



Monte Marina Playa S.L. & Transventura S.A.

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TRAVEL BOOKING CONDITIONS AND CANCELLATIONS

Based on Paragraph 651 BGB

1. Upon placing your booking either verbally, by telephone, email or in writing, please be aware that you have entered into a legally binding contract for which cancellation charges will be applicable as stated in writing. Please note that bookings of less than 7 days duration are not accepted.

Upon conclusion of the contract, a deposit of 25% of the tour price is due (or at least the sum of up to 5 travel days of the booked category). The remaining payment is due as agreed in the individual case (on site in cash - by bank or credit card, or shortly before arrival by bank transfer).

2. Impairment of your booking arrangements, remedial action and complaints:
Should your booking for any reason not be met in its entirety, you are within your right to request remedial action. However, the hotel management reserves the right to refuse what they consider to be excessive demands or requests. Wherever possible they will undertake to remedy the situation to similar or same value of your booking/ contractual agreement. Should you suffer any disruption or find fault in your arrangements, it is imperative that you notify the hotel management as soon as possible to ensure they have the opportunity to deal with your concerns immediately.

It is the responsibility of the hotel guests to observe, respect and adhere to the hotel rules/ regulations and policies (a copy is available in each room) and to ensure any damage or breakages are reported immediately.

The hotel management reserves the right to charge guests for any damage or breakages that may occur and these will be billed to the guest before departure/ check out.

In severe cases where hotel regulations are not observed, e.g. dogs staying with guests without prior permission from the management, guests causing a disturbance, unacceptable behaviour towards fellow guests, loud music and parties etc. The management has the right to take appropriate action and even refuse further entry onto the premises.

3. Before your booking arrival date, you may cancel your contractual agreement at any time. However, charges will be applied as follows:

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|-----------------------------|-------------------------|
| 90 – 31 days before arrival | Loss of deposit |
| 30 – 15 days before arrival | 45% of the full amount |
| 14 – 4 days before arrival | 60% of the full amount |
| 3. days – 0 | 100% of the full amount |

72 hours before arrival/ non arrivals/ early departures will be liable for full cancellation charges with no refund.

No charges will be applied to booking cancellations prior to 90 days notice and deposits will be refunded minus a processing fee of €40.

Place of jurisdiction is 'Puerto del Rosario' - Fuerteventura – Canary Islands