

CANCELLATION CONDITIONS OR RESERVATION CHANGES.

Conditions of modification:

In the general case if the client communicates that he wants to make a change or modification of the apartment reservation prior to 5 days from the date of entry, it will be accessed as long as the availability of the other apartment allows it. Otherwise, cancellation conditions will apply.

Conditions of cancellation:

In the general case, if canceled or modified up to 5 days before the date of arrival, the establishment will not make any charge or return the money delivered to account, within a month from the reserved date (*).

Exceptions to the general case are the reservations corresponding to the Isabel de Segura Wedding Parties (Medieval Festivities), Angel Festivities (Heifers), Christmas Parties, Holy Week Festivities, Events and Bridges of three days or more, which will be a particular case: **If canceled or modified up to 15 days before the arrival date: the payment of one night's accommodation is lost, if canceled or modified up to 10 days before the arrival date: 50% of the payment is lost total. If canceled or modified up to 7 days before the arrival date or if they are not presented, the entire stay will be charged.**

If the deadlines set for cancellation are not met or are not presented at the establishment: the first night's stay will be charged as a penalty in the general case or the entire stay in the particular case. Example to calculate the terms in the general case: Eg if your arrival is Friday and it is canceled until 00:00 hours of the previous Saturday = no cost. If you cancel for example, Sunday before the arrival date = you will have the aforementioned penalty.

(*) During the following month you can request other reservation dates. If in the end you had to withdraw any transfer or "Initial payment" made as accreditation of the reservation, for reasons of cancellation in time, this amount will be deducted € 5 in expenses.

If a client once lodged, wishes to reduce their stay, the total amount of the stay will not be modified and will not be entitled to reimbursement.

Cancellation conditions by Puerta Puerta Muralla Apartments:

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If an accommodation can not be occupied by a duplication of reservations (overbooking) or due to unforeseen causes, not attributable to said option is not possible or if the client rejected the change or modification, the reservation will be canceled and will be immediately reimbursed. the amounts advanced.

Deposit or security deposit:

Apartamentos Turísticos Puerta Muralla, reserves the right to demand a deposit or security deposit upon delivery of the keys as established in the Terms and conditions of use.