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## **REGULATIONS AND ACCESSION DOCUMENT**

### **A) TERMS AND CONDITIONS**

These general contract conditions constitute a contract between the client and the Huerta del Cañamares Rural Hostel through its website [www.huertacazorla.eu](http://www.huertacazorla.eu) for the accommodation reservation. Please read these general conditions carefully and make sure you understand their content before making your reservation. These conditions apply to all reservations made as well as to all those for whom said reservation is made.

### **B) RESERVATIONS AND CONFIRMATION**

Reservations and requests for information can be made by telephone, e-mail or through any of the forms that the Huerta del Cañamares Rural Hostel makes available on its website.

No reservation will be binding until the client has accepted the offer and paid the deposit amount as detailed in the following point.

At the time of formalizing the reservation, a deposit of 25% of the total amount will be deposited within 48 hours, bank transfer to the account number that will be provided by telephone or email. Reservations will be confirmed by email, once the account has been credited.

The Huerta del Cañamares Rural Hostel will only confirm a reservation when it can verify that the requested deposit has been paid, at which time the reservation confirmation will be sent along with its details.

Payment of the rest of the total amount of the reservation must be paid at the time of arrival at the property.

Please note that the reservation will not be confirmed until Albergue Rural Huerta del has received the initial deposit amount of 25% and the client has received a confirmation email.

### **C) RATES**

Prices include 10% VAT for accommodation and catering.

Accommodation prices for the entire house are for a minimum of 16 people, and



extra beds can be added up to a total of 45.

Included services:

The accommodation, services and meal plan that appears in the reservation confirmation that is sent to the client at the time of subscribing. The fees or taxes that are applicable

- Services not included:
- Transfers/assistance to the farm or other similar
- Excursions or optional visits
- Additional charges for the room, meals, activities or services that are not included in the reservation confirmation.

#### D) **MINIMUM STAY**

The minimum stay is two nights, with the following exceptions:

The long weekends are rented for the entire period, example: long weekend from Friday to Monday 3 nights. Easter holidays, minimum 4 nights.

#### E) **CHILDREN AND BABIES**

When making the reservation and in order to apply the corresponding rate, the total number of people, both adults and children, occupying a place/bed will be indicated. Babies up to 2 years old who do not occupy a place have no cost.

Under no circumstances will more people be allowed than those established according to the maximum number mentioned in the reservation confirmation, including children over 2 years old. If the number of people exceeds the indicated capacity, the owner may demand financial compensation proportional to the price per person and reserves the right to admit or cancel the reservation.

#### F) **PETS OR DOMESTIC ANIMALS**

At the Huerta del Cañamares Rural Hostel we love pets and we have always allowed you to enjoy our experiences with your companions. Unfortunately, the uncivil behavior of some owners and the increasingly demanding standards regarding animal health, animal ownership, animal welfare, etc. have forced us to make a tough decision and we have established a series of conditions.

First of all, you must notify us when making the reservation if you will be accompanied by a pet, also indicating if it is a cat or dog (the only ones allowed).

It is only allowed to come with a pet from May 1 to September 30.





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At no time may your pet be left alone in the room and must bring a mat, box or bed to sleep on.

You will not be able to enter the indoor common areas or enter the kitchen. Its owner or the person who makes the reservation is ultimately responsible for preventing damage to the facilities and will have to pay the cost if any damage occurs.

The pet owner will also be responsible for possible civil liability arising from his or her pet's actions on third parties, so the animal must be covered with civil liability insurance (specific for pets).

### G) **CANCELLATION POLICY**

The 25% reservation deposit for the reservation will be understood as the amount resulting from the contracted services and is not refundable or transferable. If the client cancels a reservation, there is a cancellation fee that will depend on the number of days prior to the arrival date,

5% if the cancellation is made more than 30 days in advance.

40% if the cancellation is made with 30 or fewer days and more than 15.

60% if the cancellation is made with 15 or fewer days and more than 7.

100% when done 7 or less days in advance.

In the event that the client changes the dates, it will be understood as a new reservation and will also be subject to the cancellation conditions.

Any cancellation, including force majeure, will be subject to our cancellation policy.

All cancellations or changes must be made by email. Cancellations or changes by phone will not be accepted.

No refund or credit will be made if your stay in the accommodation is interrupted.

### H) **ENTRIES AND EXITS**

Check-in: 1:00 p.m.

Check-out: 12:00 p.m.

The shelter will be available from 1:00 p.m. Please be sure to let us know your approximate arrival time and especially if it is scheduled for later than 8pm, so we can plan your check-in and keep you informed of any delays or changes. Please provide your phone number and contact email in case we need to contact you.

On the day of departure, the hostel will be vacated before 12:00 p.m. However, if





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guests wish to enter or leave the property at different times, they may do so by prior agreement and as long as it is not going to be occupied by another client.

If you need to check out later please ask at check-in if this is possible. We will try to accommodate your request.

Any departure after 8:00 p.m. will be subject to the full price per night.

Please be sure to hand in ALL sets of keys before leaving.

### I) **EQUIPMENT**

Prices include:

Water, electricity and heating expenses.

Bedding and towels for each occupant. The bedding consists of sheets, blankets and duvet. The towels are bath and hand towels for each occupant.

Fully equipped kitchen (dishwasher, oven, refrigerator, microwave, juicer, and other small appliances, as well as dishes, glasses, cutlery, pans, saucepans...)

Cooking food inside the fireplace or barbecue is not allowed without the owner's permission.

Firewood for the fireplace will be free.

### J) **CLEANING**

The hostel is cleaned before the arrival of each client. When leaving, the client is obliged to leave the hostel in reasonable condition, with all rubbish disposed of correctly. Otherwise, a cleaning fee will be charged.

For stays longer than 7 days, bed linen will be changed weekly.

### K) **CUSTOMER-BEHAVIOR**

The terms and conditions of the Huerta del Cañamares Rural Hostel regarding disturbances, loud music and parties are very clear: ALL ARE STRICTLY PROHIBITED. Clients staying at the Huerta del Cañamares Rural Hostel should know that if loud voices and music are heard, it may result in immediate eviction regardless of the time of day or night.

The client will be responsible for the correct and decent behavior of all the people







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accompanying him. In the event that that person, or any of the accompanying persons, does not behave in an appropriate and responsible manner, the Huerta del Cañamares Rural Hostel will have the right to request the client and the people accompanying him or her to leave the rural hostel without the right of the latter. to claim any type of compensation.

This also means the loss of the amount paid and the deposit.

## **L) HOUSE RULES**

Guests are responsible for keeping the hostel properly closed in their absence.

Guests may not carry out annoying, unhealthy, harmful, dangerous or illegal activities in the rural hostel. Parties or meetings that may cause discomfort cannot be held.

Visits are not allowed without the express consent of the owner.

QUIET TIME IS EVERY DAY FROM 12:00 PM to 10:00 AM

The facilities will be kept in perfect use, each object in its original place. If any damage occurs to the facilities, this must be reported to the owner.

Guests must treat the hostel and its contents with respect and not steal anything from it, they will be responsible for any damage caused.

Please do not leave the heating on at an excessive temperature if you plan to spend the day outside the house or if it is your last day of stay. Moderate the use of heating, and it is advisable not to keep the heating and fireplace on in the living room at the same time.

Deposit garbage in the containers for this purpose, do not leave it outside, animals could spread it. NEVER throw ash that may contain fire into the trash container. Smoking is completely prohibited in the rooms and/or common areas (living room and dining room). In the presence of children or non-smokers, please do not smoke. If it's summer, pay attention to forest fires.

The barbecue cannot be used on windy days or days of excessive heat.

Do not bring high-consumption electrical appliances: hair dryers, heaters, electric cooking irons, etc... We thank you for responsible use of the farm's energy.

Pets are welcome, but guests are responsible for preventing them from causing damage to the facilities, and will have to pay the cost if any damage occurs. The pet





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owner will also be responsible for possible civil liability arising from his or her pet's actions against third parties. Please watch that it does not run at the livestock, bark for no reason, etc. If the animal needs attention, we are in contact with a completely trusted veterinarian.

## M) FINAL CONSIDERATIONS

The Huerta del Cañamares Rural Hostel reserves the right to modify these general conditions at any time without the need for notification or prior notice, therefore, the provision of this service has a limited duration at the time the user is connected to the website or any of the services provided through it.

By making the reservation, you accept that you have read, understood and accepted these general conditions. If there is any element of these general conditions that you do not fully understand, or you have any questions or concerns, please contact us.

In the event that you make the reservation for two or more people, the person who makes the reservation must be authorized to represent all those on whose behalf the reservation has been made, as well as accept the responsibility derived from the payments made in name of these people, including cancellation costs or those derived from rectifications or modifications. Likewise, you must inform all those on whose behalf you have made the reservation, the details of the reservation, as well as any other relevant information. Please ensure that all personal details provided during your booking are correct and truthful.

The user declares that he is of legal age, that is, he is at least 18 years old and has the necessary legal capacity to be bound by this agreement and to use this website in accordance with the General Conditions stated here, which he understands and understands. In its whole. If you are under 18 years of age, and traveling with adults but without your parents or legal guardians, they must assume the responsibility derived from the reservation, as well as all obligations and expenses that arise from it.

These general contracting conditions will be regulated by the laws of regulation and management of rural tourism accommodation of the Autonomous Community of Andalusia, and the parties will submit, in case of discrepancy, to the arbitration bodies of the Junta de Andalucía.

