conflict between these general Conditions and the specific conditions, the latter shall prevail

with respect to the specific services to which they relate.

13. Contact and support

For any query, incident, suggestion or exercise of rights relating to the use of ZeroSignal or to these Conditions, the User may contact the Holder through the following means:

- Email: hola@zerosignal.app
- Support form: https://zerosignal.app/support
- Support within ZeroSignal: through the form or reporting system provided in the application itself.

The Holder undertakes to deal with requests and communications as promptly as possible and, in any event, within the time limits established by applicable legislation.