

BOOKING CONDITIONS

**How do I book in Hostal Molins Park?**

Thanks to our system, you can book easily and quickly in 4 easy steps whenever you wish 24/7. To start booking, first, you need to check availability and then easily provide the information required. Once you reach the virtual payment page, the operation is completed.

**How are my transactions protected in molinspark.com?**

The safety of your credit card details are our priority. Hence, we count on the security of a bank. All transactions are made through virtual payment and the highest security systems. Our booking system is under 128-byte encoded connection.

**Can I contact Hostal Molins Park directly in order to make a booking?**

Of course, we have various ways of formalizing your booking apart from the Internet:

- Phone: +34 971 300 464
- Fax: +0034 971 391 329

**Check-in / check-out records**

**Check-in:**

Standards of international proceedings regulates availability of rooms or appartments from noon of the arrival day onwards. In the case of hotels or small appartment groups, check-out maybe at noon, because the room must be cleaned and may not be ready for the next arrival at about **14.00 h**. Please, keep that in mind in case your arrival is scheduled before noon.

**Check-out:**

You will also **have to check out at about 12:00** on the day of your departure. This is particularly important if you return flight is at night and if you do not plan to leave your hotel/appartment in the last minute of the afternoon or maybe after midnight. You might

arrive before 06:00 and take your room immediately. This will count as your first night. The check-out day, perhaps you will have to wait for a long time before leaving the hotel/apartment to go to the airport.

### **Schedules and Services:**

The hostel schedules are subject to change without notice depending on the time of summer. Contact the reception and inform set times during their stay.

### **Breakfast time:**

Monday to Friday from 7:30 to 10:30.

Saturdays, Sundays and holidays from 8:00 to 11:00.

### **Reception hours:**

The hostel reception is open-24 hours a day to the customer.

### **Hours pool:**

From Monday to Sunday from 9:00 to 21:00.

### **Hours housekeeping service:**

From Monday to Sunday from 10:00 to 13:00.

The times are for information only, do not have a rigid and consistent application so it is best to check on arrival at the hostel.

### **Parking.**

We have car parking option strict and availability. The price per square is, 22,00€ per day tax included.

### **Minibar and Safe.**

Available for an additional fee.

### **Pet policy.**

Pets are allowed on request.

### **When do I pay for my booking?**

The books made on-line are paid or guaranteed by following payments, depending on the chosen rate.

"Standard"rate: Payment of the first night or all nights. Depending on the choice of the customer in the payment gateway.

"Non refundable"rate: You will be charged the full stay.

Any pending payment remaining amount must be paid on arrival day.

### **When will the payment be confirmed?**

The time needed to process and charge it on your card varies from country to country. The charge on your card can appear 5 days after payment. The rest will be paid at check-in.

When making the entry, you must present the credit card used to make the reservation, and the name of the cardholder must match the name of the main guest booking. For more information, please contact the property using contact details contained in the booking confirmation.

### **Tourist tax (Law 2/2016 on the Taxation of Tourist Accommodation on the Balearic Islands) NOT INCLUDED IN THE PRICE OF THE STAY.**

We would like to inform you that the Balearic Parliament has introduced a new tourist tax applicable to stays in tourist accommodations located on the Balearic Islands. The tax will enter into force next 1st July 2016.

The tax will be 0,55 euros per person per day.

Any natural person (over the age of 16) staying in a tourist accommodation on the Balearic Islands is obliged to pay the before mentioned tax to the owner of the establishment where he/she is staying.

As a result of that and of our obligation to pay the tax to the tax authorities of the Balearic

Islands, we hereby inform you that, in compliance with the current Law, we will proceed to charge you the above mentioned tax before you check out.

The money collected from the tax will go to a fund promoting sustainable tourism.

The money will be used to fund projects encouraging a sustainable, responsible and high-quality tourism model, particularly projects that boost the preservation of the environment (nature, country life, agriculture and sea life), off-season tourism, historical sites and cultural heritage, research and development, education and employment.

The projects will be selected by a Committee for Sustainable Tourism Promotion made up of representatives of the Balearic Government, Island Councils, City Councils, economic and social stakeholders and other organisations. The job of the Committee is to draw up an annual plan and set the key annual goals according to specific territorial balance criteria.

In case you have any questions regarding the new tourist tax on the Balearic Islands, you can contact the Balearic Tax Agency by calling at 901 201 530.

#### **Cancellation policy (Accommodation)**

##### **What is the cancellation policy?**

##### **-"Standard" rate:**

1.- In the case of a cancellation 7 or more days before your arrival date, a full refund will be given

2.- If a cancellation is received less than 7 days before the arrival date or in the case of a no show at the hotel, The prepayment will not be given back.

##### **-"Non refundable" rate:**

This rate doesn't admit any changes or cancellations. The deposit is non refundable.

##### **ALL CANCELLATIONS MUST BE SENT VIA EMAIL OR FAX..**

Please email us at [reservas@molinspark.com](mailto:reservas@molinspark.com) or send a fax on +0034 971 391 329 indicating the bonus number shown on the booking included in the

confirmation email. Your payment requires our written confirmation via email or fax.

Thanks for trusting us. It will be our pleasure to assist you.

Booking department

Hostal Molins Park - Ibiza - Balears