

## Conditions

By making a booking with us, you (the owner of the accommodation, his/her representative) agree to the following terms and conditions; During your stay, you agree to abide by the following terms and conditions; If you have any questions about booking a studio or flat, please contact us before making a booking. To make a booking with us, the main booker must be 18 years of age or older. The maximum number of guests per room is shown in the room occupation details on the website. If the person making the booking is different from the person visiting us, the person making the booking may be held responsible for any cancellation, damages or costs. In order to guarantee a reservation, we ask for a deposit in advance. This deposit is 50% of the full booking. Payments can be made online by debit/credit card and by digital bank transfer. You agree to respect the privacy and quiet of all other guests, neighbours and owners at all times. We reserve the right to cancel a booking with immediate effect if guests fail to honour this agreement or cause nuisance / inconvenience to other guests, neighbours or the owners.

### Check-in / Check-out

Guests must check in and out at the times given below: Check in: from 15.00 onwards (or earlier by arrangement) Check out: 11.00 on the day of departure

### Cancellation policy

Guests who need to cancel a booking must contact us as soon as possible. Deposits already paid will only be returned in accordance with the following conditions; Cancellation 42 days or more prior to arrival date = full deposit returned Cancellation 41 days or less prior to arrival date = no refund of deposit Cancellation within 48 hours or less of arrival date = no refund granted, full booking amount due It is recommended that you take out suitable holiday / cancellation insurance. In the rare case that we have to cancel your booking with us, please note that we cannot be held responsible for circumstances beyond our control and our liability to you is limited to the refund of payments already made.

### WiFi

Where WiFi internet access is provided, guests agree to use this access fairly and properly. The internet access provided is intended for general use, such as internet access, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activities or use of our network for illegal activities is prohibited and will be reported to local authorities.

### Damage and lost property

We reserve the right to charge the lead guest for any damage caused by a member of the booking party during their stay. This includes breakages, spills, stains, damage to furniture or fixtures and fittings. Any accidental damage must be reported as soon as possible to minimise damage and associated costs. For lost keys, a replacement fee will be charged per lost key. Any lost property, if discovered and found left by guests during a stay, will be held for a period of 1 month. Whilst we will do our best to reunite lost property with its owners, we do not accept responsibility for replacing lost items and encourage guests to ensure they have all their belongings before checking out. We may offer to deliver lost items at the owner's expense.

### Smoking

Smoking is permitted outside except around the pool area and is in accordance with the Health Act 2006.

## Pets

Pets are not allowed in our accommodation

## Your personal details and privacy

We are required to keep a record of guests over 18 years of age staying with us, this includes full names and nationalities, and/or passport numbers, place of issue. This is in accordance with the Immigration (Hotel Records) Order 1972. This data is kept for a minimum of 12 months and in accordance with the DPA (Data Protection Act 1998) and the GDPR (General Data Protection Regulation) [which comes into force in May 2018]. Our policy regarding the personal data you provide as part of a booking or enquiry through this website / or third party website, including the privacy of that data, is explained and set out in our privacy policy which you can read below. We collect the following information when you provide it to us directly: Your first and last name Your email address

## Communications between you and Finca Feliz Andaluz

We collect information that your browser sends when you visit our service. This log file information may include information such as your computer's IP address, browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, and other statistics. We do not rent or sell your information to anyone outside of Finca Feliz Andaluz. This is the privacy policy of Finca Feliz Andaluz (hereinafter "Finca Feliz Andaluz", "we", "us" or "our"), a company with address Poligono 13, Parcela 305, Alora, Malaga, Spain. Our Privacy Policy explains how we collect, use, share and protect information relating to our website <http://www.fincafelizandaluz.com> (the "Service"). We collect this information when you access our website using your computer, tablet or mobile phone ("Computer"). We process personal data in a manner that is consistent with the General Data Protection Regulation (the "AVG"), the legislation based on the AVG and other current privacy legislation. If you want to know which of your data Finca Feliz Andaluz has registered or if you want to change or delete data that you cannot change through your account, please contact Finca Feliz Andaluz. If you have any questions about this service privacy policy, please send an email to [fincafelizandaluz.com](mailto:fincafelizandaluz.com)

## Our right of cancellation

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are violated.