

Terms and Conditions

We, Wil & Wes, welcome you in our B&B Cortijo Sylvestre. A B&B where you may and can feel at home. We hope that you will experience this too during the coming time you spend with us.

We ourselves are not of the strict conditions but for everyone's clarity it is necessary. Therefore we would like to draw your attention to our conditions. If you have any questions, please let us know!

The general conditions are valid from the moment of booking up to and including the stay in our B&B.

General

General Terms and Conditions apply to all users of Bed & Breakfast Cortijo Sylvestre (hereinafter referred to as Cortijo Sylvestre), located at Magiaza Percela 125, Riogordo.

1. On request, a copy of these Terms and Conditions will be provided free of charge to Users.
2. Tenants must have a permanent place of residence.
3. Cortijo Sylvestre has a minimum stay of 2 nights.
4. Check-in is from 16:00 till 22:00 hrs and check-out is till 11:00 hrs. In consultation it is possible to deviate from this.
5. Later check out is possible if the room is not booked that day. The extra costs for this are € 35,-. In case of premature departure the costs will not be refunded.
6. The owner is not liable for damage, loss or theft of property of the users. In case of disputes, all (legal) costs are to be paid by the users. A safe is offered to deposit possible belongings, but the owner is not liable.
7. All risks related to a stay in Cortijo Sylvestre are the responsibility of the guests.
8. Damages to and loss of movable and immovable property of the owner must be reported immediately by the users. It will be decided, by mutual agreement, whether compensation should be paid. The owner of Cortijo Sylvestre will take the leading decision.
9. Guests must follow instructions of the owner.
10. The owner may, in the case of breach of these Terms and Conditions and in the case of inappropriate behaviour, deny and/or refuse entry to Cortijo Sylvestre with immediate effect, without further notice and reason and without refund of accommodation costs.
11. The owner's administration will be decisive in case of disagreement unless the users can prove otherwise.

Kids

Cortijo Sylvestre is a Bed & Breakfast that focuses mainly on active couples without children. In one apartment there is the possibility of adding a bed for a baby/child. Ask the owner if there is room for you on the desired date.

Pets

We ourselves are in possession of a beautiful dog and therefore we apply the rule that pets are not allowed. This is to guarantee your peace and quiet as much as possible.

Reservation and Confirmation

1. No extra costs will be charged for booking a stay in Cortijo Sylvestre.
2. The reservation will be confirmed after a down payment of 30% of the quoted price.
3. The agreement can be made verbally, by telephone, in writing and by e-mail.
4. After receipt of your reservation request and down payment, Cortijo Sylvestre will send a confirmation (subject to availability) and the reservation will be final.
5. Our booking confirmations refer to these General Terms and Conditions.

Prices

1. The prices are per apartment / studio, per night, including breakfast and cleaning or per arrangement. The current prices can be found on the website of Cortijo Sylvestre.
2. If you book through a booking site please check whether breakfast is included. Some booking sites offer the rooms without breakfast.
3. You will always find the best price on our own website www.cortijosylvestre.com.
4. The prices include the use of gas, water, electricity, towels and internet.
5. Prices are inclusive of VAT at the applicable rate at the time.
6. The prices do not include the use of Honeystybar or any other services that may be offered.

Payment private individuals

1. The cost of accommodation in Cortijo Sylvestre must be paid on departure in cash or by bank transfer.
2. When making use of the Honeystybar, the expenses will be paid afterwards in cash to the owner. This is done on the basis of trust and the registration in the accompanying notebook. The owner will determine the final costs in case of a difference of opinion.
3. In case of reservations (within) 4 weeks before arrival, the total sum is to be paid immediately.
4. When cancelling your reservation the cancellation conditions apply which are mentioned later in these conditions.

You can find the **current** rates on the website of Cortijo Sylvestre.

Payment of entrepreneurs

Since Business Retreats are offered, there are specific conditions for payments by entrepreneurs.

1. Entrepreneurs pay their full payment in accordance with the general terms and conditions of Face Your Challenge. Face Your Challenge is the company that offers this service and will afterwards pay the B&B.
2. Entrepreneurs do have to comply with the general terms and conditions and the house rules of Cortijo Sylvestre.

Cancellation or No-Show

1. If cancelled up to the 30th day before the date of arrival, we will not charge for the stay, the booking amount will be refunded.
2. For cancellations from the 29th day up to the 14th day before arrival, we will charge you 30% of the accommodation costs.
3. If you cancel between the 13th and the 5th day before the date of arrival, you will be charged 50% of the total price of your stay.
4. In case of cancellation within 5 days before arrival, we will charge you for the full amount of your stay.
5. In case of a No-Show, we will charge the full cost of your stay.

In the unlikely event that you cancel a number of nights during your stay, the full accommodation costs will be charged.

We advise you to take out a good travel and cancellation insurance.

Force majeure owner

1. In the event of force majeure, whether permanent or temporary, Cortijo Sylvestre is entitled to dissolve the agreement wholly or in part or to suspend it temporarily without the guest being able to claim fulfilment and/or compensation.
2. Force majeure includes, but is not limited to: danger of war, war, insurrection, strikes, boycotts, disruptions in the energy circuit, in traffic or transport, government measures, scarcity of raw materials, natural disasters and furthermore all circumstances, extraordinary weather conditions, death of one of the owners or close family members etc. under which full or partial compliance with the contract cannot reasonably be required of the accommodation. Of course we will do everything possible to provide you with new accommodation at that time. If you do not wish to make use of this, the costs paid will be credited to you.

Cancellation or modification by owner

1. The B&B must provide the (prospective) guest with an amendment proposal in the form of an alternative offer within 48 hours (2 working days) after serious circumstances have arisen. If an alternative offer is not possible, the B&B shall refund the deposit and/or booking amount paid by the guest (depending on the booking). Substantial circumstances include changes within the private situation that result in the fact that what the B&B previously offered can no longer be offered due to circumstances.

Access keys

As a guest, you will receive a key to the gate and entrance door to your accommodation. You must return this key on departure. As a guest you are responsible for the correct locking of the entrance door of your accommodation and the gate.

Loss of the key must be reported to the owner of B&B Cortijo Sylvestre as soon as possible. The costs of the loss are for the account of the contracting party (€50,-) and will be paid by the contracting party at check-out in cash or afterwards by invoice.

WIFI

The apartments and studio have WIFI. The code will be given to you by the owner. The use of the public WIFI is on your own responsibility.