

General Terms & Conditions

At B&B Casa el Sueño we value hospitality, comfort, and transparency. By making a reservation, you agree to the following terms and conditions:

1. Reservation & Deposit

- A reservation is only **confirmed** after receiving a deposit of **50% of the total booking amount**, payable within **3 calendar days** after confirmation.
 - If the deposit is not received in time, we reserve the right to cancel the booking.
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2. Payment

- The balance must be paid no later than upon check-in.
 - Accepted payment methods: cash, bank transfer, credit card (Visa, Mastercard, Maestro, Visa Electron), and online payments via Stripe.
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3. Cancellation Policy (Standard Rate)

- **Free cancellation** up to **14 days before arrival**.
 - **Cancellation between 13 and 2 days before arrival**: 50% of the total booking amount will be charged.
 - **Cancellation within 48 hours before arrival or no-show**: 100% of the total booking amount will be charged.
 - Refunds, if applicable, will be processed within 14 days using the same payment method as the original booking.
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4. Semi-Flexible Non-Refundable Rate

For certain promotional rates, a **10% discount** on the standard price applies.

- These reservations are **non-refundable**.

- If canceled up to 7 days before arrival, guests receive a **voucher worth 50% of the booking value**, valid for future stays within 12 months.
 - Cancellations within 7 days of arrival or no-shows: 100% of the booking value will be charged, no voucher issued.
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5. Reservation Changes

- Changes are possible up to **2 days before arrival**, subject to availability and the booked rate conditions.
 - Room rates may be adjusted if changes are made.
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6. Check-in & Check-out

- Check-in: from **3:00 PM**.
 - Check-out: by **11:00 AM**.
 - Early check-in or late check-out only by prior arrangement and may incur additional charges.
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7. Liability & Damages

- Guests are responsible for any damage caused to the property, inventory, or facilities of Casa el Sueño by themselves or their party.
 - Repair or replacement costs will be charged to the main guest.
 - Smoking inside rooms is strictly prohibited. A cleaning fee will apply in case of violation.
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8. Force Majeure

Casa el Sueño is not liable for consequences of events beyond our reasonable control (such as natural disasters, pandemics, government restrictions, strikes, or extreme weather). In such cases, we will, if possible, offer a voucher or alternative arrangements.

9. Tourist Tax

If a mandatory tourist tax is introduced or amended by the authorities, we reserve the right to charge this separately, regardless of the booking date.

10. Privacy

Personal data will be processed in accordance with the **GDPR** and used only for reservation and administrative purposes.

11. Governing Law

These terms and conditions are governed by **Spanish law**. Any disputes will be handled by the competent court in Arcos de la Frontera.