

BOOKING CONDITIONS

In compliance with Law 34/2002 of July 11 on Information Society Services and Electronic Commerce, the information provided here pertains to the entity owning this website, TURÍSTICA KONRAD, S.L., Tax ID (CIF) B38333985, with its registered address at C/ El Sauce No. 1, Portal 1, URB. El Madroñal, Fañabé, 38660 Adeje - S/C de Tenerife, Spain, phone +34 922716926, fax +34 922791082.

These booking conditions govern the online reservation management for Caleta Suites (TURÍSTICA KONRAD, S.L.), owner of the website <https://caletasuitestenerife.com/>.

Online reservations with the company are subject to these conditions, which are assumed to be known and accepted by the client, along with our Cookie Policy, Legal Notice, and Privacy Policy.

Booking Process

You can manage your booking online through our booking engine by using the designated form. Once completed, select your payment method. You will need to accept the Privacy Policy and these terms and conditions.

The information provided to make the booking must be truthful, accurate, up-to-date, and belong to the user intending to make the reservation through our website.

Prices, Taxes, and Offers

The prices displayed on our website include all applicable taxes.

The **total amount** of the reservation must be paid **at least 48 hours prior** to the check-in date of the reserved apartment.

For reservations made with a **NON-REFUNDABLE** rate, **the total amount of the reservation must be paid immediately.**

Our offers will be valid during the period specified on our website and/or booking engine.

Security Deposit

A security deposit of **€500** (or **€1,000** in the case of penthouses) must be paid via credit card at least **24 hours prior** to the arrival date.

The deposit will be refunded within a maximum of **7 days** after the guest's departure, provided that:

- 1) The property and its furnishings are returned in the same good condition as they were at the time of check-in.
- 2) The apartment is left free of trash and without any items remaining in the refrigerator. Otherwise, €25 will be deducted from the deposit for each hour, or fraction thereof, required to complete the necessary cleaning tasks.

Payment Methods

Credit/Debit Card.

Reservation Confirmation

The reservation will be confirmed once 30% of the total amount has been received as a deposit.

The remaining 70% must be paid at least 48 hours prior to the start date of the stay.

For reservations made with a NON-REFUNDABLE rate, the total amount of the reservation must be paid immediately.

Once the reservation is made, you will receive an email at the address provided in the form, confirming your booking. Only after receiving this email will the reservation be considered confirmed.

Technical Means to Identify Errors

If you encounter any errors while making your reservation, you can contact us via email at: monica@caletasuites.com.

Cancellations

To cancel, modify, or extend your reservation, or to resolve any related questions, you can contact us by writing to: monica@caletasuites.com.

Cancellations made at least 30 days before the start date of the stay: Full refund of the deposit.

Cancellations made more than 14 days before the start date of the stay: 50% of the deposit will be retained.

Cancellations made 14 days or less before the start date of the stay: 100% of the amount paid will be retained.

NON-REFUNDABLE rates are excluded from the above conditions.

Complaints

You can submit any complaints you consider appropriate by sending an email to: monica@caletasuites.com.

Alternative Dispute Resolution in Consumer Matters

In accordance with Art. 14.1 of Regulation (EU) 524/2013 and Art. 13 of Directive 2013/11/EU, we inform you that European Union merchants who enter into online sales or service contracts through eCommerce must provide information about the existence of the Online Dispute Resolution Platform. This platform serves as a one-stop shop for EU consumers and merchants to resolve disputes related to both domestic and cross-border purchases.

Therefore, we inform you that you can access the platform via the following link: <http://ec.europa.eu/consumers/odr/>. Additionally, if the consumer wishes to resolve a conflict without resorting to this alternative resolution process, they can do so by contacting us directly via email at monica@caletasuites.com.

Exercise of Rights

In case of any issues regarding the processing of your personal data, you may exercise your rights to access, rectify, delete, and transfer your data, as well as to limit or object to its processing, at any time. To do so, please send a written request accompanied by an official document identifying you, addressed to Turística Konrad, S.L. (Caleta Suites) at C/ El Sauce No. 1, Portal 1, Urb. El Madroñal, Fañabé, 38660 Adeje - S/C de Tenerife, or via email to the DPO at lop@caletasuites.com.

If you are not satisfied with the outcome of exercising your rights, you can file a complaint with the Supervisory Authority. You may contact the Spanish Data Protection Agency through their website: www.agpd.es.

For more information on exercising your rights and Data Protection, please visit our website: <https://caletasuites.com/>.



Modification of These Terms and Duration

The owner of this website may modify these terms at any time, publishing them as they appear here, either based on their own criteria or due to changes in applicable legislation. The validity of these terms will remain in effect until they are replaced by others duly published.

Legislation and Jurisdiction

The applicable legislation for the content of this website will be Spanish law, and the jurisdiction will correspond to the competent Courts and Tribunals in Santa Cruz de Tenerife.

Last modification: November 19, 2024