

TERMS AND CONDITIONS

BED & BREAKFAST “MÁS SOLANA” HUERCAL-OVERA, SPAIN.

We wish you a warm welcome at Bed & Breakfast 'Mas Solana' and kindly ask you to read the following terms and conditions.

In general:

- Esther van Blokland - Wouters is the owner of Bed & Breakfast “Más Solana”. The owner can at any point be replaced by a family member.
- These terms and conditions apply to all guests of Bed & Breakfast “Más Solana”, currently located at El Gor 31, 04693 Huercal Overa, Almeria, Spain.
- These terms and condition are effective immediately upon booking and arrival.
- All guests need to have a permanent address of residence and the main booker needs to be 18 years or above.
- The hosts cannot be held responsible for damages to, loss or theft of personal belongings. In the event of a dispute all the legal costs will fall onto the guest(s) in question.
- All risks associated with a stay at Bed & Breakfast “Más Solana” fall onto the guest(s) in question.
- Damages to or loss of any items and/or property within the grounds of Bed & Breakfast “Más Solana” need to be reported and compensated immediately by the guest(s) in question.
- The hosts of Bed & Breakfast “Más Solana” hold the power to, effective immediately, refuse entry and/or terminate an ongoing stay in case of violation of the Terms and Conditions, without further elaboration and without restitution of the costs of the stay.
- The administration of the hosts is leading in case of a dispute, except when the contrary can be proven. All anomalies not discussed in the Terms and Conditions can be decided upon by the hosts.

All guests of Bed & Breakfast “Más Solana” are expected to uphold the following ‘House rules’:

Booking and confirmation

- Upon availability, a new reservation can be made verbally, or via phone or e-mail. A request for a reservation can also be made through our website’s reservation form: <https://www.massolana.com>
- After we receive your reservation request, Bed & Breakfast “Más Solana” will send a cost overview of the requested stay via e-mail. After confirmation on your part, the reservation will be final for both parties.
- The online reservation form, which van be accessed via <https://www.massolana.com> refers to these Terms and Conditions.
- The act of making a reservation at Bed & Breakfast “Más Solana” will not result in extra costs.

Payment

- The cost of your stay at Bed & Breakfast “Más Solana” shall be paid fully upon first arrival. Cash and card are both accepted forms of payment.
- In case of a reservation for a period of more than 4 days, or a party of 4 or more people, a non-refundable deposit of 30% of the agreed upon cost will be put in place.
- The current and updated prices can be found on our website <https://www.massolana.com>

Cancellation

- In case of an unforeseen event which results in the unfortunate cancellation of your reservation, this needs to be communicated with the hosts as soon as possible to free up the reserved apartment to possible other guests.
- The booker will have to pay an amount to Bed & Breakfast “Más Solana” in the following cases:
 - Cancellation within 14 days of the first day of the stay will result in a bill of 25% of the agreed upon cost of the stay.
 - Cancellation within 7 days of the first day of the stay will result in a bill of 50% of the agreed upon cost of the stay.
 - Cancellation on the day of arrival or anytime during the stay will result in a bill of 100% of the agreed upon cost of the stay.
 - The owed amount needs to be transferred within 14 days to the bank account of the owner.

Arrival and departure

- Upon arrival, the guests need to report to the host(s).
- For identification and registration purposes we are legally bound to make a copy of your passport or other type of identification.
- On the day of arrival, the apartment will be ready for use after 15:00.
- On the day of departure, the apartment will have to be vacated before 11:00, and the key needs to be returned to the host(s).
- Aforementioned times can be discussed with the host(s).
- In case of early termination of the stay, there will be no possibility of restitution.

Breakfast

- Breakfast can be reserved at additional cost.
- Breakfast will be served every day between 08:00 and 10:00.

During your stay

- Noise disturbances should be prevented between the hours of 23:00 and 08:00.
- Radios and other sources of noise should not be a disturbance to other guests or the host(s).
- Used pots and pans, crockery and cutlery needs to be cleaned and neatly stored away in the designated kitchen cupboards by the guests.
- The apartment needs to be left behind in a decent manner. In case of proven negligence, we are obliged to charge a cleaning fee of € 75, -
- One full bin bag can be left behind in the apartment. Any other trash and plastic bottles shall be disposed of by the guests. Trash containers are located on the main road.
- Pets are allowed in consultation and for an additional fee.
- Visitors are not allowed to stay overnight in the accommodation without permission from the host(s) and without additional payment.

Safety and environment

- For your and our own safety, security cameras and alarm systems are put in place in various places throughout the property.
- Smoking is only allowed outside. Be mindful of other guests and dispose any cigarette waste in the dedicated ashtrays. Open fires are not allowed on the grounds on account of fire safety and the risk of wildfires.
- BBQ is permitted in a by the host designated spot.
- The use of soft- and/or hard drugs is not permitted.
- The loss of the key to the apartment will result in a € 25, - fee.
- The accommodation will be accessible 24/7 throughout the stay.

We wish you a pleasant and relaxing stay at our Bed & Breakfast!