



RESERVATION TERMS AND CONDITIONS

All reservations made by our users through our website (the "Website") are to be governed by the Terms and Conditions (the "Conditions") described below. The reservation of services ("Service") through 1 implies the user's full and unreserved acceptance of the following reservation conditions: These Conditions do not include the reservation of our services offered by third parties outside this website.

Please read these Conditions carefully before you make a reservation via our Website. If you do not accept these Conditions, you may not make the reservation.

1. Possibility to Modify these Conditions, as well as our Commercial Offerings

APARTAMENTOS MASARU can modify the conditions or offers published on its website at any time (prices, products, promotions, and other sales and service conditions). Having said that, the changes will under no circumstances affect reservations that have already been made by our users.

2. How can I book on the web?

The reservation of our excursions by our users can be carried out by following the reservation instructions described in this section. By reserving our services, you also accept that correspondence with C.P. APARTAMENTOS MASARU will be undertaken mainly through electronic means.

To proceed with a reservation on our Website, you simply need to follow the steps below:

1. To be able to make a reservation through our website, the first step is to select the date, number of rooms, persons and apply the discount voucher in the case you have one.
2. Once the search is done, the next step is to select the room.
3. The next step is to complete the form with the personal data of the user who is making the reservation, including the credit card data.
4. To finish the reservation with C.P. APARTAMENTOS MASARU, the user must accept the Reservation Terms and Conditions, the Legal Notice, the Privacy Policy, and the Cookies Policy.
5. The reservation will be considered to have been finalised when the user receives the confirmation including the details of the service received by the user. This confirmation must be given on arriving at the hotel.

3. Service Price

The prices indicated at all times next to the services include all applicable taxes. If there is a typographical error in any of the prices shown and if a user makes a decision

to book based on that error, we will notify him/her of the issue immediately and the user will have the right to cancel his/her reservation at no cost.

4. Payment

At the time of making the booking, and to confirm it, the users must provide their credit card data which will be used as a booking guarantee. Your booking will be fully guaranteed when you receive confirmation via email.

The amount of the booking will not be charged to your credit card, payment is made directly at the hotel reception upon arrival.

In some situations, the client may wish to make changes (E.g. changes to names, dates) and any change to your booking should be communicated in writing to the Hotel or via the website, a minimum of 48 hours in advance of the date of arrival at the hotel.

5. Cancellation

Cancellation or modifications by the user at least 48 hours before the arrival have no penalty associated with them.

Cancellation by the user less than 48 hours before the date. The establishment will charge the first night if the user/client fails to appear.

6. Travel insurance

We recommend that you ensure you have a good travel insurance policy that properly covers incidents such as: medical visits, the loss of luggage, etc.

7. Passports and Visa

All users, without exception (including children), must carry the valid corresponding personal and family documentation, whether a passport or national ID card, according to the laws of the country or countries they are visiting. When required by trips, they themselves will be responsible for obtaining visas, passports, vaccine certificates, etc. If the granting of visas is rejected by any Authority, due to particular causes of the user, or if their entry into the country is denied because they lack the necessary requirements, or due to a defect with the required documentation, or because they do not carry it, the provider of accommodation declines all responsibility for events of this nature. The consumer is responsible for any costs incurred, and in these circumstances the conditions and rules established for the cases of voluntary withdrawal from services shall be applied. All users, and especially those from non-EU countries, are reminded that, before beginning the trip, they should ensure that they have fulfilled all the applicable rules and requirements on visas in order to be able to enter all the countries that they are going to visit without problems. Persons under the age of 18 must carry a written permit signed by their parents or guardians, in case it is requested by any authority.

8. Quality commitment to our users

The client should be aware that THE COMPANY offers them staff who are willing to provide them with personalised assistance. Our aim is to satisfy our clients with our

products and obtain the highest quality standards. You can contact us by email at <<eservas@hotelaguere.es>> error del cliente

9. Data Protection Policy

You can view our data protection policy at the following link: "Privacy Policy"

10. Online Dispute Resolution Platform

In compliance with the obligation to provide information to consumers as set forth in Article 14 of Regulation (EU) 524/2013 on Online Dispute Resolution for Consumer Disputes, C.P. APARTAMENTOS MASARU hereby informs you that the European Commission provides an online dispute resolution platform that is available at the following link
<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=ES>
and where you can file claims to try to come to an agreement without using the courts - provided you reside in the EU.

11. Applicable Law and Jurisdiction

The reservation of excursions via our Website, and any disputes or claims stemming therefrom or related therewith (including tort suits or claims), shall be guided by Spanish law.

The user waives their own jurisdiction and is expressly subjected to the jurisdiction of the courts of Santa Cruz de Tenerife.