

## TERMS AND GENERAL CONDITIONS

This agreement is between the (CLIENT) and SONNEVILLAS MENORCA S.L. site at Plaza España 7, 3 07750 Ferreries (Illes Balears) SPAIN.

### Prices

The prices displayed on our website are for housing and night or week when indicated. All prices are in Euros. The prices include all applicable taxes. Our prices are subject to change at any time without giving effect to reservations already confirmed, except for the modification of legal or regulatory taxes imposed by the competent authorities. The prices include cleaning the property before the arrival of the client, a weekly linen change as well as a small cleaning, periodic towel replacement, property maintenance, the cost of water, electricity, gas and internet, if I had, and customer service during office hours and in case of emergencies 24 hours a day.

### Terms of the reservation process

Once you have made a booking for one of our properties, our central data shall verify and confirm you the availability of the property reserved for the dates indicated. This process must be done in a maximum period of 24 hours from the time of submission of the application, in which you will receive an email with the confirmation sheet and the proof of the booking and the services to be hired, as well as those necessary data and detailed information on the situation of your property, how to get and contact person who will meet you, you will be given the keys and will be at your disposal for anything you may require.

If the previous maximum of 24 hours will surpass and you would have not yet received any confirmation email or if in the confirmation sheet there is any error, please notify us in writing as early as possible to our email.

### Payment methods and deposit

To proceed to the confirmation of a booking will be required to pay a deposit as a guarantee of availability of housing for dates. The payment of this deposit will formalize the contractual relationship with Sonnevillas Menorca SL.

The payment methods and payment conditions of e-domizil apply

## Booking's Modification

As a general rule, we do not offer any guarantees on the ability to modify a reservation once this has been confirmed, however, if you wish to change any aspect of it, please let us know at the earliest possible to our central reservations and we will check the possibility of modification required in cases where there is not any impediment.

## Cancellations

Cancellations must be communicated in writing and in a justified manner to our central, leading management following cancellation fees:

- For cancellations made 180 days or more before the hypothetical arrival's day, the management fee will be 15% of the total reservation.
- For cancellations made between 30 and 180 days before the hypothetical arrival's day, the management fee will be 30% of the total reservation.
- For cancellations made 30 days or less before the hypothetical arrival's day, the management fee will be 100% of the total reservation.

## Entrance to the property/check-in

As a general rule, the time of entry to the property is from 15:00 pm on the first day shown on your confirmation sheet, regardless of the time of his arrival in Menorca. In Sonne we try our best to deliver the property, in perfect conditions, as soon as possible to reduce waiting times. In those cases where the property could be available before the set time, if desired we will proceed to the entrance to housing. Please if you have any change in your arrival time to Menorca or you have some unexpected event preventing it from reaching the property at the appointed time, please communicate it to us as soon as possible to agree and to expedite a new time.

## Departure from the property / Check-out

Generally, the check-out and the return of the keys will be realised before 10:00 am on the last day indicated on your confirmation sheet. On request of the client and always subject to availability of the company, it may be extended.

## Services and special requirements

Our purpose is to satisfy all the needs that our customers might require during your stay in one of our properties. So if you require some extra service or would have any special request, please notify us and Sonne will do everything in our hands to satisfy all your demands.

### People with some kind of mobility disabilities

Sonne regret to inform you that currently we do not have any property specifically adapted for people with some kind of physical disability. However we have easy access housing constructed at the same level and that may be suitable for these people. If you require more information please contact us and we will be glad to help.

### Number of Guests

The maximum number of guests of a property is set out in the descriptions of each property in accordance with law 8/2012, of Tourism of the Balearic Islands. It is not allowed the use of the property for a number higher than appears on the sheet booking confirmation guests. Failure to follow this rule may be grounds for termination of contract by the company, reserving the right, if we thought it could be the appropriate, to expel the guests not confirmed booking, or all occupants, if this situation could get into behavioral problems, complaints from neighbors, or disrespectful use of the property. If you have any questions respecting the maximum number of occupants, let us know and we will be glad to help you.

### Behavior

In Sonne we expect our customers to fully enjoy your stay with us, but always with a respectful and civic behavior, both to the property as with the neighbors. The client is responsible for his own behavior and that of his companions. If for any reason there is some complaint, claim or complaint from neighbors or by the competent authority for the conduct of one or more guests for whatever reason, Sonne may proceed with the immediate abandonment of the property for causative person from problems or of all its members if it is considered appropriate, without any right to return the cost of their booking. Moreover,

without prejudice to the foregoing, if any damage or breakage occurs in housing this would be paid by the guarantee and would resort to litigation if the company thinks it would be appropriate.

## Pets

Please note that, as a company policy, pets are not allowed in our properties. Exceptionally, if it is demonstrated that the animal is of assistance, and always with the prior authorization of the properties' owner. So please if this is your case, contact us to enable and facilitate your stay. Some properties allow certain types of pets but always with an added cost allowed. Except these cases, the found breaking this rule is grounds for Sonne terminates the holiday contract, and supposes the immediate abandonment of the property without repayment of the costs of booking.

## Claims

If you have any complaint during your stay, please let us know as soon as possible. Sonne will not accept any claim made subsequent to your stay in one of our properties. In Sonne we will do everything is in our power to resolve any complaints that may arise, in the most efficient way possible. Furthermore, we inform you that we have complaint forms available to our customers.

## Guarantee

The properties that manages Sonne require a security deposit, which will be paid in cash before entering to the property or together with the last payment of your booking's cost. The security deposit is returnable and the reimbursement is made by bank transfer to the account you have provided 24 hours after the day of departure, as long as during inspection is not appreciate any anomaly, breakages or defects in the property, your furniture, appliances and other elements that compose it. Otherwise, Sonne reserves the right to use all or part of the guarantee to cover the cost of any repairs or replacements that we had to face. The security deposit or guarantee is different in all properties, but generally is between 150 € and 250 €.

## Changes of housing

Only in cases of force majeure, error of third parties or for any failure or malfunction in the reserved accommodation, Sonne may have recourse to the right to change the property for another of equivalent or higher level to the one booked, always with customer approval, or proceed to refund the full cost of the reservation.

## Responsibility

Sonnevillas Menorca S.L. does not take responsibility for lost or misplaced baggage, theft, damage or accidents unrelated to management itself of the company. The customer declares that make proper use of the leased property, exempting Sonnevillas Menorca SL any liability and the customer will be responsible for damage caused intentional or otherwise by improper use on the property. Sonnevillas Menorca S.L. reserves the right to update any of these conditions at any time if required in accordance to the activity of the company.

## Protection of personal data of users by SONNEVILLAS MENORCA SL

In accordance with Law 15/1999 on the Protection of Personal Data, the customer is informed of the inclusion of their data to a file, which Sonnevillas Menorca SL is responsible (hereinafter the Company), whose purpose is to manage the property of the client.

The user services on-line booking is voluntarily providing personal data (henceforth, Personal Data) whose sole purpose is to complement the reservation. The data card or performed in a payment gateway that belongs to the bank with which it has subscribed to this service company or is done in a safe setting, in which case the Company will not know such data.

The client can exercise the rights of access, opposition, rectification and deletion of data by writing to the Company, P / Espanya, 7.3 °, 07750, Ferreries (Menorca), Balearic Islands. The Company guarantees that they have taken appropriate security measures in its facilities, systems and files. Also, guarantees the confidentiality of personal data, but reveal to the competent authorities Personal Data and other information in its possession or accessible through its systems and is required under the laws and regulations applicable the case. System users online reservation guarantee and respond, in any case, the truthfulness, accuracy, validity and authenticity of the personal data, and commit themselves to keep them updated.

#### Applicable law and jurisdiction

These terms and / or general terms and conditions are governed by the Spanish law. SONNEVILLAS MENORCA S.L. and users in order to resolve any dispute that may arise with respect to their validity, execution, performance or termination, in whole or in part, are submitted, expressly waiving their own jurisdiction or any other that, where appropriate, could apply, to the jurisdiction of the Courts of the city of Maó-Mahón. This contract constitutes the full and complete agreement between SONNEVILLAS MENORCA SL and the user, and supersedes all prior agreements, commitments, representations or agreements, either written or oral, that may have previously existed between them.