

BOOKING CONDITIONS

The bookings made by our users through our website (“Website”) are governed by the conditions (“Conditions”) described below. The booking of services (“Service”) through gfvictoria.com implies the full and unconditional acceptance by the user of the following conditions. These Conditions do not cover third-party bookings of our services made outside this Website.

Please read these Conditions carefully before making a booking on our Website. If you do not accept these Conditions, you will not be able to make a reservation.

1. Possibility of changing the conditions and commercial offer

LOS OLIVOS BEACH RESORT reserves the right to change the conditions or offers published on its website (prices, products, special offers, and other commercial and service conditions) at any time. However, the changes will not in any way affect bookings already made by our users.

2. How can I book on the website?

All bookings by the user can be made and streamlined by following the booking procedure described in this section. By booking our services, you agree that communications with LOS OLIVOS BEACH RESORT will be primarily by electronic means.

To make a booking on our website you only need to take the following steps:

- In order for the user make the booking, the first step is to select the date, number of rooms, people and discount coupon if you have one.
- After carrying out a search, select the room of your choice.
- The next step is to fill out a form with the personal details of the user who is making the booking, including credit card information.
- To confirm the booking with LOS OLIVOS BEACH RESORT you must accept the booking conditions, the legal notice, the privacy policy and our cookies policy.
- The booking will be valid once the user receives confirmation giving details of the services the user has booked. This confirmation form must be handed in upon arrival at the hotel.

3. Prices of services

The price that is always indicated next to our services includes VAT. If there is a typographical error in any of the prices shown and if any user had made a purchase decision based on that error, we will notify you of this incident immediately and the user will have the right to cancel their booking without any cost on their behalf.

4. Payment

At the time of booking and in order to confirm this, the user must provide their credit card information that will serve as a booking guarantee. Your reservation will be fully guaranteed on receiving confirmation by e-mail.

The booking will not be charged to your credit card, payment is made directly at the hotel reception upon arrival.

In some situations, the client may wish to make changes (e.g. name, dates), and any change in booking details must be communicated in writing to the hotel or through the website, at least 72 hours before arrival at the hotel.

Cash payments not accepted if over 2,500 Euros.

5. Cancellation

The user can cancel their booking 3 days in advance of the check in day in advance without cancellation fees. If the booking is cancelled after this period or there is a no-show, 50% of the booking value will be charged as a cancellation fee.

6. Travel insurance

We recommend you make sure you have a good travel insurance policy that adequately covers incidents such as medical expenses, baggage loss, etc.

7. Passports and visas

All users, without exception (including children), must have their personal and family documents in good standing, be it their passport or ID card, according to the laws of the country or countries visited. It is the responsibility of the user, when so required, to obtain visas, passports, vaccination certificates, etc. The accommodation provider declines all responsibility for the following cases: if the granting of visas is rejected by any authority, due to the situation of the user; or entry into the country is denied due to a lack of necessary requirements, to a defect in the required documentation, or because such documents were not provided. In any of the aforementioned cases, the consumer will be responsible for any expenses that arise, and the conditions and rules established for cases of voluntary withdrawal of service will be applied in these circumstances. Users should also be reminded that everybody, and especially non-EU citizens, must ensure, before starting their trip, that they have complied with all the applicable visa regulations and requirements in order to be able to enter all the countries they wish to visit without any problem. Children under 18 must have written permission signed by their parents or guardians, as it may be requested by authorities.

8. Commitment to quality with our users

The guest must bear in mind that at LOS OLIVOS BEACH RESORT, we are offering human capital, and our staff are willing to help in a personalised way. Our goal is to ensure that guests are satisfied with our products and obtain the highest quality standards.

9. Data protection policy

LOS OLIVOS BEACH RESORT informs you that you can exercise the rights to access, correction, erasure and opposition by identifying yourself in the legally established terms (by means of a copy of the ID or other identification document), indicating the specific right you wish to exercise, your address or preferred method of contact at the following address: : c/Paris 1, 38660, Fanabe, CostaAdeje, Santa Cruz, or via e-mail: info@losolivosbeachresort.com

Due to the characteristics of the activity and the services offered, it is necessary to transfer personal data to third parties, either to LOS OLIVOS BEACH RESORT companies and/or to other interested third parties. The sole purpose for transferring personal data to such entities is the proper provision of the services offered and is based on the legitimate interest of the provider and the pre-contractual relationship between the user and the hotel.

The user can only unsubscribe when they do not have any active orders, that is, once all orders have been closed and paid in full.

You can find out more about our data protection policy at the following link: “privacy policy”.

10. Online conflict resolution platform

In compliance with the obligation of information to consumers established in Art. 14 of Regulation (EU) 524/2013 on Resolution of Online Litigation in Consumer Matters, LOS OLIVOS BEACH RESORT informs you that the European Commission provides an online dispute resolution platform that is available in the following link: <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=EN>, where you can submit a complaint to try to reach an out-of-court solution, if you reside in the EU.

11. Applicable law and competent courts

Contracts for the purchase of products through our website and disputes or claims arising from them or that relate to their purpose or observance (including non-contractual disputes or claims) shall be governed by Spanish law.

The user waives their own jurisdiction and expressly submits to the jurisdiction of the courts of S/C de Tenerife.