

Cortijo dos Santos

Glamping

Terms and Conditions

These general terms and conditions apply to all services made available by VOF Cortijo dos Santos online, by email or by telephone. This is primarily about renting fully equipped safari cabins and fully equipped campers. By making a reservation you agree that you have read and understood our terms and conditions, and that you agree with them.

View our terms and conditions below.

Reservation

A reservation can be made online, by email or by telephone. After booking you will receive a booking confirmation by email, which contains the information you provided. The reservation is definitive after receipt of the reservation confirmation and can therefore no longer be canceled free of charge. The guest must be an adult (18 years and older).

Prices

Our prices include the rental of the Safari cabin/camper, cleaning costs and bed and kitchen linen. The prices include VAT and tourist tax.

Payment

After making a reservation you will receive a reservation confirmation from us stating what you have reserved and what the total costs of this is. When booking, we ask for a deposit of 30% of the total amount. You can transfer this amount directly to the VOF Cortijo dos Santos bank account within 8 working days. The final payment of 70% must be paid six weeks before the start of the holiday. If you book less than six weeks before departure, you immediately have to pay the full amount.

If you do not pay on time, a number of reminders will follow. If payment has not been made within the set period(s), VOF Cortijo dos Santos has the right to cancel the booking. The guest is then liable for the costs.

Cancellation by guest

If you must cancel your reservation due to personal circumstances, you can notify VOF Cortijo dos Santos by email. Here it is important to know that you are responsible for the (timely) contraction of a cancellation insurance and for the settlement of the cancellation with the insurer. VOF Cortijo dos Santos will provide the reservation details if the insurance requires this.

Cancellation by VOF Cortijo dos Santos

Under certain unforeseen circumstances, such as a natural disaster, VOF Cortijo dos Santos can proceed to cancel your booking. VOF Cortijo dos Santos will inform you of this in writing or by telephone. The already paid deposits or the total amount will be refunded.

Liability

VOF Cortijo dos Santos is not liable for any damage, loss and/or theft of goods or injuries sustained by the tenant or co-tenants, regardless the cause of it. In addition, we are not

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liable for environmental factors such as noise pollution, traffic nuisance, odor nuisance, flooding, insect nuisance and weather conditions in any capacity whatsoever.

The guest is liable for any damage caused to the accommodation and/or the inventory during their stay. Damage must be reported to the glamping owner, who will determine the steps to be taken. If the damage is not reported, VOF Cortijo dos Santos is entitled to hold the guest liable for the suffered damage and to address the guest's liability or travel insurance for this reason.

The guest and their party must adhere to the rules that apply on the glamping property. This also applies to day visitors. VOF Cortijo dos Santos is not liable if the guest has to leave the premises due to disturbance and/or nuisance, after being warned by the glamping owner.

VOF Cortijo dos Santos is not liable for the refund of the travel sum in cases of force majeure, such as extreme weather conditions, a forest fire or an earthquake, which results in the guest being forced to leave the accommodation.

In case of bankruptcy of VOF Cortijo dos Santos, the general terms and conditions expire.

Pets

There is no cost for pets.

Pets are allowed (in consultation with VOF Cortijo dos Santos) in our safari cabins. You may not leave your pet unattended in the accommodation. The tenant is liable for any damage or contamination.

Arrival and departure

Guests are responsible for bringing their travel documents. Check-in time at the glamping property is possible from 4pm on the agreed arrival day. The check-out time is at 10.00 am on the agreed day of departure. You must leave the accommodation clean, tidy, complete and without damage upon departure. Please make sure to empty the trash bins, empty the refrigerator and wash the dishes.

Complaints

Alongside our staff, we do everything to provide you with a perfect glamping holiday. Do you still have a complaint or problem despite everything? Then we would like to hear this as soon as possible during your holiday. We will then do all we can to solve the problems as quickly as possible.

VOF Cortijo dos Santos is not responsible for any costs incurred on your own initiative due to an early departure from the accommodation, for whatever reason.