

## GENERAL TERMS AND CONDITIONS

### 1. GENERAL INFORMATION

In compliance with current legislation, in particular Law 34/2002, of 11 July, on Information Society Services and Electronic Commerce (LSSICE), the following General Contracting Conditions are established for the contracting of services through the website [www.redondodeguayedra.com](http://www.redondodeguayedra.com).

- **Company name:** COSTA TAMADABA SL
- **VAT NO:** B35382639
- **Registered office:** Avenida Rafael Cabrera 4, 5o A, 35002, Las Palmas de Gran Canaria, Spain
- **Telephone:** 628087392
- **E-mail:** [contact@redondodeguayedra.com](mailto:contact@redondodeguayedra.com)

Acceptance of these conditions implies that the USER:

- You have read, understand and accept the above.
- It has the legal capacity to contract.
- It assumes all the obligations set out in this document.

COSTA TAMADABA SL reserves the right to unilaterally modify these conditions without affecting the services contracted prior to the modification.

### 2. OBJECT OF THE CONTRACT

The purpose of this contract is to regulate the contractual relationship between COSTA TAMADABA SL and the USER when the latter makes a reservation for accommodation in Redondo de Guayedra through the website.

The contractual relationship involves the reservation of accommodation for a specific period and in exchange for a previously established price. Additional services may be contracted at the time of booking or during the stay, subject to availability.

### 3. CONDITIONS OF STAY AND DISCOUNTS

- **Minimum stay:** 4 as usual and 9 at Christmas, but can be between 2 and 6 nights depending on the season.
- **Accommodation:** Bed and breakfast (included in the price). For other board options, please ask for a quote.
- **Discounts:** An additional discount applies for stays longer than 7 nights.

### 4. RECRUITMENT PROCEDURE

The USER must follow the purchase process indicated on the website, providing the personal data required in accordance with current data protection regulations. It is reported that the contracting procedure will follow these steps:

1. General terms and conditions.



2. Booking and payment process.
3. Cancellation and modification policy.
4. Rules of stay.
5. User responsibility.
6. Refund policy.
7. Complaints and complaint forms.
8. Data protection.
9. Applicable law and jurisdiction.

## 5. BOOKING AND PAYMENT PROCESS

- **Booking confirmation:** This will be confirmed upon receipt of payment of the required amount. The USER will receive an email with the booking details.
- **Methods of payment:**
  - Prepayment of 50% at the time of booking (bank transfer or payment gateway).
  - 50% balance on arrival at the establishment, in cash or by credit card (American Express NOT valid).
- **Inputs and outputs:**
  - **Admission:** From 14:00 h.
  - **Departure:** Before 11:00 h.
  - Reservations are guaranteed until 21:00 on the day of arrival. If the arrival is later, it must be communicated as far in advance as possible.

## 6. CANCELLATION AND MODIFICATION POLICY

- **Cancellations:**
  - Cancellations can be made with a full refund up to 2 days after the booking has been made.
  - If the cancellation is made within 45 days prior to arrival, the 50% already paid will not be refunded.
  - In case of force majeure, please contact the establishment.
- **Modifications:**
  - Subject to availability and possible additional costs.

## 7. RESIDENCE RULES

- **Occupancy:** It is not allowed to exceed the maximum capacity of the accommodation.
- **Prohibitions:**
  - Smoking is not allowed inside the rooms.
  - No visitors are allowed.
  - Pets: please contact the establishment.
- **Use of facilities:**
  - Rest hours are from 22:00 to 08:00.
  - Responsible use of electricity and water should be made.
  - Responsible use must be made of the facilities and communal areas.

## 8. USER RESPONSIBILITY

The USER undertakes to:



- Make proper use of the facilities and respect the rules of the establishment.
- Not to carry out activities that are a nuisance to other guests or contrary to the regulations in force.
- Responsible for damage caused in the accommodation or in the facilities of the establishment.

## **9. REFUND POLICY**

COSTA TAMADABA SL will only offer refunds in cases where the cancellation policy permits and within the established deadlines. In case of force majeure, date changes may be offered instead of refunds.

## **10. COMPLAINTS AND COMPLAINT FORMS**

USERS have at their disposal complaint forms at the registered office of COSTA TAMADABA SL. Complaints can also be submitted by e-mail to [.contact@redondodeguayedra.com](mailto:contact@redondodeguayedra.com)

## **11. DATA PROTECTION**

Personal data will be processed in accordance with the provisions of Regulation (EU) 2016/679 and Organic Law 3/2018 on Personal Data Protection and guarantee of digital rights. For more information, please see our Privacy Policy.

## **12. APPLICABLE LAW AND JURISDICTION**

Relations between the establishment and users shall be governed by Spanish law.

The Courts of Las Palmas de Gran Canaria (Spain) will be competent to hear any dispute between the parties, expressly waiving any other jurisdiction that may correspond to them.