

General booking conditions:

1. The online reservation is a definite booking and entitles the hotel to charge 20% of the total amount to the guests' credit card. This amount will be taken into the corresponding reservation account as a guarantee for the booking. The remaining amount is due on arrival.
2. We offer following discounts for long-term stays:

as from 28 nights 5% reduction on the accommodation rates
as from 56 nights 10% reduction on the accommodation rates
as from 84 nights 15% reduction on the accommodation rates

The prices quoted on the booking confirmation for long-term stays already include the corresponding discounts.

3. Cancellations have to be forwarded to the hotel in written form.
4. Following cancellation conditions will be applied:
 - Cancellation between 29 and 15 days before the day of arrival:
50% of the total amount
 - Cancellation between 14 and 6 days before the day of arrival:
75% of the total amount
 - Cancellation 5 days or less before the day of arrival:
100% of the total amount

For groups of 12 and more persons we charge the following fees:

- Cancellation between 89 and 60 days before the day of arrival:
10% of the total amount
- Cancellation between 59 and 30 days before the day of arrival:
50% of the total amount
- Cancellation between 29 and 15 days before the day of arrival:
75% of the total amount
- Cancellation 14 day or less before the day of arrival:
100% of the total amount

The hotel is entitled to charge accruing cancellation fees to the credit card supplied at the time of the booking.

We recommend you to obtain a travel health insurance to ensure full medical protection during your holiday. For the case you have to cancel or end your holiday prematurely you should also obtain a cancellation and holiday interruption insurance.

5. All rooms are non-smoking areas. Only on some terraces and balconies smoking is allowed. Violations of the no-smoking-rule will be penalized by high fines. In accordance with Spanish law, smokers who break this law are committing a serious offence and can be fined up to 10.000,00 Euros.
6. The room number is a not binding wish and will not be confirmed in advance as the client books a room type and not a determined room number.
7. Booked rooms are available to the client from 3 pm on the day of arrival and must be vacated on 11 am on the day of departure.
8. Under the scope of Article 5 of the Spanish Organic Law 15/1999, on the Protection of Personal Data, we inform you that your personal data appear in our master or computerised files, that we respect the confidentiality of the information provided, and that you can exercise the right of information in the compiling of your data, to know why and how your personal data are processed and to make a decision as regards the processing thereof.
You can exercise the rights of consultation, access, rectification, opposition and cancellation of your data at any time, by writing and attaching a photocopy of your National Identity Document or other identity document to the address: Kurhotel Mar y Sol S.L., Avda. Ámsterdam 8, 38650 Los Cristianos, Spain or to the E-Mail: info@marysol.org