

Booking Conditions

1. Introduction.

These general conditions are part of the contract between you and Rusticmar Ampolla, S.L., C/Alacant 3, L' Ampolla, Tarragona.

2. Booking & payment.

You may make your booking by Internet, Once the booking has been confirmed, we will issue your contract and cancellation fees will be active (point 6). **You must pay a 30% of the final cost in the following 10 days** although you have not received your written confirmation yet. **The balance of the payment must be paid 40 days before the check-in date.** You may pay it by wire transfer or cash. If we have not received the first payment within the 5 following days after the booking is done, Rusticmar Ampolla, S.L. can automatically cancel it.

If you do your booking less than 35 days before checking-in, you will have to pay the full amount 5 following days after the confirmation. You will receive your voucher once your booking has been paid, this voucher will be handed over to the key-holder.

3. Services and Prices.

Our published prices refer to whole weeks and are based on the price of every column. Our properties are mainly bookable a minimum of 7 nights and from Saturday to Saturday. In low season check-in and check-out may be different days of the week and sometimes short breaks will be allowed.

Extra fee like cleaning is included in the price. If the client wants the heating on out of season, he or she will need to pay for it. All these extra fees will be shown on the invoice as well as its approximate price. The swimming pool may not be available in low season.

4. Prices and services change.

Although the description and prices of the properties have been carefully prepared, they may suffer any modification. The client will be informed about it when making the booking and confirmed afterwards by mail. Should any of these modifications be done after the booking has been done, and affect any essential characteristic of the booking, you will be able to rescind the contract in 5 days and your money will be refunded.

5. Check-in and check-out.

Check-in time is between 16h and 19h and check-out is before 10 am. If you can not arrive to collect the key to your accommodation between these times, you must inform the local key-holder in advance, his phone number is on your voucher or in the web page.

If you can not arrive to your accommodation the check-in day or you will depart before the check-out date, Rusticmar Ampolla, S.L. will not make any reimbursement. If you wish to extend your stay, you will only have to ask about it in advance.

6. If you want to cancel your booking.

You may contract a cancellation guarantee which costs the 4% of your booking. This guarantee covers job dismissal, accident, illness and death. In any of these cases we will need a formal note. There will be no reimbursement if the cancellation occurs 1 day before the check-in date or the very same day. These are the fees for any cancellation without the guarantee coverage:

- cancellation received more than 36 days before arrival date: 10% of the rental.
- 35-22 days before arrival: 50%.
- 21-2 days before arrival: 80% of the rental.
- and one day before, arrival date or after: 100% fees.

7. If we change or cancel your booking.

Rusticmar Ampolla, S.L. reserves the right to change the booking to a similar one due to a grave circumstance or sale. In case of circumstances beyond our control, (war, fire...) Rusticmar Ampolla, S.L. can change the contract refunding the total amount of the booking.

8. Your responsibilities.

At check-in, the voucher is required to verify that a 200 € deposit has already been paid through bank transfer, and in other case. You must hand over a deposit to the key-holder (normally about 200 €, unless a different price is specified on the contract), by cash. If you do not leave the deposit, the key-holder has the right to prohibit the entrance to the accommodation. The property can only be lodged by the number of people mentioned on the contract, including children and babies as number of people. The owner or key-holder could prohibit the entrance to the property if the number of people exceeds the allowed. The final cleaning does not include the kitchen equipment. The deposit will be refunded at check-out whenever there have not been any damages in the property. If the deposit has previously been paid

through bank transfer, it will be refunded to the sender account in the following 5 days, whenever there have not been any damages in the property.

9. Complaints.

Although we have carefully prepared our catalogue and checked previously the property, it could happen you are not satisfied with

it. If so, you should inform your key-holder who will endeavor to put this right. If your complaint is not resolved locally, you should

immediately contact your booking office. Rusticmar Ampolla, S.L. assumes no responsibility for any subsequent complaint if there has not been any previous notification about it during the client stay. Any kind of complaint should arrive to our booking office within 2 weeks after your check-out date. If you fail to follow this up, you will be deprived of any reimbursement.

10. Rusticmar Ampolla, S.L. Responsibilities.

If the accommodation booked has big deficiencies, Rusticmar Ampolla, S.L. commits to find an alternative with similar characteristics and price. If that was not possible because of lack of available properties or because you would refuse every alternative, we will refund the total amount or part of the booking depending on the level of Rusticmar Ampolla, S.L.'s responsibility. Rusticmar Ampolla, S.L. has no liability in any of the following situations:

- negligence imputed to a third part
- where the accommodation can not be provided due to circumstances beyond our control
- thefts in the properties
- the use of swimming pools, swings for the children, or sport facilities (e.g. tennis, football playgrounds...) are all under the client responsibility.