
La Loma

“The hilltop hide away”

La Loma Holiday Booking

To book your holiday, please send us the following information preferably by email, or alternatively by post:

- Your Full Name
- Contact Address, Telephone number and email address
- Start and End Dates of your holidays (usually start and finish on Saturday, other days by arrangement please)
- Number of people in your party including all children and their ages
- Any special requirements such as travel cots, high chairs, easy access, facilities for disabled etc.

We hold provisional bookings for 48 hours only for high season holidays, or 1 week for low season holidays.

To confirm your holiday, we require a deposit of 35% of the inclusive holiday price. If your holiday commences in less than 9 weeks, the full payment will be required when your booking is confirmed.

Once we have received your deposit, we will send you a Confirmation of Booking, showing details of your reservation, the amount already paid, the balance remaining and when this is due. We will also provide clear directions to your chosen holiday destination.

Any outstanding balance is due nine weeks before the commencement of your holiday.

How to Pay

You can pay in Sterling by bank transfer or cheque to our UK bank account or in Euros by bank transfer.

Alternatively, we have a PayPal account. If you wish to use this method please let us know and we will send you an email requesting payment.

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Terms and Conditions

These booking conditions are based upon which holiday reservations are accepted by La Loma.

Contract

If you make a booking with La Loma, a binding contract will come into existence when we issue and send you a written Confirmation of Booking. Your contract with us will be governed by Spanish law and subject to the jurisdiction of the Spanish courts of law. The contract is made with the person named on the Confirmation of Booking, who must be over 18 years of age, and who is deemed responsible for informing all member of the party about all matters relating to the holiday.

Payment

Bookings will be confirmed on receipt of the appropriate deposit payment (or an email of a scan of proof of transfer thereof). Upon receipt of the appropriate deposit payment, a Confirmation of Booking will be issued by La Loma detailing the total cost of the holiday, the amount paid and how much remains to be paid (the final payment).

The final payment must be paid nine weeks before commencement of the holiday. If it is not paid on time we reserve the right to cancel the booking, retain the deposit and apply cancellation charges as described below.

Cancellation

Any cancellation must be notified to us in writing (this includes e-mail) by the person who has contracted the holiday. If such notification is received more than 28 days before the holiday commencement date, only the deposit will be retained by us. Otherwise, the following charges apply, which are based on the expenses and charges suffered by us as a result of cancellation: 21-28 days before, 50%; 15-20 days before, 75%; 14 days or less, 100%.

It may very occasionally be necessary for La Loma to cancel holidays. In such an event we will offer the client either another holiday of equivalent standard (subject to availability) or full refund of all monies paid.

Insurance

Please note: IT IS ESSENTIAL THAT YOU TAKE OUT INSURANCE, TO COVER MEDICAL COSTS IN CASE OF ILLNESS OR ACCIDENT AND/OR LOSS OF, OR DAMAGE TO, YOUR PERSONAL PROPERTY. LA LOMA, ACCEPT NO RESPONSIBILITY FOR ANY INJURY, ACCIDENT OR LOSS OF PERSONAL PROPERTY HOWEVER CAUSED.

Amendments

If the client wishes to alter or amend the booking, we will always do our best to comply with the request. However, changes of holiday property or activity or the dates thereof may be treated as cancellations and amendments may be subject to additional charges. Occasionally a change may have to be made by us to confirmed arrangements after a booking has been made. If a major change becomes necessary which we consider could seriously affect the enjoyment of the holiday, we will give the client the option of accepting the changed arrangement, or accepting from us a holiday of equivalent standard or a cancellation of the holiday with full refund of all monies paid.

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Party Size

Under no circumstances may more than the maximum number of persons (including children) as stated in the property description occupy a property, except by prior written agreement with us. Failure to observe this condition is deemed to constitute a cancellation of the booking by the client and La Loma reserve the right to refuse admittance or terminate the booking and apply the appropriate cancellation charges. Clients wishing to bring pets must ask prior permission as domestic animals are not normally allowed at La Loma.

Responsibilities

We are specifically not responsible for events outside our reasonable control or if there has been no fault by La Loma's proprietors. Nevertheless, we will always endeavour to immediately rectify any cause for dissatisfaction during your stay whenever you notify us (See 'Complaints' below).

The client is responsible for any property occupied and is expected to take reasonable care of it and to leave it in a clean and tidy condition. Any damages are the responsibility of the client, and their cost shall be refundable on demand.

Security Deposits

In certain circumstances a security deposit is required and this is indicated at the time of booking. We reserve the right to deduct any related charges from this deposit if items are broken or need to be replaced, or if the property is left in an unreasonable state and extra cleaning is necessary. Otherwise the deposit is refunded in full on departure. Clients are kindly requested to replace breakages prior to departure.

Health

While personal insurance for accident, illness and injury is highly recommended, European Union nationals please note that National Health Services are provided to them free of charge in Spain. They should bring with them an 'E111' form to be able to legally claim this service. In the UK this form is available from Post Offices.

Complaints

We do not wish to have dissatisfied customers but in the event that the client is not entirely satisfied with the service offered, he or she should contact the proprietors in the first instance. This will give us an opportunity to put matters right during your stay. If the problem cannot be resolved during the holiday period, the client should contact us in writing within 14 days of returning from holiday and we will do our best to resolve the matter.

Law & Jurisdiction

These conditions and terms of contract and all matters arising therefrom, are subject to Spanish Law and to the jurisdiction of the Spanish courts.