

General conditions

GENERAL TERMS

BOOKING CANCELLATION BY THE CLIENT

Any cancellation or amendment request must be sent to us in writing, by email, fax or post, and will take effect on the day we receive the request.

You will be liable to pay the cancellation or amendment charges shown below.

- 30 days or less before: 0% of the booking price.
- For 31-61 days before: 25% of the booking price.
- For 61-91 days before: 75% of the booking price.
- More than 92 days: 100% of the booking price.

It is advisable to take out travel insurance. In case of cancellation of a reservation at one of our accommodations, including force majeure, the cancellation policy stated herein shall apply.

There will be no refunds if the client voluntarily decides to stop using the services included in the holiday before the end of his/her stay.

CHANGES BY THE COMPANY

In case the accommodation could not be occupied because of unforeseen reasons, not attributable to the company, the company has the right to substitute the original accommodation by other with the same or superior characteristics, without any additional payment.

DATA PROTECTION (Organic Law 15/1999 of 13th December)

In compliance with the Organic Law 15/1999 of 13th December, on Protection of Personal Data ("LOPD"), we inform that, through the completion of forms, your personal details will be incorporated and held in the company files, with the purpose of being able to offer and provide you with our services. In addition, we inform you of the possibility to exercise the right of access, rectification, cancellation and opposition with regard to your personal data, the company being responsible for the file.