

Guest Terms and Conditions



We, as **Getaway Apartments SL**, C/ La Naval 117, hereinafter referred to as "**Getaway Apartments**", offer our services exclusively on the basis of the terms and conditions, which were sent to you in full as part of the Internet booking form before booking. Please read these carefully as you will be acknowledging the terms and conditions as binding in their entirety to you and persons registered with you when booking

Payment Conditions

The payment conditions of the travel agent apply. At the time of your booking, you will be asked to pay an initial deposit of 20% of the total rental cost of the property. Getaway Apartments S.L. reserves the right to cancel the booking if the first instalment of 20% of the rent has not been received within 4 business days after the reservation is made. The balance is due 6 weeks prior to the commencement of the rental period.

Reservations are not accepted for groups of clients under 20 years of age (the main occupant must have that age, and in the case of a minor without parents, they must submit a completed authorization).

All our reservations, include TOWELS and BED LINEN.

Arrival and Departure

Arrivals.- Our accommodations are ready from 3:00 p.m. on the day of your arrival, unless otherwise specified. They can always request an early entry, under availability, and with a possible extra cost.

The client must sign the Hosted Party that you will find in the accommodation.

Customers must move to the accommodation where they will find a Key Box to collect the keys or someone from our team for reception. In case the arrival form is different, our reception will contact you previously, in order to facilitate this management.

Our accommodations must be vacated at 11:00 am on the day of your departure, unless expressly stated. You can always request a late departure, subject to availability, and with a possible extra cost.

Attention to Customer at Reception

Schedule:

Monday to Friday: 09:00 a.m. - 6:00 p.m.

Telephone contact reception: (00) 34 828 011 860

Mobile Telephone (Information Tourist)

The properties do not have a telephone. We recommend that you bring a mobile phone with you in order to be connected.

Ten Things that should not be pulled by the Toilet

Please, do not use the toilet as a wastebasket. All our accommodations have bins in the bathrooms.

For the proper functioning of our ecosystem and to avoid problems of traffic jams, etc. .. please, NEVER throw away the following materials:

Wet wipes, tampons and compresses, oils, condoms, medicines, baby packs, etc.

In the case of having a breakdown due to misuse, the client will pay the charge of the professional who must act, and a penalty between € 50 and € 100, depending on the seriousness.

Animals and Insects

We are in an Island. Therefore, during a stage of the year, we can find mosquitoes and / or flies. In the lodgings with gardens and / or pools, you should take special care not to leave any refreshments or open meals, because they could attract ants in excess.

Most of our accommodations are legally and professionally sprayed to prevent such ants. In the case of rain, probably observe ants for a few hours, but in a limited time, they will disappear.

Both mosquitoes and other farm animals are unavoidable, and neither the accommodation provider nor Canarias Getaway assume any responsibility for the inconvenience caused.

Keys Accommodation and Safe

In the case of loss of accommodation keys, or having to force a safe, the client must contact Canarias Getaway which will send the professional to resolve the situation. The client must pay the invoice directly to the professional.

Furniture and other Furnishings

It is totally forbidden to move the furniture of the property, as well as any type of aesthetic modification.

Music, Party and Noises

It is strictly forbidden to disturb neighbors with music or noise. You can not play music and make noises higher than 65 decibels from 10pm to 9am. Parties are prohibited, and in case the police present themselves, you will be totally responsible for the sanctions.

Works in the Zones

The accommodations are private properties of different owners and are usually located in residential areas. They are not found in tourist complexes, so incidentally it may happen that unexpected works take place in the surroundings. These works are usually carried out by owners or government organizations with whom we have no relationship and therefore we have no influence on these actions. Neither the accommodation provider nor Canarias Getaway S.L., therefore assume any responsibility regarding the inconvenience caused by the works that are not carried out on behalf of the Accommodation Provider.

Water, Electricity and the Internet

The power cuts of water, electricity or internet, are not usual. The municipal authorities can agree to temporarily cut the supply due to breakdowns. In both the INTERNET. In the case of signal failure, DO NOT RESET OUR ROUTERS.

Party Size

The holiday properties may only be occupied by the number of persons in the travel registration. Children count as persons. Property owners or their agents reserve the right to refuse admittance if this condition is not observed.

Insurance

NEVER leave valuables or money, in any visible place. The rental price does not include any optional insurance. We advise you to hire a specific travel insurance.

Responsibility

Canarias Getaway S.L. declares explicitly that it acts as an intermediary between owners and tenants, and is only responsible for the correct information of the accommodation offered, of the indicated endowment and its precise location. It declines all responsibility for any damage, accident, delay or other causes unrelated to the management of the rental of the property.

Cancellation of Reservations

The General Cancellation Conditions of Canarias Getaway S.L. : Cancellation + or 14 days before arrival: first payment. Cancellation between 14 and 0 days before arrival: 100% of the total. In the case, to vacate the accommodation before the departure date, there will be no right to refund any.

In case the agency can not provide the booked apartment for any reason, the agency is obligated to offer an option, at least, of the same quality and conditions. In case the alternative option offered would not be acceptable for the customer, the agency would refund the total amount of the reservation.

Claims and Complaints

Any claim made after the departure, can not be served by lacking the most elementary criteria that could process the claim, and therefore, will not be valid. Any complaint or suggestion, must be treated during the stay, and Canarias Getaway S.L., has 48 hours, to solve with the competent team, any type of anomaly. Canarias Getaway S.L., has the right to change accommodation, as long as it is due to major causes.

Acceptance of the General Conditions

Simply by being part of the product offered and hired in a reservation, is the express acceptance by the tenant / client of each and every one of the General Conditions. For the knowledge of all the claims that can be formulated, both the tenant and the Company, submit to the Courts Tribunals of Las Palmas de Gran Canaria, waiving any jurisdiction. For any questions, please get in touch with Canarias Getaway S.L., either by mail, or by phone. Thank you very much, we hope that all our customers enjoy a well-deserved vacation and a perfect stay in our Island.