

Booking Conditions of the Principal:

The Principal is the owner or operator of the accommodation you have chosen to book with and this document constitutes the booking conditions (Booking Conditions) which forms part of the contract you have with the Principal. Your booking is also subject to the terms and conditions of FastPayHotels S.L (who we, the Principal, have appointed as our non-exclusive booking agent) and any other agent through which you have made your booking. By finalising your booking, you acknowledge that you have read all the terms and conditions.

Contract

The lead passenger on this booking must be at least 18 years old and authorised to enter into this contract on behalf of any other passengers.

The booking is confirmed and a contract comes into place only when:

- You have made payment to the travel agent with whom you have made your booking; and
- You have received a booking confirmation from your travel agent with whom you made the booking.

The date of the contract is the date the confirmation was sent to you via email.

The contract confirmation will disclose our name and address and with whom your booking has been made. Please check all details and notify your travel agent of any discrepancies within 24 hours.

We, the Principal, reserve the right to cancel your booking if you have not paid your full balance by the date specified by your travel agent. In case of cancellation, we and your travel agent shall impose cancellation charges of 100% of the booking cost.

Only those person(s) named on the confirmations email can occupy the accommodation. Any amendment to booking is prohibited. In this event, we and your travel agent may impose charges to 100% of the booking cost. Should the accommodation incur any damage as a result of your stay you and/or your party may be charged prior to the end of your stay for any reimbursement.

Descriptions

We, the Principal, take reasonable care and due diligence to ensure all information regards your accommodation booking is correct and accurate however we cannot be held liable for any inaccuracies or omissions as services can change from week to week. Sometimes facilities disclosed within the descriptions may not be available for various reasons; especially early and late in the season. We take reasonable endeavours to ensure you are notified of any changes to facilities before arrival.

Payment

You, the customer, are responsible for making all payments to the balance required to ensure your booking is delivered and consumed. In the event you fail to make payment via your travel agent we, the Principal, reserve the right to contact you directly for collection of any outstanding balance.

Changes To Your Booking

The Principal reserves the right to make changes to your booking once the contract is confirmed; these are generally of a minor nature and will not entitle you to a refund or cancellation.

On rare occasions, the Principal will make a substantial change to your booking, such changes could include but are not limited to:

- A change of accommodation (this may be rating, location, board basis and more);
- A change of accommodation for part or all of the duration of the booking;
- The closure of major facilities such as a swimming pool during the duration of the stay;

In the event of a substantial change, the Principal shall notify you, the customer, via your travel agent as soon as possible. Upon notification you may either:

- Accept the changes;
- Change accommodation; this may require booking an alternative at a higher cost than your original booking. If you chose accommodation at a lower cost than your original booking, we shall refund the difference;
- Cancel your accommodation booking and receive a refund of monies received for that booking only;

Subject to any compulsory Law, in all cases of substantial changes the liability of the Principal is limited to offering you, the customer, the above options.

Subject to any compulsory Law, upon a cancellation due to a substantial change, no related expenses shall be reimbursed such as flight or transfer costs for example.

Complaints

In order to check-in to the accommodation, you specifically agree that upon arrival or at any time during your stay you are unhappy with the conditions of the accommodation or any related service, you must notify the Principal immediately and give the Principal the chance to rectify any problems incurred. You should request written confirmation of your complaint which will be provided to you. Your failure to follow this simple procedure may seriously prejudice the Principal's ability to resolve your complaint and your right to any compensation due may be adversely affected.

Subject to any compulsory law, any problems, complaints or issues which have not been communicated to the Principal (or your travel agent if appropriate) during the stay will not be acknowledged upon your departure and return.

If you wish to submit a formal complaint upon your return home, please do so via your travel agent within 28 days including the written confirmation of your complaint from the accommodation and any supporting documentation. Without this, the Principal may be unable to investigate your complaint.

If your complaint concerns health and safety issues, we, the Principal will correspond directly with you, the customer, or your representative.

Cancellations

As you are choosing a **non-changeable** and **non-refundable** booking, please note that if you wish to cancel your booking, then cancellation terms are set out in your terms and conditions. Cancellation charges will be up to 100% of the booking cost. By entering into this booking, you acknowledge these cancellation conditions.

Subject to any compulsory Law, If the Principal cancels your booking, you will be entitled to a full refund for the accommodation booking cost only.

Passports & Visa's

All passengers must be in possession of a valid passport and if necessary, a visa. It is your responsibility to ensure you meet all requirements for entry to any country and bear any costs associated.

Health & Safety

The Principal warrants a health and safety management system is in place and is being used.

The Principal shall ensure that at all times the accommodation including but not limited to all grounds, facilities, buildings rooms, furniture and equipment comply with all necessary local and national laws, licenses and regulations (including but not limited to fire, food, entry, security and more) associated with running and managing an accommodation for tourists and holiday makers in the country where the accommodation is located.

The Principal is only obliged to meet the requirement of the country in which the accommodation is located; not your home country. Please remember that safety standards vary from country to country and may not be as rigorous as those found in your home country.

We recommend visiting the <https://www.gov.uk/foreign-travel-advice> website for further information regards our location and if required, please see your doctor before travelling.

Data Protection

The Principal and the agents shall process the personal details of the passengers in order to comply their obligations with you. By choosing this booking, you accept that the agents and the Principal may disclose your personal details in order to fulfil the services. The Principal warrants that it complies with all data protection requirements and that it keeps adequate security procedures and controls to prevent unintended disclosure of and unauthorised access to your personal data or information.

Law & Jurisdiction

Subject to any compulsory law, the law and Courts applicable to these booking conditions and your booking shall be those in which the Principal is established, or any other jurisdiction the Principal may choose.