

## TERMS AND CONDITIONS & CANCELLATION POLICY

Thank you very much for choosing to book with the Finca Las Encinas. We look forward to welcoming you.

When you make this reservation, you are entering an agreement with us. Please make sure to read our Terms and Conditions of booking below.

### Booking Conditions

Once we have confirmed the availability, our booking conditions apply.

- A 25 % deposit of the total cost is required for B&B and cooking courses, on confirmation of reservation by PayPal or bank transfer. Your deposit is **NON-REFUNDABLE**. **No booking is confirmed until a deposit is received.**
- All prices are quoted on our TARIFF page.
- Check-in time is after **4 pm** on the day of arrival, unless otherwise arranged under special circumstances.
- Check-out time is **11 am** on the day of departure, unless otherwise arranged.
- Unless is it agreed, only 2 guests can stay in each guestroom.
- The balance is due on departure in cash, or in advance via bankers transfer or other agreed forms of payment. Any extras or services taken during your stay are payable on departure.
- Except for cooking courses – the balance is payable via bankers transfer in full, 4 weeks prior to the commencement of the course, if less than 4 weeks, the total amount is paid in full on confirmation and any extras or services taken during your stay are payable on departure.
- All payments must be paid in EURO currencies and are payable to the Finca Las Encinas at which you have reserved room(s), dinner, or cooking courses.
- We are happy to make provisions for your pets, however, we regret that we cannot accept pets inside the property.

### Cancellation and Amendment

- Any cancellation must be notified to us in writing (incl. e-mails).

- In an event that you would like to cancel your reservation, we require 14 days' notice. After that date, you will be responsible to the full amount unless we can re-let the accommodation. This includes any amendments to the length of stay or failures to take up the reservation without notifying us.
- Except for B&B and cooking courses, if such notification is received 4 weeks or more prior to the date of arrival, you will not be liable for the total balance. Any later than 4 weeks' notice, the following cancellation charges apply:
  - (1) between 21-28 days, 50%;
  - (2) between 15-20 days, 75%;
  - (3) within 14 days or less, 100%.
- If the reservation was made less than 14 days, the same cancellation and amendment policy applies.
- In the unlikely event of we cancel or amend your reservation after it has been confirmed, we Finca Las Encinas will make all reasonable effort to advise you as soon as possible. In such cases where we Finca Las Encinas are unable to provide an alternative, we reserve the right to cancel your reservation with a full refund. Our liability would not extend beyond this full refund.

## **Damages and Breakages**

- Please take care with our accommodation throughout. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents in case where the damage or breakage is significant. Please report these as soon as they occur to avoid any misunderstanding or embarrassment.

## **Liability**

- We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves on our property.

**TRAVEL INSURANCE is HIGHLY recommended and the adequate policy should include CANCELLATION INSURANCE, MEDICAL COVER and EMERGENCY REPATRIATION.**