

## **Terms and conditions**

### **1 In general**

- 1.1 These terms and conditions apply to all guests at Sun Sea Sleep.
- 1.2 In these terms 'guests' can also be read as 'tenants or 'users'.
- 1.3 Ester Walvoort and Bram Braakhuis are the owners of Sun Sea Sleep.  
The owners can be replaced. In these terms 'owners' can also be read as 'landlords' or 'managers'.
- 1.4 By entering into a rental agreement, these terms and conditions take effect automatically.
- 1.5 Guests need to have a fixed place of residence or stay.
- 1.6 At check-in guests need to register their name, NIE / NIF or passport nr, address, telephone nr. and e-mail address and show proof of ID.
- 1.7 Guests of Sun Sea Sleep must comply with the house rules that are submitted and handed over at the check-in and must follow the instructions of the owners.
- 1.8 The owners can deny or refuse guests the access to Sun Sea Sleep with immediate effect, when they are in violation of the terms and conditions and/or house rules and/or show inappropriate behavior. This without further notice, giving reasons and without a refund of expenses.
- 1.9 The administration of the owners will determine at a mutual dispute unless guests can prove the contrary.

### **2 Prices**

- 2.1 All accommodation rates are including tax.
- 2.2 The rates for the B&B include: breakfast, water, electricity, WIFI, parking, intermediate and final cleaning, use of bath towels and bed linen.  
  
The rates for the apartments include: water, electricity, WIFI, parking, intermediate cleaning, use of bath towels and bed linen.  
The rates for the apartments exclude final cleaning cost.  
  
The rates for the villa include: water, electricity, WIFI, parking, use of bath towels and bed linen.  
The rates for the villa exclude final cleaning cost.
- 2.3 All rates do not include the cost of cancellation- and travel insurance.
- 2.4 All rates are subject to change.
- 2.5 Entries of prices and rates shall be made subject to obvious errors.

### **3 Booking and confirmation**

- 3.1 The rental agreement may be oral, by telephone, in writing or by e-mail.
- 3.2 After receiving your reservation request the owners of Sun Sea Sleep will send you a confirmation (if there is availability) and then the reservation is final.
- 3.3 For reservations of de B&B and apartments the down payment of 50% of your stay must be paid 60 days before arrival. The remaining amount must be paid 14 days before arrival.

For reservations of the villa the downpayment must be paid immediately (upon reserving). The amount of the downpayment will be determined by the owners.

The remaining amount must be paid no later than 1 month before arrival unless the owners have stated/ decided a different term.

3.4 If the down payment is not made within this deadline to be met, the reservation will automatically expire.

3.5 To book your stay at Sun Sea Sleep, no extra reservation fees will be charged.

#### **4 Payment and cancellation fees**

4.1 For reservations of de B&B and apartments the down payment of 50% of your stay must be paid 60 days before arrival. The remaining amount must be paid 14 days before arrival.

For reservations of the villa the downpayment must be paid immediately (upon reserving). The amount of the downpayment will be determined by the owners.

The remaining amount must be paid no later than 1 month before arrival unless the owners have stated/ decided a different term.

4.2 For reservations of the B&B and apartments: If the reservation is made less than 60 days before the arrival date, the down payment of 50% must be paid immediately.

4.3 The payments must be transferred to the bank account number stated in the confirmation e-mail / invoice with the stated payment details (including the correct ascription and mentioning of the booking number).

4.4 The accommodation is available from 3 PM on the day of arrival and the accommodation is due to be left before 11 AM on the day of departure.

If guests prefer other times then this is possible in consultation with the owners.

4.5 At a stay at the B&B and/ or apartments additional costs (such as drinks, food, washing, airport transfer service, rental car, etc.) must be paid in cash on the date of departure.

4.6 For reservations at the B&B and apartments: Up to 60 days prior to the arrival date, guests can cancel their stay for free.

Between 60 days and 14 days prior to the arrival date, the cancellation fee is 50% of the total bill. This amount corresponds to the amount of the down payment.

Shorter than 14 days prior to the arrival date the cancellation fee is 100% of the total bill.

For reservations of the villa guests cannot cancel their stay for free.

The cancellation fee is equal to the amount of the downpayment (see art. 3.3).

When cancelling less than 1 month before the arrival date the cancellation fee is 100% of the total cost of stay unless a different payment term is stated / decided by the owners (see art. 4.1).

In that case the cancellation term is equal to the payment term.

The cancellation fee is always equal to the payment(s) that have been made already at the moment of cancelling.

4.7 When changing a booking, guests can be charged administrative expenses.

This administration cost can be up to €68,-.