

CASA FLORESTOS

TERMS & CONDITIONS

All bookings made on our website or other websites are subject to the following Terms & Conditions.

Accessibility

Casa Florestos is situated in a pedestrianised area on a gentle slope, and approached by elongated steps from the main walkway up to exterior of the house. From the entrance gate there are a few steep steps up to the main door.

As with all houses of this era and genre, Casa Florestos is full of character and has an abundance of quirky features including some low doorways and ceiling beams, so you may have to duck if you're tall!

Access to Studio Gris and Apartment Dali on the 1st floor are approached by a short steep staircase, and there is also a fairly narrow spiral staircase in the duplex Studio Gris, linking the bathroom to the living area which may be unsuitable for some guests.

If you are unsure about accessibility or have any mobility issues, please give us a call before you book and we will be happy to answer any questions you may have. Casa Florestos accepts no responsibility if you have not checked accessibility with us before booking and arrive to find the accommodation unsuitable.

Bookings via Agents/Other Websites

Bookings made online on our website or via booking agents may be subject to differing terms and conditions in force at the time of booking. This is to protect your security in carrying out the booking and providing credit card details over the internet.

In Person/Telephone/Email/Text Bookings

Full payment must be made at the time of booking, unless stated otherwise. We will then confirm the booking by email.

Cancellation by the Guest

BOOKING AGENT

Bookings made via booking engines or buttons are always non-refundable unless the relevant Ts & Cs say otherwise.

DIRECT BOOKINGS

No refund will be offered for cancellations within 14 days of arrival unless the accommodation is successfully rebooked.

No-shows and early departures will be treated as cancellations and no refund will be offered.

We will do our best to accommodate changes or amendments to a reservation, but if we cannot they will be deemed as cancellations and no refund will be available unless the accommodation can be rebooked.

Cancellation by Us

Should it become necessary for us to cancel a booking we will contact you immediately. Any payments made will be refunded in full.

Change of Accommodation

If a booking is taken for a specific studio, suite or apartment and it is required to meet a specific guest need, or rendered unusable via circumstances beyond our control, we reserve the right to transfer the booking to a room or flat of similar or higher quality.

Damages, Breakages and Missing Items

Please take care of our property. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur especially if you accidentally spill something – it is much easier to clean if we know what it is and act quickly.

We do not normally charge for breakages to low value items, but we reserve the right to charge for repair or making good if the damage is significant. We also reserve the right to charge you for missing items. We will be in touch within 48 hours of your departure with details and photos of any damage, breakages or missing items for which you are liable.

Check-in and Check-Out

Check out is 11:00, unless previously agreed otherwise

Check in from 15:00, unless previously agreed otherwise

Data

Please refer to the Privacy Policy on our website www.casaflorestos.com,

Keys

You have access to the building and your accommodation 24 hours a day throughout your stay using a set(s) of keys given to you when you register on arrival. You have full responsibility of these keys for the duration of your stay. Lost keys will be charged at €30.00 per set plus any additional costs incurred if any additional work is required, such as, locks having to be changed.

Liability

Casa Florestos and its' respective employees, agents, representatives, and assigns accept no liability whatsoever for any injury, damage, loss, accident, delay, or any other incident which may occur at Casa Florestos. This includes incidents, which may occur as a result of the historic nature of the building.

Casa Florestos may also utilise various independent suppliers that provide food and drink, accommodation, transportation, sightseeing, activities, or other services connected with the accommodation. Such services are subject to the terms and conditions of those suppliers. Casa Florestos and its' respective employees, agents or representatives, accept no liability whatsoever for any injury, damage, loss, accident, delay, or any other incident which may be caused by the negligence, defect, default of any company or person in performing these services.

Responsibility is not accepted for any loss, injury, damages or expenses of any kind due to sickness, weather, strikes, hostilities, wars, terrorist acts, acts of nature, local laws or other such causes. All services and accommodations are subject to the laws and regulations of Spain.

Lost Property

Casa Florestos is not responsible for any baggage or personal effects of any guest. Guests are responsible for purchasing a travel insurance policy that covers expenses associated with the loss, theft or damage of luggage or personal effects.

We are happy to return items that have been left following departure. However, there will be a charge of €10.00 plus postage and packaging if you want them sent to you.

Pets

Pets are not permitted. Well behaved assistance dogs are welcome.

Prices

We reserve the right to change our prices at any time. This does not affect bookings already made.

Smoking

Smoking, including the use of e-cigarettes, is NOT permitted within any part of our properties, aside on the front or roof terraces. Please note that offending guests may be asked to leave immediately and may be liable for professional cleaning of any rooms and any outstanding balance of nights booked but not taken through early departure.

Termination Policy

Casa Florestos reserves the right, at its discretion, to terminate, without notice, an individuals' stay where deemed necessary through unacceptable behaviour or as a result of actions which are likely to endanger or offend others (please note that non-compliance of our no smoking policy may constitute termination). In such circumstances no refunds will be made.

IVA

All published rates are inclusive of any applicable IVA due at the current rate.

Wi-Fi Access

By using our Wi-Fi service you automatically agree to the terms and conditions of use in force at the time.

We reserve the right to amend these terms and conditions at any time.

You acknowledge and agree that all intellectual property rights (including, but not limited to, copyrights (including rights in software), trademarks, database rights, patents and inventions) in and relating to the service are owned by us and our licensors or contractors. Nothing in this agreement operates to transfer any such intellectual property rights to you.

We reserve the right to assign or sub-contract any of our rights and obligations under this agreement without notice to you.

If any provision of this agreement is found to be unenforceable by a court of competent jurisdiction, the other provisions shall nevertheless remain in full force and effect.

This agreement is governed by the laws of Spain and the parties hereto submit to the non-exclusive jurisdiction of the Spanish courts.