

BOOKINGS AND INFORMATION

1. The CLIENT can request information by phone or email. The requested information will be provided by email.

2. Reservations will be requested by email, indicating the following information:
 - a. Entry date.
 - b. Departure date.
 - c. Complementary services requested (although, in some cases they may be contracted during the stay).
 - d. Name and surname of the person requesting the reservation.

3. LA CASITA will send an email with the following information:
 - a. Confirmation of the entry and exit dates.
 - b. Confirmation of the requested complementary services available.
 - c. CCC number in which the CLIENT must make the payment.

If dates or any complementary services requested are not available, appropriate information will be provided in this regard.

4. Once the reservation deposit has been received, LA CASITA will send the CLIENT a confirmation email and will contact the CLIENT by telephone to specify the details for the timely and correct reception.

5. In the event of not receiving the payment of the reservation within 24 hours from the sending of our email indicated in point 3, it will be understood that the CLIENT has withdrawn from their reservation, so that it will remain canceled for all purposes. In the event that the payment is received after 24 hours, it will be at the existing availability and in the event that it is not possible, LA CASITA will proceed to refund the income received.

6. In order to be able to properly manage the reservations, the CLIENT can send the deposit proof to lacasitarural.alcaudetedelajara@gmail.com.

7. It is convenient that the reservations are managed sufficiently in advance, so please make them at least FIVE days before the scheduled entry date.
8. Complementary services requested during the stay at LA CASITA, will be billed at the time of your request, and payment can be made in cash or by bank card.
9. Accommodations for bachelor parties or celebrations that could disturb the peace and tranquility are not allowed.
10. Animals are not allowed, except guide dogs for people who are blind or have serious vision problems.
11. However, according to criteria of cleanliness and conservation of furniture and belongings, animals may be accepted, upon request by the CUSTOMERS and detail about the animal. In that case, the established rules must be followed. See pets section.
12. In case of cancellations made by CLIENTS with prior to the date of entry, the following scale will be applied:
 - a. Up to FIVE days before: 100% refund.
 - b. Within FOUR or fewer days: 75% refund.

In these cases, the bank expenses will be deducted if they were associated with the management of the return of the reservation.