

**Accommodation**

**Reservation conditions (Accommodation)**

**Hotel Contact Details:**

Comercial Name: azuLine Hotel Mediterraneo

C/ Pintor Vizcaí -07840-Santa Eulalia

Phone: 971330015 Fax: 971336306

**VAT Details:**

GALFIZUL S.L. NIF:B57363293, inscrita en el Registro Mercantil de Eivissa Tomo 179, Libro 178, Folio 70, Hoja número IB-7861

**The use of azuLine Hotels services and products implies the acceptance of the following general conditions:**

1. That you are over 18 years old and have the necessary legal capacity to contract the services offered on the **azuLine Hotels** web site, declaring that you fully understand all the conditions on the web pages.
2. That in order to contract the services offered the user must register as a client, and to this end he or she declares that all the information supplied on registering is true, complete and concise.
3. That the company azuLine Hotels accepts no responsibility for the misuse of the passwords that the user may make as a registered client on reserving or contracting products or services on the azuLine Hotels web site. It is the user's responsibility to duly look after the passwords supplied for access as a registered client, impeding the improper use of them by third parties.
4. That the contents, commercial activities, products and services included in the web site are not conceived or directed to those persons who reside in districts where their contents are not authorized.
5. Only the pages featured on the web map are included on the web site.
6. That access to this web site is the exclusive responsibility of the users.
7. That you confirm the dates given in the reservation, as well as the number of rooms, the number of persons and the Hotel selected.

8. The conditions and price of the contracted reservation are those expressly determined in the document. Our services start at 14:00 on the day of arrival and finished at 12:00 on the departure day.

9. azuLine Hotels provides the opportunity to make reservations through the website booking engine of the company Neobooking.

At the precise moment after the accomplishment of the booking procedure the client has the option of paying the total amount or first night deposit, in this case, the remaining balance will be charge on arrival at the establishment.

All transactions made through azulinehotels are secured by a virtual system of payment to the Bank, BBVA, verified by verisign.

This system guarantees the use of the secure server software which encrypts all personal details. It can not be intercepted by any other person than the bank being used for the transaction it contains an automatically protection against unintentional information disclosure to third parties.

For security reasons, the hotel might ask for the credit card used to make this reservation to be showed at the Hotel at the moment of the check-in.

If the cardholder name is different to the guest or the cardholder is not travelling, an authorization from the card holder will be required. To obtain the authorization form, please contact the hotel directly in the email portales@azulinehotels.com. In the event that the guest arrives at the hotel without the card used for this reservation or authorization from the cardholder, the hotel may cancel this reservation without this being a reason for any compensation or complaint to the hotel.

Only in the case of no show on your arrival day without previous notice we will send you the invoice for the one night no-show fee to the email address provided when registered.

10. In the case of the client wishing to leave the hotel before the stated day of departure, any reclamation should be made to azuLine hotels within 20 days after the date of the departure. Together with the reclamation should also be enclosed a written confirmation from the hotel stating the date and the time of departure.

11. All the offers will only be valid for the period of time during which they are accessible to recipients of the service for effective contracting via the system established in azulinehotels.com.

12. The price of the reservation includes accommodation and the selected board basis chosen by the client in the moment of proceeding the booking. It does not include any optional "extras" or any other service which is not expressly featured as contracted by the azulinehotels.com system.

13. The prices of the reservation include the V.A.T., unless mention of it is expressly omitted. Any other tax due for accommodation will be paid separately in the establishment.

14. In the event of AZULINEHOTELS communicating the cancellation of the reservation due to reasons of force majeure, by which we understand circumstances beyond its control or abnormal and unforeseeable circumstances, the consequences of which could not have been avoided in spite of having acted with due diligence, the reservation will be cancelled and the user or client will have no right to any claim or compensation. This event must be communicated, when this is possible, by the means used for the confirmation of the reservation.

15. That the user accepts that the legislation applicable to the functioning of this service is Spanish legislation and submits to the jurisdiction of the Courts Ibiza for the resolution of any divergences arising from the interpretation or application of these clauses. AZULINEHOTELS reserves the right to carry out any changes it deems convenient in the established terms and conditions. The registration of the user as a registered AZULINEHOTELS client implies express acceptance and knowledge of these general conditions

### **Changes on your booking**

Once your booking has been confirmed, any changes could only be made by the client if the terms and conditions of the booking allow it, always subject to hotel availability and with the extra fees applied to each case according to the conditions bellow:

### **Cancelations Notice:**

According to the Spanish Law LGDCyU Art. 93.2b) bookings through our website are subject to our general terms and conditions. For bookings made through other service providers please check their terms and conditions. You could modify or cancel your booking

In "booking Status" link you received in your confirmation

By phone calling our Booking department

By mail to [portales@azulinehotels.com](mailto:portales@azulinehotels.com) indicating the will to modify or cancel your booking. The date for cancellation will be the date when we received the information.

### **Cancellation Policy:**

Free of charge if cancelled 7 days before the stated arrival date for arrivals in July or August and 2 days for arrivals any

other months.

One night charge if this communicated after that period.

### **No show**

In case of no show the first night deposit will be charged as cancelation fee.

Unless cancellation had been made according to our cancelation policy, in case of no show at the hotel before 18:00 pm (hotel local time) on the day of arrival, the reservation will be canceled entirely automatically and we will charge the amount of the first night's as penalty.

If you will be arriving at the hotel the day of arrival later than 23:59 hours (local hotel time), contact the hotel directly (contact details as shown on the voucher) to communicate this circumstances; in this respect, the channels (1), (2) and (3) under the "Cancellation" section are not valid ways of communications.

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

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### **Personal data protection**

AZULINEHOTELS undertakes to comply with current legislation on automated data processing and, in particular, Organic Law 15/99 of December 13 on the Protection of Personal Data. Through the privacy policy, AZULINEHOTELS reports the following:

Security in transactions. Reservations on the website of the Hotels of the AZULINEHOTELS chain are made through the integrated hotel management system. Likewise, the client is informed that they make a reservation that their personal and reservation data will be transferred to the companies that have to intervene in the management of the reservation, in this case the booking engine "neobookings", NEOBOOKINGS, SL, with CIF B57298010, and the hotel of destination, with the exclusive purpose of managing the reservation and guarantee the execution thereof. The confidentiality of the data is fully guaranteed, both with respect to personal data and credit cards to guarantee the reservation.

All data provided by our customers to AZULINEHOTELS or its employees, will be included in a mixed file of personal data, created and maintained under the responsibility of the company indicated above, the file named "CLIENTS HOTELES" has been registered in the Registry General of the Spanish Agency for Data Protection.

The main purpose of this file is to provide the requested service, and billing it, and maintain a business relationship with our customers.

AZULINEHOTELS ensures the confidentiality of the data provided and guarantees that, under no circumstances, will they be assigned for any other use without the prior and express consent of our clients.

In compliance with the provisions of Organic Law 15/1999 of December 13, AZULINEHOTELS customers may at any time exercise the rights of access, rectification, cancellation and opposition to their personal data. The exercise of such rights can be made effective by communicating it in writing to AZULINEHOTELS Avda. Ignacio Wallis, 21 4º 07800- Ibiza (Balearic Islands), indicating as recipient the person in charge of the IT Department or for your convenience, by email at the legal [juridico@azulinehotels.com](mailto:juridico@azulinehotels.com).