

# General Terms and Condition

**Accommodation's business name:** Villa Fataga – Gran Canaria

**Owner:** MT Cargo Spedition S.R.O., S.L., CIF: N0631245H

**Address:** Fataga 28, 35100 San Bartolome de Tirajana, Gran Canaria, Spain

**E-Mail:** [villafataga@villafataga.com](mailto:villafataga@villafataga.com)

**Financial institution:** BANCO SANTANDER, S.A.

**Account number:** ES90 0049 5872 9726 1658 1828

## Reservation System

The Reservation System is designed for customers of the accommodation named Villa Fataga - Gran Canaria, hereinafter "Reservation System". The term "Villa Fataga" refers to MT Cargo Spedition S.R.O., S.L. The term "you" refers to the user of the Reservation System.

The content of the Reservation System is the mediation and conclusion of an accommodation contract (hereinafter referred to as the "Reservation"), which arises immediately between you and Villa Fataga.

The use of the Reservation System and all its integral parts is subject to the consent of the General Terms and Conditions (hereinafter referred to as "Conditions"). By accessing the Reservation System, you unconditionally agree to the Conditions. Please read the Conditions carefully in your own interest. If you do not agree, please do not use this site.

By using the Reservation System, you guarantee that you are over 18 years old, you meet the Conditions in accordance with the law, act on your own behalf, and you are legally liable for yourself and are entitled to create a legal contractual obligation. In accordance with these Conditions, you will use this site only for your own use. It is not possible to make Reservations, cancel them and change data on behalf of third parties.

In the Reservations it is essential to state personal data: name and surname, permanent residence, ID or passport and an e-mail address. The Reservation System respects your privacy. Except for disclosure of data required by law or any relevant jurisdiction, Villa Fataga will not make your personal data available to third parties without your consent. The Reservation System currently uses the most modern systems for encrypting sensitive data.

## Payment Policy

All prices in the Reservation System are displayed, including fees and taxes. Once you use the Reservation System and a Reservation is created, Villa Fataga will confirm your reservation by email and send you an invoice.

It is necessary to pay a 50% deposit of the whole amount within 48 hours of confirming the Reservation. The payment must be made to the above specified account, and you must send a confirmation of the bank transfer to email: [villafataga@villafataga.com](mailto:villafataga@villafataga.com). Subsequently Villa Fataga will confirm the receipt of the payment by email. In case of not receiving the confirmation of the payment and the payment, the Reservation will be cancelled.

It is necessary to pay the remaining 50% of the whole amount not later than one week before your arrival date, again, you must send a confirmation email to [villafataga@villafataga.com](mailto:villafataga@villafataga.com). Subsequently Villa Fataga will confirm the receipt of the money. Your Reservation will not be valid, if the full amount is not paid before your check-in into the accommodation and will be cancelled, regarding the Cancellation Policy, unless agreed differently by Villa Fataga.

It is necessary to pay an additional 500€ security deposit before your check in. If there is no serious damage to the inventory or extreme contamination of the accommodation during your stay, the security deposit will be returned to you at your check out.

### **Cancellation Policy**

In the event of cancellation, this must be done immediately in your own interest. It is necessary to request a cancellation by email: [villafataga@villafataga.com](mailto:villafataga@villafataga.com). Villa Fataga will contact you via email confirming the cancellation. If you request a cancellation up to 30 days before your arrival, Villa Fataga will return your deposit (50% of the whole amount already paid). In case of cancellation less than 30 days before your arrival, Villa Fataga will keep your deposit as a cancellation fee. In case of a cancellation of the Reservation less than one week before your arrival, a cancellation fee of 100% will be kept.

If you wish to change an already existing Reservation, it is necessary to send a request email to: [villafataga@villafataga.com](mailto:villafataga@villafataga.com). In case of changes to a Reservation that is not confirmed by Villa Fataga by email, Villa Fataga disclaims responsibility for any resulting irregularities. Villa Fataga is only responsible for the requested changes, confirmed by email, which were clearly notified in time for the change to take effect. Villa Fataga makes changes according to availability and disclaims any responsibility for any failure on its part.

Villa Fataga reserves the right to cancel a Reservation with incomplete, doubtful, or manifestly incorrect data. All reservations are cancelled upon prior contact via email.

### **House Rules**

The standard check-in time is basically held from 16:00 until 22:00 local time. In the case of a late arrival, you must inform Villa Fataga and extra fee may arise. The standard check-out time is until 10:00 local time. This time may be postponed depending on occupancy.

Only the number of persons specified in the Reservation may be accommodated. Pets are not allowed in the accommodation. Big celebrations, such as weddings, corporate parties etc. are prohibited. Night rest must be kept from 11:00 to 7:00.