

# CASITA COMARES

## Terms & Conditions

### **Terms of Booking & Booking Payment**

By placing a booking with us you and your booking party (guests) agree to the following terms and conditions as set-out. During your stay you agree to abide by the subsequent conditions as set-out. If you have any questions about booking with us, please contact us before making a booking.

### **Booking Process**

To place a booking with us the lead guest must be at least 18 years of age. The maximum number of staying guests per room is illustrated in the room occupancy details on our website. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

To secure any booking we require the lead guest to pay the full amount of the confirmed booking at the time of booking. Payments can be made online using credit card as well as by digital bank transfer or cash deposit. Payments must be 'cleared funds' before a booking can be confirmed. Payments are only refundable under the conditions set-out here within.

All guests agree to respect the privacy and peace of neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to neighbours or the owners.

### **Check-in & Check-out**

Guests must check-in and check-out by the times stated below:

Check-in by: 15:00 pm and before 21:00 pm on day of arrival (or on request)

Check-out by: 11:00 am on day of departure



## **Electricity and water consumption**

The price includes normal use of electricity and water. Guests agree that unnecessary use of electricity, such as not switching off lights, air conditioning units and/or other electrical appliances, will be avoided in their absence. Guests are aware that there is a serious water shortage in the province of Andalusia and agree that excessive water consumption will be avoided. If the water supply is unexpectedly limited and/or disconnected by the (local) government, we cannot be held liable for this. Guests are aware that excessive consumption of electricity and/or water may incur a surcharge.

## **WiFi Fair & Appropriate Usage Policy**

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities.

## **Accessibility and Liability**

Some parts of the accommodation grounds, including the plunge pool, are not suitable for minor children or people with physical disabilities due to the natural height differences. Staying in the accommodation is at the guests' own risk. We are therefore not liable for damage to property or persons, regardless of the cause, caused by or in connection with the use of the accommodation.

## **Damages & Lost Property**

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys / fobs will incur a replacement charge per key / fob lost.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.



## **Smoking**

Smoking of any tobacco products including, but not limited to cigarettes, pipes, e-cigarettes, e-liquids, cigars, snuff or chewing tobacco, is not permitted inside the accommodation and is only allowed in designated areas as sign posted throughout the accommodation grounds.

## **Pets & Service Dogs**

We do not accept pets throughout the accommodation, except for service dogs.

## **Parking**

Private parking is available. Guests accept that they park their car at their own risk. Guests are aware that an additional charge may apply for use of the electric car charging station.

## **Camera surveillance**

For your and our safety, the accommodation is equipped with a camera system. In accordance with the official law of the Spanish government on security cameras and data protection, camera images are kept for a maximum of one month, unless there is an established incident, such as theft, destruction and/or damage. In these cases, the images are kept until the incident has been resolved.

## **Your Personal Details & Privacy**

We are required to keep a register of all guests who stay with us, this includes full names and nationality, and/or passport numbers and place of issue. These records are kept for a minimum of 12 months.

Our policy surrounding the personal details you provide as part of any booking or enquiry through this website / or third party website, including the privacy of those details are explained and set out in our Privacy Policy which you can read on our website.



## **Cancellation, Returned Payments & Non-Arrival Conditions**

Guests who need to cancel a booking should contact us as soon as possible. Payments already paid are only returned in accordance with the following conditions:

Cancellation made 90 days or more in advance of arrival date: full payment refund

Cancellation made between 90 and 30 days before arrival date: 50% of payment refund

Cancellation made 30 days or less of arrival date: no refund issued, full amount of booking due

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their amount paid and the full amount of the booking will be due. It is suggested that booking guests take out appropriate holiday / cancellation insurance where required.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

## **Our Right To Cancellation**

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.

