

RENTAL CONDITIONS

- You can make your reservation by phone, fax or by online through our website.
- If you make a reservation, you accept the present general rental conditions.
- The person who makes the reservation must be of legal age and is responsible for the accuracy of the data provided.
- WE DO NOT ACCEPT GROUPS OF YOUNGSTERS.
- Our apartments are not adapted to wheelchair-use.
- NO pets are allowed.
- NO smoking inside the apartments.

OCCUPATION

In the description and confirmation of your reservation at Haus am Meer you will find the maximum number of people who can use the apartment independently from their age. Should this capacity be exceeded, Becker e Hijos S.L. (Haus am Meer) has the right to not accept the reservation or to have the accommodation vacated.

COMMITMENT OF THE CLIENT

The apartment is given to the client in the best conditions of cleanliness.

The client has the obligation to leave the apartment in reasonable conditions of cleanliness and without rubbish.

The client also has the obligation to maintain the furniture and equipment of the apartment in the same conditions they received them and they must behave correctly and be an example to the other neighbours.

CHECKING-IN AND CHECKING-OUT

Check-in is after 4pm-

Check-out always at 10am-

CHECK-INS after 20:00 must be previously communicated to Apartamentos Haus am Meer, and the check-in cannot be later than 22:00.

Late check-ins from Monday to Saturday have a surcharge of 30€. On Sunday and holidays the surcharge is 50€.

Check-ins after 20:00, which have not been previously arranged cannot be guaranteed.

Late arrivals and/or early departures are not entitled to a discount or refund.

HANDING OVER OF THE KEYS

The keys will be handed over in the reception/office of Apartamentos Haus am Meer situated in Avinguda Diputació, nº 46 CAMBRILS 43.850 (Tarragona)

Telephone: 0034 977362421

OPENING HOURS RECEPTION

CHECK-IN: Mondays to Saturdays 16:00 to 20:00

Sunday and holidays: CLOSED. In case of attending a reservation, the CHECK-IN would be from 16:00 to 18:00

PARKING

From 23th Mai until 30 September there is a €8 supplement for a parking space.

DEPOSIT

The guests of Haus am Meer have to pay a deposit of €150 by credit card as cover for possible damages. This deposit is returned completely or partially after deducting possible damages after a period of 48 hours, to the same credit card, once the apartment has been checked.

VISITORS

Any person who is not declared in the reservation once completed the check-in is considered a visitor.

For security and privacy reasons, all visitors must be registered at reception accompanied by a registered guest.

Visiting hours are from 10:00 am to 23:00 p.m

PAYMENT

Reservations must be paid in Euros by credit card (Visa, Mastercard or Maestro). Or you can pay by bank transfer.

Down payments for the reservations will be:

- For reservations made more than 15 days before the arrival date 30% of the total amount.
- For reservations made 15 days or less before the arrival date 100% of the total amount
- The remaining amount and the tourist tax will be paid upon arrival at the Reception or 2 weeks before by bank transfer.

In the case of making the payment on account by bank transfer, you have 4 days to send us the justification of the payment of the transfer. After this time the pre-reservation is considered invalid.

Once we receive the transfer in our account, you will receive an e-mail confirming the reservation. This e-mail you will have to show on your arrival.

THE PRE-RESERVATION WILL NOT BE CONFIRMED WITHOUT THE ADVANCED PAYMENT OF 30%

2 weeks before your arrival you will have to transfer the rest of the money for your reservation by bank-transfer to Becker e Hijas S.L. (Haus am Meer), quoting the reservation number and your name, sending us the receipt by e-mail or fax. All bank charges will have to be supported by you.

The payment of the rest of the money for the reservation can also be made on arrival in cash or by credit card (Visa or Marster Card) before you receive the keys

No supplements or the tourist tax are included in the amount of the reservation and have to be paid on arrival.

CONDITIONS TO MODIFY

- Reservations can only be managed by the holder of the reservation.
- Modifications or changes regarding a reservation must be requested in writing from the same email address used for the reservation and must be sent to info@hausammeer.es. The request will be assessed by the Booking Department, that will duly communicate its resolution. Acceptance of all the requests is not guaranteed.
- Any modification will entail the recalculation of the down payment.
 - Modifications received 15 days or less in advance will not be accepted.

CANCELLATION CONDITIONS

Reservations between 01/03 until 26/06 and from 10/10 until 01/11

- Cancellations received more than 15 days before the arrival date will entitle a full refund of the down payment.
 - Cancellations received 15 days or less prior to the arrival date will not entitle any refund of the down payment.
 - If you fail to arrive on the scheduled date of arrival, the reservation will be kept until a maximum of 48 hours. After this deadline, the reservation will be cancelled, and the accommodation will be put on sale again.
 - Late arrivals and/or early departures are not entitled to a discount or refund.
- (NO SHOW): the client will have to pay for the complete reservation.

Reservations between 27/06 and 09/10

- Cancellations received more than 30 days before the arrival date will entitle a full refund of the down payment
 - Cancellations received 30 days or less prior to the arrival date will not entitle any refund of the down payment.
 - If you fail to arrive on the scheduled date of arrival, the reservation will be kept until a maximum of 48 hours. After this deadline, the reservation will be cancelled, and the accommodation will be put on sale again.
 - Late arrivals and/or early departures are not entitled to a discount or refund.
- (NO SHOW): the client will have to pay for the complete reservation.

The resignation of the guests exhausting the contracted stay time will not entitle them to any return or compensation of the price paid.

OTHERS

- Opening date is 1st of March and closing date is 1st of November
- The reservation will be considered confirmed once the payment of the confirmation amount is done.
- For every procedure (new reservation, modification, etc.) a new document will be generated that will replace a previous document (if there was any). It is the guest's responsibility to verify the information and, if there is a mistake, to immediately inform the Booking Department.
- The appointment of a specific accommodation number does not entitle any kind of responsibility on Haus am Meer Apartments. Management of Haus am Meer Apartments reserves the right to modify the assigned accommodation.
- In the case of booking without choosing a specific accommodation number, you will be informed at the time of check-in.