

Terms and Conditions Boutique B&B La Ruta Naranja

Welcome to Boutique B&B La Ruta Naranja. By making a reservation, these terms and conditions come into effect.

Definitions:

- **Owner:** Rosmarijn Fens
- **Manager:** Substitute in the absence of the owner
- **License Number:** ARA-452 (Casa Rural)
- **Address:** Partida Foyes 2, 03786 L'Atzúbia, Alicante
- **Website:** www.larutanaranja.com
- **Email:** info@larutanaranja.com
- **Guest:** Main guest and accompanying guests staying at Boutique B&B La Ruta Naranja

General

1. The main guest must be 18 years or older, is responsible for their accompanying guests, all guest must have a fixed place of residence, and carry a valid ID.
2. When booking the B&B rooms: room prices are listed on www.larutanaranja.com. Prices include VAT, breakfast, towels for the number of guests, made beds, water, electricity, and final cleaning.
3. We at La Ruta Naranja care about the environment; we are completely off grid: our electricity comes exclusively from our solar panels and our water from the mountain-water reservoir after which it is treated by our water treatment system. Our rooms all have air-conditioning, a ceiling fan and heating. We ask our guests to use the electricity and water with common sense.
4. Towels will be changed every 3 days, bedlinen after 5 days. If you wish to change towels or bedlinen earlier, we will charge an extra € 5 euro for a set of towels and €10 for a change of bedlinen.
5. Boutique B&B La Ruta Naranja is unfortunately limited in suitability for small children and wheelchair users.
6. Boutique B&B La Ruta Naranja is 16+ accommodation; when booking B&B rooms we require a minimum age of 16 for all guests. When booking all five B&B rooms exclusively for your group (a group-booking), we allow children of any age.
7. Three rooms are suitable for a maximum of two people. Two rooms offer an extra sleeping place. The maximum capacity is 12 people.
8. We strive to offer our guests a worry-free stay but are not responsible for loss, theft, accidents, personal injuries, medical costs, or damage to belongings caused by personal negligence or circumstances beyond our control.

9. We reserve the right to charge the lead guest for any damage caused during a stay by a member of the booking group. This includes breakages, spills, stains, damage to furniture or fixtures and fittings. Any damage must be reported as soon as possible to minimize further damage and associated costs. If a key is lost, replacement costs will be charged.
10. All lost items, if discovered and found, left by guests during a stay will be retained for a period of one month. While we will do our utmost to reunite lost property with its owner, we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belongings before checking out. We can offer to send lost items by registered mail at the owner's expense, otherwise it can be collected.
11. Boutique B&B La Ruta Naranja is not liable for disruptions in and around the accommodation, such as power outages, Wi-Fi issues, water supply interruptions, or technical malfunctions.
12. Guests are expected to follow instructions from the owner or manager.
13. The owner or manager reserves the right to deny or refuse entry to Boutique B&B La Ruta Naranja immediately and without notice or reason in the event of violations of these terms or inappropriate behavior, without any refund.
14. The owner's administration is decisive in case of disputes unless the guest can prove otherwise.
15. Boutique B&B La Ruta Naranja website has been compiled with the greatest care, but there may be differences between the text and/or photos presented on the website and the current situation in and around the accommodation(s) of Boutique B&B La Ruta Naranja at the time of the visit by the guest(s). The guest(s) cannot derive any rights from such differences.
16. Boutique B&B La Ruta Naranja reserves the right to change the terms and conditions. You accept and acknowledge as binding the terms and conditions in effect at the time you use Boutique B&B La Ruta Naranja website and facilities.
17. Guests are expected to comply with the house rules and these terms and conditions.

Reservations and Payment

1. The rental agreement can be made by phone, email, via our website or via an external party.
2. After receiving a reservation request, La Ruta Naranja will send a confirmation (subject to room availability) by email.
3. The reservation is confirmed after receipt of a deposit of 25% of the total amount.
4. The deposit must be paid within 7 calendar days of receiving the confirmation by bank transfer to bank account: ES82 2100 7673 5307 0110 7736 (BIC CAIXESBBXXX) in the name of La Ruta Naranja mentioning your booking number and last name of main guest.
5. If the deposit is not received on time, the reservation request will be canceled, and the guest will be notified by email.
6. For reservations with an arrival date within one week, the deposit must be paid immediately.
7. The remaining amount is to be paid by bank transfer to ES82 2100 7673 5307 0110 7736 (BIC CAIXESBBXXX) in the name of La Ruta Naranja mentioning

your booking number and last name of main guest or upon arrival in cash or by card.

8. At Boutique B&B La Ruta Naranja all coffee, tea and water are included in the room price for our guests
9. We have an **honesty bar** at La Ruta Naranja; a self-service bar where guests can help themselves to (alcoholic) drinks and light snacks and then record their consumption on a tab or a provided list. All products are priced at the different fridges throughout the accommodation and guests are trusted to be honest about what they've taken and are expected to settle the bill at the end of their stay in cash.

Cancellation

Guests who need to cancel a booking should contact us as soon as possible. Deposits already paid will only be refunded in accordance with the following conditions:

Cancellations are only accepted in writing or by e-mail stating the booking number. If the reservation agreement is canceled, the following cancellation costs will be charged:

- In case of cancellation up to four weeks before arrival: No cancellation costs, full refund of the deposit;
- If you cancel up to two weeks before arrival, the cancellation costs are 25% of the total rental amount;
- If you cancel from 14 to 6 days before the arrival date, the cancellation costs amount to 50% of the total rental amount;
- If you cancel 5 days or less before the arrival date or in case of a no-show, the full rental amount is due. We advise you to take out good travel and cancellation insurance.
- In the rare event that we have to cancel your booking with us, please note that we cannot be held liable for circumstances beyond our control and our liability to you is limited to the refund of any payment already made.
- Only at the discretion of the owner or manager (e.g., in case of emergencies) can exceptions to the cancellation policy be made.
- To qualify for any refund, the cancellation must be communicated by email
- After consultation, the agreed amount will be refunded within two weeks.
- No refund is given for early departure.
- Boutique B&B La Ruta Naranja can cancel the reservation agreement only in the event of force majeure, natural disasters, extreme weather conditions, fire, death of the owner or family members, hospitalization, or unexpected sale of the property.
- In such cases, the owner or manager will offer an alternative as soon as possible.
- If no alternative is available or the guest does not accept the offered alternative, a full refund will be given. Any other costs due to the cancellation will not be reimbursed by the owner.
- We recommend purchasing travel and/or cancellation insurance.

Arrival and Departure

- On the day of arrival, the room is available from 15:00 and check-in is possible until 20:00.
- We appreciate it if guests inform us of their expected arrival time in advance.
- Different arrival times are possible only by prior arrangement.
- Rooms must be vacated by **11:00 AM** on the day of departure for cleaning.
- Late check-out is possible by prior arrangement if the room is available and possible for an additional fee of €25 till 15:00. After 15:00 we charge an additional €10 per hour.
- No refund will be made in the event of early departure.

House Rules

Your stay

- Guests agree to respect the privacy and tranquility of all other staying guests, neighbors and the owner at all times. We reserve the right to cancel a booking with immediate effect if guests do not honor this agreement or cause a nuisance to other guests, neighbors or the owners.
- We kindly ask you to avoid noise pollution, especially between 22:30 and 09:00.
- Only the lead guest and the named booking party may use the accommodation and facilities. Any visitors from guests will only be granted access with our permission.
- Without permission from the manager and without additional payment, it is not possible for visitors of guests to stay overnight in Boutique B&B La Ruta Naranja.

Reasonable and appropriate use electricity, water and WiFi

- We ask our guests to use the electricity and water with common sense and to turn off lights, ceiling fan and heating when leaving the room.
- Guests agree to use the WiFi internet access reasonably and appropriately.
- The Internet access provided is for general uses such as access to the world wide web, email, messaging, social media, light video/music/media streaming. It is not intended or suitable for heavy media streaming, online gaming, extensive downloads/uploads. Access to illegal activities or use of our network for illegal activities is prohibited and will be reported to local authorities.

Swimming pool

- All guests who use the swimming pool do so at their own risk. The owner/manager of Boutique B&B La Ruta Naranja is not responsible for any accidents or injuries.
- Glassware may not be used around the swimming pool.
- Eating is not allowed at the pool area
- Opening hours of the swimming pool: May-October between 09:00 and 21:00.

Surroundings

- Parking is only possible in designated parking lot. This is free.
- Bringing pets is not allowed.
- To guarantee the peace and quiet of the other guests, we only allow guest 16 year and over (with the exception of a group-booking when the B&B is exclusively booked for your group). There are no facilities for young children at the accommodation.

- It is not permitted to use items belonging to Boutique B&B La Ruta Naranja outside of the accommodation.
- Smoking is not allowed in the room/bathrooms/private terrace or communal indoor and outdoor areas. Smoking tobacco products is only permitted in the designated outdoor area.
- Drugs are strictly prohibited.
- The entire accommodation is suitable for accommodating up to twelve people.
- Boutique B&B La Ruta Naranja is not suitable for large group events such as parties.
- Boutique B&B La Ruta Naranja is accessible to our guests 24 hours a day.

Personal information and privacy

As of December 2, 2024, Spain has implemented the [Royal Decree 933/2021](#), introducing new traveler registration requirements for accommodations and vehicle rental services. This regulation mandates that service providers collect and record detailed personal information from guests to enhance public security.

The information required:

Service providers are now obligated to collect the following data from guests:

- Full name
- Gender
- Date of birth
- Nationality
- Type and number of identification document
- Date of issue of the identification document
- Date of arrival and departure
- Purpose of stay
- Profession
- Place of residence
- Contact telephone number
- Email address
- Number of people accompanying the guest
- In the case of minors, the relationship with the accompanying adult
- Payment information

These details must be verified against the guest's identification documents and retained by the service provider for a period of three years.

Our policy relating to the personal data you provide as part of a booking or inquiry through our website or a third party website, including the privacy of that data, is explained and set out in our Privacy Declaration.

Complaints

We strive to provide our guests with a worry-free and unforgettable stay. Should there be any complaints despite our best efforts, we kindly ask that you notify us on-site so that we can resolve the issue immediately.

