

Booking Conditions for Viajes Urbis

Viajes Urbis S.A., Gremi Fusters 11, 07009, Palma de Mallorca, Spain

Company Registration Number: A07011539

The principal to your contract is the accommodation named on your accommodation voucher

Introduction

Your booking is subject to both the Agency Terms of Business of Loveholidays and the Booking Conditions of us, the Service Provider.

This document summarises the Booking Conditions of Viajes Urbis, your Service Provider.

Please ensure you have read, understand and accept both the Agency Terms & Conditions and these Booking Conditions set out below before finalising your booking.

Service Provider Booking Conditions

1. Your Contract

The lead passenger on the booking must be at least 18 years of age and must be authorised to make the booking on behalf of all members of the party.

The booking is confirmed, and a binding contract comes into existence, only when Loveholidays has both:

- issued a booking confirmation and reference on behalf of Viajes Urbis and;
- has received the payment required on booking.

The date of the contract is the date that appears on the confirmation.

Once the contract is made Viajes Urbis is responsible for administering your booking with the principal, and you are responsible for providing payment to Viajes Urbis via Loveholidays.

The booking confirmation will identify the name and address of the accommodation, which you have booked.

Please check all details carefully and notify Loveholidays immediately of any discrepancies.

Viajes Urbis reserves the right to cancel the booking if any balance due is not received by the due date. In that case you will be advised by email, and cancellation charges will be applied.

Any reservation of 10 pax or more will be considered a group booking and different payment and cancellation terms may apply. Please call the Loveholidays' sales team in order to make such bookings.

2. Payment

You, the customer, are responsible for making all payments of the correct amount and on time to Loveholidays. Failure to do so may result in your booking being cancelled and check in denied.

Some regions have introduced tourist taxes and fees for hotel stays. These are not included in your booking cost (unless otherwise stated) and are payable by you directly to the hotel at the end of your stay.

3. Accommodation Descriptions

Viajes Urbis takes every reasonable care to ensure that the information published about each hotel, villa, or apartment is accurate; however, we cannot accept liability for errors or omissions in the descriptions. Facilities and amenities in accommodation may be temporarily unavailable for operational reasons, during low-occupancy or for maintenance, where this happens we will do our best to advise as soon as possible.

4. Changes

If you, the customer, wish to make an amendment to your booking, the conditions that apply are as described by Loveholidays in their Agency Terms & Conditions.

Occasionally Viajes Urbis or the principal has to make changes to details both before and after bookings have been confirmed. Whilst we always try to avoid changes, Viajes Urbis/the principal must reserve the right to do so for operational and commercial reasons.

Most changes are minor. Occasionally Viajes Urbis/principal will have to make a more substantial change to the booking ("Significant Change") as defined below:

- A change of accommodation to that of a lower official classification or standard for the whole or a majority of the stay booked;
- A change of accommodation area/resort for the whole or a major part of the time of the stay booked;
- The closure of the only or all advertised swimming pool(s) at the accommodation for an extended period in excess of 48 hours.

In event of a Significant Change Viajes Urbis will notify you via Loveholidays as soon as possible and provided that there is time to do so before departure, you will be offered the following options:

- Accepting the changed arrangements with the offered compensation; or
- Purchasing an alternative accommodation from us, of a similar standard to that originally booked if available (if the chosen alternative is less expensive than your

- original one, we will refund the difference but if it is more expensive, you, the customer will pay the difference, less any compensation offered); or
- Cancellation of that booking only and refund of moneys paid against that booking only, plus 50% of the offered compensation.

Please note, the above options are not available for changes other than Significant Changes and no payments will be made for any minor changes.

In all cases, the liability of both Viajes Urbis, the principal and Loveholidays for Significant Changes is limited to offering you the customer, the above mentioned options.

No additional expenses, costs or losses will be recompensed, including but not limited to, cancellation costs on other bookings you may have made at the same time, subject always to your legal rights.

5. Cancellation

If you, the customer, wish to cancel your booking, the conditions that apply are as described by Loveholidays and set out in their Agency Terms & Conditions.

If Viajes Urbis/principal cancels your booking you will be entitled to a refund of moneys paid against that booking only, subject to your legal rights.

No additional expenses, costs or losses will be recompensed, including but not limited to, cancellation costs on other bookings you may have made at the same time, subject to your legal rights.

6. Complaints

Viajes Urbis want you to enjoy your holiday and works closely with the actual hotels to ensure the highest standards of customer care.

However, exceptionally, issues might arise whilst you are at the hotel which are not to your satisfaction and in that instance it is imperative that you immediately notify the hotel management so that they have the opportunity to resolve the matter.

In the unlikely event that the hotel management cannot adequately address your concerns, please notify Viajes Urbis or Loveholidays through the contact details noted on your accommodation voucher. It is a strict condition of your booking that you notify us of your complaint at the time the issue arises. Failure to do this may invalidate any claim.

If you wish to submit a formal complaint on your return home you can do so by writing to Loveholidays, as our agent, at the company address on the website and documentation. Please include your booking reference and a short statement of your grievances along with any supporting evidence.

Please note that if you fail to seek a resolution whilst at the hotel as stated above your

complaint will be dismissed and any compensation foregone.

Where your complaint relates to health & safety issues it is likely that Viajes Urbis or the principal will seek a direct correspondence with you or your representative.

7. Accommodation(s)

Only those persons named at the time of booking, or subsequently advised, can occupy the accommodation(s). Should any damage be caused by you or any member of your party to the accommodation(s) or its contents, you will be required to arrange immediate reimbursement before the end of your stay.

Rooms are allocated at check-in and we cannot guarantee that you will be allocated any particular room or location in the hotel.

Star ratings are only a guide to the accommodation and do not necessarily reflect the local official rating. If you are in any doubt, please refer to Loveholidays for further information.

8. Passports and Visa

All passengers must be in possession of a valid passport and, if necessary, a visa. It is your responsibility to meet the requirements of the countries you are visiting, and we regret that we cannot accept any responsibility for costs incurred if you fail to be admitted to any country.

9. Health and Safety

Viajes Urbis shall ensure that, at all times, the product, including, but not limited to, all accommodation(s), facilities, furniture and equipment, complies with all national, local, trade and other laws, regulations, rules and codes of practice (including those relating to health, safety, food, fire, security, planning and permits for the provision of hotel and holiday accommodation and the operation of a tourist establishment).

Viajes Urbis warrants that they have in place a health & safety management system which includes inspections of properties to ensure compliance with the above. Please be aware that safety standards vary from country to country and may not always be the same as found in the UK.

With regards to your accommodation(s) there may be additional health consideration specific to that location, and we recommend you visit your doctor well before travelling to obtain advice. For further information, see www.fco.gov.uk.

10. Data Protection

Any personal data you provide us will only be used and shared to complete your booking/contract. If your hotel is located outside the EEA, you authorise us to transfer your data in order to complete your booking request.