

Finca Flores Amarillas



TERMS AND CONDITIONS

Our country house and its outdoor areas have been carefully prepared to provide the client with a unique experience, therefore, we would like to guarantee the quality of the stay to all our guests by means of the fulfillment of the following terms and conditions:

1. GENERAL INFORMATION

The house can be rented in two ways - as a whole or by rooms, the latter in shared accommodation.

All the rooms we offer are double and equipped with double bed and private bathroom. In some of them, it is possible to add an extra bed or travel cot.

Daily breakfast is only included in the price of room reservations.

The rooms and other interior and exterior spaces are delivered completely clean.

In case of room reservations, the PROPERTY staff are responsible for making the beds daily and keeping the communal areas clean and tidy.

In case of full house rental, no cleaning will be carried out for the duration of the stay. When leaving, guests must leave the house clean and perfectly tidy.

The CLIENT can request information by telephone, e-mail or the web portals where the PROPERTY is listed. Information on availability, features, rates, offers and any other question that the client requires and that is related to the reservation, will be provided by the same channel.

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This information is regularly updated on the PROPERTY'S web page (www.fincafloresamarillas.com).

Prior to booking a stay at FINCA FLORES AMARILLAS, the CLIENT will receive a copy of *TERMS AND CONDITIONS*. By signing the Registration Form upon arrival, the CLIENT agrees to accepting all the terms and conditions reflected herein.

2. RESERVATIONS

On the PROPERTY's web page (www.fincafloresamarillas.com), the CLIENT can consult availability and rates, as well as book directly.

At the moment of making the reservation at FINCA FLORES AMARILLAS, the CLIENT will receive a message confirming the reservation and must provide complete identification data of all persons included in the reservation.

If the reservation is made through TRAVEL AGENCIES, online platforms or web applications where FINCA FLORES AMARILLAS is listed, the reservation will be made in accordance with the conditions and agreements signed between FINCA FLORES AMARILLAS and such entities.

Receiving an enquiry about the availability or rates does not imply the acceptance of the reservation by FINCA FLORES AMARILLAS.

The payment of the reservation implies FULL ACCEPTANCE by the occupants of all the conditions and terms reflected herein.

3. ARRIVAL

According to the current regulations on books, records and reports of entry of guests in hospitality accommodations and the like, FINCA FLORES AMARILLAS will collect the

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identification data of ALL persons staying at the PROPERTY, in order to notify the local police (*Guardia Civil*) of their stay.

Upon arrival at the accommodation, guests who have rented the entire house will pay the remaining amount of the stay according to the booking procedure they have used and, if they have not completed it on-line, they will fill in the Registration Form governed by the Data Protection Act.

Guests who have booked a room and, if they have not already completed on-line, will also complete the Registration Form governed by the Data Protection Act upon their arrival. However, they will pay the remaining amount, including any additional services they have enjoyed during their stay, upon departure.

4. CHECK-IN AND CHECK-OUT TIMES at FINCA FLORES AMARILLAS

The check-in and check-out times at FINCA FLORES AMARILLAS are as follows:

For house rental stays from September to June, check-in time will be from 17:00h and check-out before 17:00h. In July and August, check-in time is from 12:00h and check-out before 12:00h.

For room reservations, check-in is between 17:00h and 19:00h, and check-out before 12:00h.

5. MINIMUM STAY

Minimum stay at FINCA FLORES AMARILLAS is two nights. On long weekends and bank holidays, minimum stay is three or four nights, depending on the number of non-working days in question.

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In July and August, minimum stay is 6 nights. During this period, check-in is only on Sundays and check-out on Saturdays.

6. EQUIPMENT AND MAINTENANCE

KITCHEN EQUIPMENT. The house has complete kitchen equipment (crockery, cookware, glassware, cutlery and cooking utensils), which must be left clean and properly placed, each in its corresponding place.

HOUSEHOLD LINEN. The house is equipped with bath towels, hand towels, sets of sheets and blankets. House linen is changed every three days. For additional linen changes, please contact management.

AMENITIES. The bathrooms are equipped with soap, shampoo and shower gel.

HOT WATER. The water is heated by an electric tank of 120 liters.

CONSUMPTION. The consumption of water, electricity and heating is included in the total price of the stay and, therefore, it is not allowed the use of appliances that alter the expected consumption of supplies, for example, professional sound equipment, professional refrigerators/drink-coolers, and the like.

FIREPLACES. The country house has two fireplaces and two wood burners. It is strictly forbidden to use the fireplace in the living room for preparing food.

BARBECUES and FIREPIT. The use of the barbecues and FIREPIT is available all year round except for the prohibitions originated by the seasonal regulations for fire prevention.

In order to avoid a possible fire, it is forbidden to burn any object other than firewood in the fireplace or in the outdoor barbecues and the firepit. Extreme care must be taken in its use. The house has two fire extinguishers, one on each floor.

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7. USE OF THE HOUSE

The Clients will have to leave and return the rooms / house in acceptable conditions of cleanliness and with all the furniture and belongings in the same state and place they were in upon client's arrival. If the CLIENT should observe any damage or anomaly, he/she must report it at the time of observation.

FINCA FLORES AMARILLAS undertakes to provide a solution, whenever possible, to any problems that may arise.

If the PROPERTY suffers any damage caused by the CLIENT, such damage will be repaired or replaced by the client. If this is not possible, the amount of the repair shall be paid by the CLIENT.

8. SPECIAL EVENTS

The payment of the reservation does not give right under any circumstances to use the PROPERTY to organize parties or special events that have not been authorized expressly by FINCA FLORES AMARILLAS. For this type of events, you must request a separate quote and obtain an authorization before booking, either by phone or email.

9. TERMS OF USE

The CLIENT agrees to act with the utmost civility, respecting the environment, tranquility, nature, cleanliness and order of the PROPERTY, following among other the following terms of use:

Respect, at all times, for the PROPERTY and the environment. The occupants may not carry out annoying, unhealthy, harmful, dangerous or illicit activities.

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FINCA FLORES AMARILLAS is not responsible for the behavior and / or actions of the occupants.

The CLIENT will be responsible for keeping the room / house properly locked in his absence, preventing the entry of unauthorized persons.

The CLIENT shall respect the furnishings and facilities of the house. All occupants are responsible for the PROPERTY and its contents during their stay in the house, and are expected to keep it neat and tidy.

FINCA FLORES AMARILLAS reserves the right to terminate the rental contract at any time in case of evidence of vandalism, noise, disturbance, well-founded complaints from the owners of adjacent lands, or imprudent use of the PROPERTY and its contents, in which case the CLIENTS will be requested to leave the PROPERTY immediately.

FINCA FLORES AMARILLAS reserves the right not to accept or to cancel stays that do not comply with the terms of use, at any time and without reimbursing the CLIENT.

FINCA FLORES AMARILLAS is not responsible for personal belongings kept at the property by the CLIENTS, nor for objects that may be left behind.

Smoking is not allowed inside the house.

FINCA FLORES AMARILLAS is committed to cover the costs of any repair or damage caused by force majeure (broken water pipes, electrical breakdown, etc.).

In the event of any damage caused by improper use by the CLIENT, the CLIENT assumes responsibility and will have to pay the full cost of the repair that may be necessary.

COMMITTED TO THE ENVIRONMENT AND ENERGY SAVING, clients are requested to be diligent and careful in the consumption of electricity, heating, water, as well as the security of the house.

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10. USE OF THE POOL

The rules for the use of the swimming pool are at your disposal at the entrance to the pool area.

Guests are responsible in all cases for the use of the pool, as well as for any minors in the pool area.

11. MAXIMUM CAPACITY at FINCA FLORES AMARILLAS

The PROPERTY has a maximum capacity of 2 persons per room (2 rooms), 2+1 persons per room (4 rooms), in other words 12+4 per house (6 rooms).

It can only be occupied by the number of people as stated at the moment of reservation. In no case can this number be exceeded. Due to the company's policy and the aforementioned rules of registration in vacation properties, visits of non-registered people at the PROPERTY are not allowed.

In the event that the number of occupants exceeds the number indicated in the Rental Contract and declared in the Registration Form that is delivered to the local police, FINCA FLORES AMARILLAS reserves the right of admission and may terminate the CLIENT's stay prematurely without the possibility of reimbursement, in addition to informing the Police and exempting itself from any responsibility for incidents that may occur at the PROPERTY as a result of over-occupancy.

12. EARLY CHECK-IN AND LATE CHECK-OUT

The timetable for check-ins and check-outs is detailed in *4. CHECK-IN AND CHECK-OUT TIMES at FINCA FLORES AMARILLAS.*

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In any case, early check-in or late check-out will always be subject to mutual agreement between FINCA FLORES AMARILLAS and the CLIENT and availability of accommodation. To agree an extended stay, the CLIENT must request it expressly, in advance and in writing when making the reservation, and pay the additional fees corresponding to such extension.

If the extension has not been communicated in advance, or the CLIENT has not paid the corresponding fees, FINCA FLORES AMARILLAS is not obliged to meet such request.

13. ADMISSION OF ANIMALS

As a general rule, no animals of any kind are allowed, except for guide dogs.

However, FINCA FLORES AMARILLAS, at the express request of the CLIENT, may accept the presence of pets in the house, with additional charges. This acceptance will be subject to space, to the hygienic-sanitary circumstances of the animal, as well as to the presentation by the guests of the animal's health card where there is proof that it has all the vaccinations required by law.

In no case will animals be admitted to the PROPERTY if they are catalogued as potentially dangerous.

In no case will animals be allowed access to the swimming pool area.

14. CANCELLATION POLICY

When the cancellation of the reservation is made at least 30 days prior to the date of arrival, we will proceed to refund 100% of the amount paid, except for possible fees associated with the transaction.

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When the cancellation is made between 15 and 29 days prior to the arrival date, 50% of the deposit will be returned.

If it is communicated within 14 days prior to the date of arrival, the CLIENT will lose the totality of the advance payment made as a deposit.

If the CLIENTS, without prior notice, do not arrive at FINCA FLORES AMARILLAS on the day indicated as the arrival day, the reservation will be understood to be cancelled, unless a later arrival time is previously agreed in writing between the CLIENT and FINCA FLORES AMARILLAS.

If the CLIENTS have to leave the PROPERTY, for any reason, before the previously agreed departure date, they will not be entitled to a refund of the difference between the booked stay and the one enjoyed.

FINCA FLORES AMARILLAS reserves the right of admission or cancellation of the reservation if the Terms and Conditions are not respected.

15. COMPLAINTS AND SUGGESTIONS

FINCA FLORES AMARILLAS will make available to guests, in accordance with current regulations, Complaints Sheets, so that they can record their complaints.

FINCA FLORES AMARILLAS will be grateful for any suggestions you may offer in order to make your future stays more pleasant.

16. DATA PROTECTION

In compliance with the General Data Protection Regulation (GDPR), we inform you that the personal data you provide will be incorporated into a file owned by Ms. Iva Grimani McConochie, in order to manage your visit to our facilities.

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Furthermore, and unless you state otherwise in the accommodation contract, your data will also be used to send you commercial communications about our products, promotions or services that may be of interest to you.

At any time you can exercise your rights of access, rectification, cancellation and opposition by sending a written request, signed and enclosing a copy of your national identity card or any other documentation that identifies you, to the following address: FINCA FLORES AMARILLAS, Pol. 3, Parc. 153, 10132 Almoharín (Cáceres), or to the email: info@fincafloresamarillas.com.