

# CASA FLORESTOS

## TERMS & CONDITIONS

### **Arrival and Departure**

Check in is available from 16:00 to 22:00 on the day of arrival. Check in times outside of those specified must be confirmed with us prior to arrival.

Check out is before 12:00 on the day of departure.

### **Bookings**

#### ***Bookings via Booking Agents or Booking Agent Buttons***

Bookings made online on our website or via booking agents may be subject to differing terms and conditions in force at the time of booking. This is to protect your security in carrying out the booking and providing credit card details over the internet.

#### ***In Person/Telephone/Email/Text Bookings***

Full payment must be made at the time of booking, unless stated otherwise. We will then confirm the booking by email.

#### ***Cancellation by the Guest***

### **BOOKING AGENT OR BOOKING AGENT BUTTON BOOKINGS**

Bookings made via booking engines or buttons are always non-refundable unless the relevant Ts & Cs say otherwise.

### **DIRECT BOOKINGS**

No refund will be offered for cancellations within 14 days of arrival unless the accommodation is successfully rebooked.

No-shows and early departures will be treated as cancellations and no refund will be offered.

We will do our best to accommodate changes or amendments to a reservation, but if we cannot they will be deemed as cancellations and no refund will be available unless the accommodation can be rebooked.

### ***Cancellation by Us***

Should it become necessary for us to cancel a booking we will contact you immediately. Any payments made will be refunded in full.

### **Change of Accommodation**

If a booking is taken for a specific studio, suite or apartment and it is required to meet a specific guest need, or rendered unusable via circumstances beyond our control, we reserve the right to transfer the booking to a room or flat of similar or higher quality.

### **Damages, Breakages and Missing Items**

Please take care of our property. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur especially if you accidentally spill something – it is much easier to clean if we know what it is and act quickly.

We do not normally charge for breakages to low value items, but we reserve the right to charge for repair or making good if the damage is significant. We also reserve the right to charge you for missing items. We will be in touch within 48 hours of your departure with details and photos of any damage, breakages or missing items for which you are liable.

### **Data**

Please refer to the Privacy Policy on our website [www.casaflorestos.com](http://www.casaflorestos.com),

### **Keys**

You have access to the building and your accommodation 24 hours a day throughout your stay using a set(s) of keys given to you when you register on arrival. You have full responsibility of these keys for the duration of your stay. Lost keys will be charged at €30.00 per set plus any additional costs incurred if any additional work is required, such as, locks having to be changed.

### **Liability**

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees whilst acting in the course of their employment.

Under 18s must be supervised by an adult at all times.

## **Lost Property**

We are happy to return items that have been left following departure. However, there will be a minimum charge of €10.00 to cover postage and packaging.

## **Pets**

Pets are not permitted. Well behaved assistance dogs are welcome.

## **Prices**

We reserve the right to change our prices at any time. This does not affect bookings already made.

## **Smoking**

Smoking, including the use of e-cigarettes, is NOT permitted within any part of our properties, aside on the front or roof terraces. Please note that offending guests may be asked to leave immediately and may be liable for professional cleaning of any rooms and any outstanding balance of nights booked but not taken through early departure.

## **Termination Policy**

Casa Florestos reserves the right, at its discretion, to terminate, without notice, an individuals' stay where deemed necessary through unacceptable behaviour or as a result of actions which are likely to endanger or offend others (please note that non-compliance of our no smoking policy may constitute termination). In such circumstances no refunds will be made.

## **VAT**

All published rates are inclusive of any applicable IVA due at the current rate.

## **Wi-Fi Access**

By using our Wi-Fi service you automatically agree to the terms and conditions of use in force at the time.

*We reserve the right to amend these terms and conditions at any time.*

*You acknowledge and agree that all intellectual property rights (including, but not limited to, copyrights (including rights in software), trademarks, database rights, patents and inventions) in and relating to the service are owned by us and our licensors or*

*contractors. Nothing in this agreement operates to transfer any such intellectual property rights to you.*

*We reserve the right to assign or sub-contract any of our rights and obligations under this agreement without notice to you.*

*If any provision of this agreement is found to be unenforceable by a court of competent jurisdiction, the other provisions shall nevertheless remain in full force and effect.*

*This agreement is governed by the laws of Spain and the parties hereto submit to the non-exclusive jurisdiction of the Spanish courts.*

**I have read and agree to abide by the terms and conditions laid out in this document.**

**Signed:**

**Date:**

**Print name:**

**Address:**

**Mobile:**

**Email address:**

Please attach a copy of your passport when you return this form to  
hello@casaflorestos.com.