

Excerpt from the regulatory body of the current contracting conditions:

DECRET 159/2012, of the Generalitat de Catalunya, of November 20, establishments of tourist accommodation and tourist accommodation. [In blue: we add our particular conditions](#)

Article 23 Reply to reservation requests

If the establishment does not respond, within a maximum of 24 hours, to requests for reservations made by users, it is understood that the reservation has not been accepted. In any case, the establishment must inform, as soon as possible, in a reliable manner, the person or users who requested the reservation of the non-acceptance of the reservation and the reasons for its non-acceptance.

Article 24 Purpose of the reservation

When the users have obtained confirmation of reservation of specific housing units, with the specification of the number or location, the owners of the establishments have to make them available to them on the agreed date.

If the reservation is for indeterminate accommodation units, the users who meet the agreed characteristics will be made available to the users.

Article 25 Payment and signalling by users

Holders of accommodation establishments may require- Make a reservation, an advance of the price that is understood on account of the amount resulting from the services rendered. [In the case of reservations made by telephone, email or other system, the client must enter the payment and signal before 48 hours, in case of not doing so, the reservation is considered to be rejected.](#)

When the reservation has been made using electronic payment tools and the establishment chooses to charge an advance of the price in terms of pay and signal, this charge will be made within 48 hours after the formalization of the reservation. After this period without taking the charge the reservation is understood to be confirmed without advance of part of the price.

Article 26 Cancellation of reservation

1. The establishment of tourist accommodation is obliged to inform the user, before the formalization of the contract, on the clauses of cancellation.

2. The cancellation made by the user within ten days prior to the date of arrival gives rise to the following penalties, unless otherwise agreed:

A) Reservation for two or less days, 50% of the total price of the stay. [We offer the possibility to exchange the payment and the signal for another agreed date.](#)

B) Book for more than two days and up to seven days, 35% of the total price of the stay.

C) Reservation for more than seven days, 25% of the total price of the stay.

The above penalties are not applicable when the cancellation occurs due to force majeure, duly accredited.

3. The user has the right to cancel the confirmed reservation, without penalty, provided that it is made before the ten days prior to the date of arrival, unless otherwise agreed. [In this case, the accrued bank charges for the return of the money will be borne by the client.](#)

Article 27 Redress for waiver of stay

The person who is the owner of the tourist accommodation establishment is obliged to inform the person or users, prior to the execution of the contract, of the rules applicable in case of waiver of the stay.

When the user of a lodging establishment leaves the reserved unit before the date until which it was reserved, the owner of the establishment may request up to the equivalent of 50% of the total price of the services remaining to be used, except for a covenant between the parties. [If the resignation is due to causes of force majeure we will not ask for compensation.](#)

Article 28 Maintenance of the reserve

When the establishment has confirmed the reservation without the requirement of any payment and signal, it is obliged to maintain it until the agreed time with the user, and in case of not having done so, until the 20 hours of the indicated day.

If the user has paid the payment and sign, the establishment is obliged to keep the reservation made without any time limit for the number of days it covers, unless otherwise agreed. [The reservation, if the client does not appear or contact us, will only be kept for the first night. If the customer contacts us to keep the reservation, the days that he has not used the service but that have been saved, will be invoiced as used.](#)