

BOOKING CONDITIONS

Reservations made by our users through our website ("Website") are governed by the following conditions ("The Conditions"). Booking services ("Service") through www.losolivosbeachresort.com implies the user's full and unconditional acceptance of these conditions. These Conditions do not apply to reservations made by third parties outside of the Website.

Please read these Conditions carefully before making a reservation. If you do not accept these Conditions, you will not be able to proceed with the booking.

1. Modification of These Conditions and the Commercial Offer

LOS OLIVOS BEACH RESORT reserves the right to modify at any time the conditions or offers published on the Website (including prices, products, promotions, and other commercial and service-related terms). However, these modifications will not affect bookings that have already been confirmed by users.

2. How Can I Make a Booking on the Website?

A reservation with us is made and confirmed by following the booking procedure outlined in this section. By making a booking, you agree that communication with LOS OLIVOS BEACH RESORT will primarily be conducted electronically.

To make a reservation on our website, the user must follow these steps:

- Select the desired date, number of rooms, number of people, and any applicable discount coupon (if available).
- Once the search results are displayed, choose the preferred room.
- Next, complete the form with the personal details of the person making the booking, including credit card information.
- To finalize the booking with LOS OLIVOS BEACH RESORT, you must accept the booking conditions, the legal notice, the privacy policy, and our cookie policy.
- Your reservation will be confirmed once you receive a confirmation email detailing the services booked. This confirmation must be presented upon check-in at the hotel.

3. Price of Services

The prices displayed next to our services include all applicable taxes. In the event of a typographical error in any displayed price, and if a user has made a booking based on this error, we will inform the user immediately, and they will have the option to cancel the booking without any penalty.

4. Payment Terms

• Refundable Rate

At the time of booking, and to confirm the reservation, the user must provide their credit card details, which will be used to guarantee the booking. The reservation will be fully confirmed upon receiving an email

confirmation.

The booking amount will be charged 5 days before the scheduled arrival date.

This rate allows for changes or modifications, subject to availability for the selected dates and room type. Any changes must be communicated in writing to the hotel or through the website, at least 24 hours before the arrival date.

Cash payments exceeding €1,000 are not accepted.

- **Non-refundable Rate**

At the time of booking, the user must provide credit card details for immediate payment.

No changes or modifications are permitted. In case of cancellation, the amount paid will not be refunded.

5. **Cancellation Policy**

- **Refundable Rate**

Users may cancel their reservation without cancellation fees if done more than 3 days before the scheduled arrival. If the cancellation occurs less than 3 days before or the user does not show up at the hotel, 100% of the reservation amount will be charged as a cancellation fee.

- **Non-refundable Rate**

This rate does not allow any changes or modifications. In case of cancellation, the booking amount will not be refunded.

6. **Travel Insurance**

We strongly recommend that you secure comprehensive travel insurance that covers incidents such as medical visits, lost luggage, etc.

7. **Passports and Visas**

All users (including children) must ensure that their personal and family documentation is in order, including passports or ID cards, in accordance with the laws of the country or countries they are visiting. If required, users are responsible for obtaining visas, passports, vaccination certificates, etc. In the event that a visa is denied or entry is refused due to missing or incorrect documentation, the accommodation provider disclaims any responsibility, and any resulting costs will be borne by the user, in accordance with the conditions for voluntary service cancellation.

We also remind non-EU citizens to ensure they meet all visa requirements before starting their journey. Minors under 18 years old must carry written permission from their parents or guardians, which may be requested by authorities.

8. **Commitment to Quality**

At Los Olivos Beach Resort, we offer a dedicated team committed to providing personalized assistance. Our goal is to ensure our customers' satisfaction with our services, maintaining the highest quality standards.

9. **Data Protection Policy**

Los Olivos Beach Resort informs you that you may exercise your rights to access, rectify, cancel, or oppose the processing of your personal data, in accordance with the legal terms (by providing a copy of your ID or other identification documents). To do so, please contact us at: c/Paris 1, 38660, Fanabe, Costa Adeje, Santa Cruz de Tenerife, or by email at info@losolivosbeachresort.com.

Due to the nature of the services we offer, personal data may be shared with third parties, such as companies within LOS OLIVOS BEACH RESORT and other relevant entities, for the sole purpose of providing the services and based on the legitimate interests of the provider and the pre-contractual relationship between the user and the hotel.

Users may unsubscribe from our services only once all active orders have been completed and fully paid.

For more information, please consult our full privacy policy at the following link: "Privacy Policy."

10. **Online Dispute Resolution Platform**

In compliance with the information obligation established in Article 14 of Regulation (EU) 524/2013 on Online Dispute Resolution for Consumer Disputes, LOS OLIVOS BEACH RESORT informs you that the European Commission provides an online dispute resolution platform, available at: <https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lang=ES>. You may file a complaint through this platform if you reside in the EU, aiming for an extrajudicial resolution.

11. **Applicable Law and Competent Jurisdiction**

Contracts for the purchase of products through our Website, and any disputes or claims arising from them (including non-contractual disputes or claims), will be governed by Spanish law.

The user waives any other jurisdiction and submits to the exclusive jurisdiction of the courts in Tenerife.