

BOOKING CONDITIONS

1. The general conditions apply to go on any reservation made through this website. Any changes will be made by writing to the HOTEL RURAL "ES TRULL DE CAN PALAU". Acceptance of the reserve is also accepting these Conditions. HOTEL RURAL "ES TRULL DE CAN PALAU" reserves the right to modify its terms and conditions at any time, without prejudice to the rights previously acquired.

2. The CLIENT accepts as sufficient for the purpose of election of the establishment, data and content provided by HOTEL RURAL "ES TRULL DE CAN PALAU" and displayed on this website.

3. Reservations are accepted in writing by e-mail referral to the address provided by the CUSTOMER in stating: confirmation date, departure date, type of rooms reserved, and the bed and the total price of the services hired. The CLIENT shall verify the order confirmation and immediately notify any errors that may appreciate it. Failing that, it is understood that confirmation is accurate and shall form an integral part of the booking contract.

4. Reservations should benefit from the services offered on the website. Any special requests should be consulted prior to the reservation department and will be handled according to availability.

5. CREDIT CARDS. - All reservations must be guaranteed with a credit card for the purpose of "no show" and under the terms of cancellation policy. The Hotel will charge one night as deposit on your credit card upon reservation, except for special rates that require prepayment at the same time of reservation. HOTEL RURAL "ES TRULL DE CAN PALAU" does not store data on your credit card in any file of personal data.

6. Check-In Time: 14:00 hrs.

Check-Out time: 12:00 hrs.

Check in after 23:00 hrs. must be confirmed by the customer via phone the day of arrival, otherwise the reservation could be cancelled and the hotel could charge No Show fees.

7. For specific dates, the Hotel may require a minimum of 3 nights stay.

8. The contract catering at which the reservation relates shall be made according to the Law on Tourism of the Balearic Islands and other administrative provisions in force which are not expressly modified by the parties through the general conditions of recruitment.

9. The CLIENT is subject to Spanish law and the jurisdiction of the courts of the Balearic Islands.

10. Are expressly barring any provisions on consumer rights in the event that the CUSTOMER falls on that condition.

11. With the effective application of the reserve through the electronic means of this website, the Customer accepts the terms and obligations set forth in these TERMS.

12. VAT tax is included in our rates. Any additional tax (tourist tax, etc), have to be paid locally.

13. **When reserving Half Board, this service includes Breakfast and Dinner "a la carta"(drinks not included)**

14. **Pets not allowed.**

Legal obligations concerning protection of personal data.

L.O. 15/1999 (Act): If you arrange your booking through this website, your information will be included in a file **CAS RAMONS RURAL S.L.** to manage the booking process. To exercise their rights of access, rectification, cancellation and opposition, please write, enclosing a copy of your ID, to **CAS RAMONS RURAL S.L.- José Riquer LLobet, 17-3^o-B -07800 Ibiza -** Balearic Islands.

Cancellation policy (Accommodation)

-This rate allows changes and cancellations, however if a change is made please note that prices and conditions may vary at the time of the change. Not valid for special offers.

-Cancellations made until 14 days before 12:00pm of the arrival date do not incur any charges.

-Cancellations or changes made with less than 14 days before the arrival date, one night penalty will be charged.

-In the case of No Show or departure before the departure date, one night penalty will be charged.