



LA VENTA DE OSTATU

A winery, a House, a passion

GENERAL CONDITIONS

BOOKING CONDITIONS

Contracting an apartment from LA VENTA DE OSTATU will imply acceptance by the USER of these conditions.

Minimum reservation: The minimum required booking period will be two nights.

Tickets: Access to all our facilities is by numerical code enabled, exclusively, for your stay. *Entry will be from 3:00 p.m.*

Reservation: the reservation will be guaranteed after payment of the pre-reservation (25% of the total reservation price).

For arrivals prior to that time, we need express communication from the USER and they must receive confirmation from LA VENTA DE OSTATU.

Departures: LA VENTA DE OSTATU departure time is *until 11 in the morning*.

Any request for an extension of hours requires express communication by the USER and acceptance by LA VENTA DE OSTATU

Cleaning:

The apartment is delivered clean and with everything you need for your stay. The apartments DO NOT HAVE A WASHER OR LAUNDRY SERVICE.

On stays of more than three nights LA VENTA DE OSTATU's cleaning team can access the room at the previously agreed-upon time to perform general room maintenance services.

Whenever the USER requests it, the LA VENTA DE OSTATU cleaning team will enter the room for this purpose.



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- Towel sets:
 - One complete set per person
 - Towels will be replaced every two days.
- Linens:
 - Sheets will be changed every week for large stays.
 - Short stays, only upon express request

Extra services:

LA VENTA DE OSTATU offers its customers a welcome basket with basics and local products, free of charge.

Those staying will have a 20% discount on all our wine tourism experiences.

The USER also has a menu of appetizers and a chart of wines so that they can place their orders. Orders must be received before 4:00 p.m. to guarantee availability.

CLIENT RESPONSIBILITIES

During the rest hours from 10:00 p.m. to 9:00 a.m., it is not allowed to use the house for party celebrations or make noise. In no case is it allowed to occupy the room by more people than those established in the reservation.

The use of electricity and water must be rational.

Smoking is not allowed inside the facilities.

At LA VENTA DE OSTATU *pets and children under 16 years of age are not allowed.*

It is prohibited to hang towels and clothes on the balcony railings.

The person holding the contract is responsible for the correct behavior of all its occupants in the case LA VENTA DE OSTATU reserves the right to take the appropriate measures.



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LA VENTA DE OSTATU will not be responsible for any direct or indirect damage that may be caused as a result of misuse of the house, including without limitation: destruction, loss after fire, theft, crime, accidents, or other types of damage.

CANCELATIONS

LA VENTA DE OSTATU will only accept reservation cancellations written by emailing laventa@ostatu.com

If the reservation is canceled 5 days before the arrival date, LA VENTA DE OSTATU will return to the client 100% of the advance payment for their reservation.

If the reservation is canceled less than 5 days before the arrival date, there will be no refund.

CLAIMS

If any incident occurs during the period of stay, you must immediately notify LA VENTA DE OSTATU at laventa@ostatu.com or +34 945 609 133.

In case of force majeure (damage caused by water, fire, etc.) LA VENTA DE OSTATU will replace the reserved room with another one with the same characteristics. In the event of no accommodation availability, LA VENTA DE OSTATU will refund the total amount delivered.



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Online dispute resolution

By Art. 14.1 of Regulation (EU) 524/2013, the European Commission provides a free access platform for the resolution of online conflicts between the USER and THE SALE OF OSTATU, without the need to resort to the courts of law, through the intervention of a third party, called the Dispute Resolution Body, which acts as an intermediary between the two. This body is neutral and will dialogue with both parties to reach an agreement, and may finally suggest and/or impose a solution to the conflict. Link to the ODR platform: <http://ec.europa.eu/consumers/odr/4>

The parties will not incur liability for any failure due to a major cause. Compliance with the obligation will be delayed until the case of force majeure ceases.

LEGAL COMPETENCE

The USER may not assign, transfer or transmit the rights, responsibilities and contracted obligations.

If any stipulation of these conditions is considered null or impossible to comply with, the validity, legality and compliance of the rest will not be affected in any way, nor will they be modified in any way.

The USER declares to have read, know and accept these General Conditions in their entirety.