

TERMS AND CONDITIONS & CANCELLATION POLICY

(Revised in January 2022 during the Pandemic valid until the end of 2022)

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

We are a small family run business, and we hardly have any walk-in trade, so a cancellation may have a great impact on our business. We try our best to offer a flexible cancellation policy during an uncertain period due to Covid-19 pandemic and are always open to respond to your special circumstances.

Booking Conditions

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

- A rate of deposit required for **B&B or cooking course packages is 25%** which is payable 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 in EURO currency including IVA (Spanish tax).
- 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 via bankers transfer or PayPal. Any extras or services taken during your stay are payable on departure.
- For cooking course packages – the balance is payable via bankers transfer or PayPal in full, **3 weeks prior** to the commencement of the course, if booked less than 3 weeks, the total amount is paid in full on confirmation and any extras or services taken during your stay are payable on departure.
- We regret that we cannot accept pets at our B&B.
- We are a NON-SMOKING establishment for health, safety and courtesy to other guests. Smoking may be permitted outside in a designated area with extreme caution and smokers must ensure that cigarettes are extinguished and disposed properly.

Cancellation and Amendment

- Any cancellation/amendment must be notified to us in writing (incl. e-mails).
- In an event you would like to cancel your reservation, we require 14 days' notice. After that date, you will be responsible to a cancellation fee unless we can re-let the accommodation. If you do not show up without notifying us, you will be liable for a full payment.

However, due to force majeure, if you would like to re-book your reservation with an alternative date within 12 months from the original date of arrival, we will be happy to offer you a credit without a fee.

Cancellation Fees

- If a cancellation notification is received any later than 14 days' notice, the following cancellation charges apply:

(1)	14 days or more, 100% deposit refund;
(2)	8-13 days, 50% deposit refund;
(3)	7 days or less, no refund + 50% total amount.

- If the reservation was made less than 7 days, free cancellation up to 3 days before arrival, otherwise a full amount will be responsible.
- 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

- Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by, or you otherwise suffer any damage or loss as a result of "force majeure". In these Booking Conditions, "force majeure" means any event which we could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity or actual threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire, contagious diseases and all similar events outside our control.
- 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.