



El Sirocco
Independent apartments in Mogán

Booking conditions

- All bookings require a deposit of 30% to be paid within 7 days by credit card or bank transfer
- **We can't accept a booking without valid credit card details.**
- The letting price is guaranteed not to change once the deposit has been received.
- All our transactions are done in Euro. The bank's transfer charges are to be paid by the client. In Europe (including the UK even though they are not using the Euro) it is best to instruct your Bank to send the payment under the "SEPA" system (Single European Payment Agreement), as this should be cheaper.
- Children under the age of 18 must be supervised by a responsible adult at all times.
- We accept no liability for loss, damage or accidents to persons and personal property sustained by the client during the course of their holiday.
- We have tried our best to ensure the accuracy of all details, but undertake no responsibility for errors, omissions or matters beyond our control.
- The unique style of Mogán has created a strong demand so the resort is carefully expanding. This inevitably means that at times, certain areas can be affected by construction works. Our apartments are complete, but there may be building works in course elsewhere during your stay in Mogán. We cannot accept responsibility for any disturbances caused by such works as they are not within our control.
- Pets are allowed in certain apartment, always ask permission first!
- All our apartment are *NON SMOKING*, but OK on the balcony, terrace or garden.

- **Arrivals** – the apartment will be available from 16.00 pm.
- **Departures** - apartments must be vacated by no later than 11.00 am.
- If the cleaners report that items have been stolen from the apartment, or if we note that something is damaged in the apartment when we enter after your stay and you did not report it, the value will be deducted from your credit card.

COMMUNITY CONDITIONS OF THE APARTMENT BLOCKS

- Please respect the community rules so that we do not receive complaints
- There is a guidance note book in every apartment with the rules and important information, PLEASE READ THIS CAREFULLY.

CANCELLATION

When you make a reservation at El Sirocco, the deposit is not refundable.

However, if El Sirocco can rebook this week at the same conditions than it is possible (not guaranteed) to get the deposit back (minus administration fee), then we can use the new booking-deposit against yours. This can only happen if the owner agrees.

As well some owners let you use your deposit against another week of choice in the future in his apartment, than it is not lost but postponed. All our apartments are differently owned so we can't give a fixed cancellation rule. It is recommended that you take a holiday insurance to cover sickness and other unforeseen events that may lead you to cancel your holiday.

- Before 3 months of arrival, the cancellation charge will be the amount of deposit as stated in your confirmation letter
- Before 2 months of arrival 50% of the outstanding money
- Before 1 month of arrival you are obliged to pay all of the outstanding money. This amount you will get back from your insurance as we will provide all details needed for that.

WHAT IS INCLUDED

- Laundry provided: bed linen and bathroom. Water and electricity consumption, community fees
- Use of communal swimming pool (if there is one in the complex) and terrace or garden
- Use of our local office for assistance

NOT INCLUDED

- Flights
- Airport transfers: if requested we can arrange a private transfer
- Personal Insurance
- Daily cleaning
- Mid-cleaning on the monthly rentals