

MI-BIZA

These booking conditions together with the other information contained on this website form the basis of your contract with MI-BIZA SOUL WEEK LIMITED. Please read them carefully as they set out our respective rights and obligations.

We do not sell or offer for sale any “packages” or act as an “organiser” within the meaning of The Package Travel, Package Holidays and Package Tours Regulations 1992.

READ MORE

INTRODUCTION

1.1 Booking of Travel Suppliers products through this web site (the “Site”) is subject to these terms and conditions (the “Terms and Conditions”) and the specific Booking conditions of your relevant Travel Supplier(s). It is your responsibility to ensure that you have read, understood and agree both prior to booking.

1.1 a) Travel Suppliers; Mi-Biza Soul Week Limited acts as an interface between you and various third party suppliers of travel services (“Travel Suppliers”) through which you can book any product(s) you choose as a result of the searches performed through our website. Travel Suppliers include, among others, hotels, hotel chains, airport transfer providers.

1.1b) When Mi-Biza Soul Week Limited processes your booking the contract for the travel services you choose will be between you and the Travel Supplier. The Travel Suppliers’ Booking Conditions are stated below and will apply to your booking and you must agree them before Mi-Biza Soul Week Limited can process your booking request.

1.2 In these conditions a reference to:

- a) “you”, “your” means the person making the booking and everyone else named on the booking (including anyone added or substituted at any time);
- b) the “Lead Name” means the person identified on the booking confirmation as the “lead name” and to whom the invoice for the accommodation will be addressed;
- c) “Accommodation” means the hotel room(s), apartment(s) or other form of accommodation and related services or products that you have booked or wish to book through the site;
- d) “Hotel” means, as the context requires, the hotel in which a particular hotel room or apartment block is situated;
- e) Accommodation Provider means the owner and/or provider of the Accommodation;
- f) “We”, “us”, “our” mean Mi-Biza Soul Week Limited a company registered in the UK, with registration number 10491102 and registered address at 39 Brookmill Road, London, SE8 4HU, United Kingdom.

1.3 Please read the Terms and Conditions carefully. They apply to all bookings made with Mi-Biza Soul Week Limited and to all members of your party.

CONTRACT FOR ACCOMMODATION

2.1 Your contract of accommodation for Ibiza Rocks Hotel and Apartments is with IBIZA ROCKS HOTEL PROMOCIONES S.L. We accept no liability in relation to any other arrangements that you book or for the acts or omissions of the Accommodation Provider or other person(s) or party (ies) connected with such arrangements.

2.2 It is important to check carefully the details of your booking. If you want to change your booking later, you may have to pay amendment charges (set out below).

2.3 In parties of two or more people, the person who makes the booking, entering their name as the "Lead Passenger", accepts responsibility for making all payments to us for all members of the party. We will send all vouchers and other information to the "Lead Passenger", who is responsible for ensuring that the other members of the party are kept fully informed.

2.4 Ibiza Rocks Hotel & Apartment accommodation is available to ADULTS ONLY. We will only accept bookings and check-in those aged 18 + at the time of arrival to the accommodation. This is a strict policy and those under age will be refused check-in. We will not be held responsible for any bookings made that do not follow this procedure. No refunds can be administered if this rule is not followed.

2.5 By completing the booking you are agreeing to the collection, retention, use and processing of your personal Data.

PAYMENT

3.1 All prices are set in the Pound Sterling.

3.2 If your holiday is booked more than ten (10) weeks prior to departure you will either pay in full or a deposit of 50% of the total cost of your booking.

If you pay a deposit as above, the balance of your booking must be paid 70 days (10 weeks) before your hotel check in date. This will automatically be deducted from your chosen payment method.

You will incur a late payment fee of €30 if the balance is not paid on time.

If you book within 70 days (10 weeks) of your check in date then the full payment will be required.

3.3 If we have still not received full payment for your booking 14 days after the due date, deposits will be lost and bookings will be cancelled. Bookings may be reinstated, subject to availability and prices will be adjusted according to the rates on the day. By paying either the deposit or the full amount, you are entering a contract and accept these booking conditions.

3.4 Payments may be made by any major credit or debit card. We use sophisticated encryption technology to ensure your credit card details are secure. It may be possible that we could accept a bank transfer payment should you not have a credit or debit card. We do not accept laser cards or cash cards.

3.5 If a booking is made within 72 hours of departure it is compulsory that the credit card used to confirm the booking is presented to the Hotel reception at check-in. Failure to present this card may mean the reservation is rejected unless a cash payment is made to the Hotel.

3.6 Payment for incidental extras (e.g. refreshments from the bars and diners, telephone charges, air conditioning and WIFI access in the room etc.) has to be made directly to the Accommodation Provider when you check out.

CONFIRMATION OF YOUR HOTEL BOOKING

Once your payment has been received and processed we will send you a CONFIRMATION INVOICE to the email address you provided during the booking process. Once the final balance has been paid we will send you another email with your FINAL CONFIRMATION VOUCHER.

ON ARRIVAL AT THE HOTEL

6.1 When you arrive at the Hotel you will be required to present your FINAL CONFIRMATION INVOICE to the reception staff that will be retained by the Hotel staff for internal use. The accommodation provider will need your PASSPORT(S) on arrival as they are required to take some essential information by law.

6.2 Ibiza Rocks Hotel & Apartments are lively, party hotels however rules do need to be in place to ensure you and our other hotel guests get everything they need from their holiday, including sleep! On Check-In you will be asked to sign a form acknowledging the HOTEL STANDARDS and a copy will be provided for your information. When you book Accommodation you accept responsibility for the proper conduct of yourself and your party during your stay. The Accommodation Provider reserves the right to terminate the agreement if at any time you or any member of your party, in their reasonable opinion, conduct is improper. Full cancellation charges will then apply and no refund will be given. Furthermore, we or the Accommodation Provider shall be under no obligation whatsoever to pay compensation or meet any costs or expenses you may incur as a result of their terminating your stay in accordance with this paragraph.

If your actions or those of any member of your party cause damage to the accommodation in which you are staying, you agree to fully indemnify us against any claim (including legal costs) made against us by the Accommodation Provider. You will also be liable to make a reimbursement before the end of your stay to the Accommodation Provider for any such damage caused.

6.3 A KEY CARD DEPOSIT is required in Ibiza Rocks properties. This is 30€ per room and must be paid in cash to reception on arrival. This will be refunded from reception at 4pm on the day of departure, subject to there being no costs incurred during your stay. It is your responsibility to collect these funds on check out, funds will not be refunded once you leave resort.

6.4 BREAKAGES / ROOM DAMAGE. The Accommodation Provider supplies a room inventory list within each room that you should check against the contents of your room. You will be held responsible to pay for breakages or damage to your room. When checking into your room, if you notice anything broken or missing then please report this to the host team or reception within 24 hours and we will replace or repair it wherever possible. Please note it is important that you do report this information to reception as you may be charged.

6.5 HOTEL CHECK IN TIMES at Ibiza Rocks is from 16:00hrs, although if your room is ready, you will be able to check in sooner. During busy times sometimes your room may take longer so please be patient if this is the case. The reception is open 24 hours a day; if you arrive in the early hours of the morning please book your room from the day before to ensure you can check in straight away. There are luggage rooms and showering facilities for you if have a waiting period between check in times.

6.6 SPECIAL REQUESTS – If you have any special requests that do not form part of the standard services for the Accommodation please let us know in writing at the time of booking. We will pass on all such requests to the relevant Accommodation Provider, but unfortunately cannot guarantee that they will be met. Further, if the Accommodation Provider is unable to meet such requests, neither we nor they can have any liability to you in this respect.

6.7 PERSONAL BELONGINGS – For peace of mind personal belongings and items of value should be kept in the in room safety deposit box. These boxes are available for a small daily payment from reception. We accept no liability whatsoever for any accident, loss or damage to your property unless such loss is demonstrably due to our negligence. LOST PROPERTY – we or the hotel accept no responsibility for any property left / lost at the hotel.

6.8 HOUSEKEEPING – The Hotel(s) endeavour to provide a housekeeping service five days a week with towel changes at 3 times per week. Bed linen changes take place at least once per week. If the housekeeping team is unable to access your room during the day due to your occupation, please advise reception and housekeeping will visit your room as soon as possible. PLEASE NOTE: our

cleaners are not allowed to move your belongings and will only clean your room if they are able to access the surfaces, therefore if you wish your room to be cleaned please leave all areas tidy.

6.9 HOTEL CHECK OUT time is 11am. It may be possible for you to keep your room on until the early evening on the day of departure should your room not be allocated to incoming guests. Please request late check out on arrival as price and availability varies depending on dates of stay. This cannot be booked before travel.

Shower and changing facilities are provided should you have already checked out and require them on departure day.

6.10 TOURISM TAX – Customers visiting the Balearic Islands are required to pay a Sustainable Tourism Tax which was introduced by the Spanish authorities for all stays since 01/07/16. This tax will be collected by the hotel / apartments at the time of check in and will be €1.10 per person per day.

COMPLAINTS PROCEDURE

8.1 If you have a complaint while you are staying at the Accommodation, you must inform our Host Team in resort immediately in order to give them the chance to resolve the problem. A holiday report form MUST be completed with a member of our host team whilst you are in resort. Any right to compensation will be lost if you fail to do this. If you are not offered a report form please ask to speak with our Customer Service Manager.

8.2 If the issue is not resolved to your satisfaction, you should contact our Customer Service Manager via the host team. We will act as an intermediary to try and rectify the problem. In the event that we are unable to do so and you wish to take matters further, you must do so directly with the Accommodation Provider concerned.

8.3 If you made a booking through an agent or third parties please direct any complaints to the booking agent in the first instance, they will make contact with the Accommodation Provider on your behalf to get a resolution.

CANCELLATIONS OR AMENDMENTS

If you want to change any aspect of your booking after we have sent your confirmation, we will do our best to help. However, there is no obligation to make any change. Should you wish to cancel your booking completely then no refund will be made.

Should you wish to make ANY changes to your booking then this will need to be done through our Sales Team via the email listed above. An ADMINISTRATION FEE of 30 Euros per change will apply to ALL amendments if our Sales Team is involved in addition to any cancellation fees.

If you wish to make any change to your booking while on holiday (e.g. upgrading accommodation or extending your stay), all requests are subject to availability and any extra cost must be paid immediately direct to the Accommodation Provider.

TRAVEL INSURANCE

We strongly recommend that you take out adequate and comprehensive Holiday Insurance for peace of mind and for cancellation cover. It is your responsibility to check you have adequate insurance cover. The insurance should cover, amongst other things, the cost of cancellation by you, all medical costs and the cost of assistance including return to the UK in the event of an accident or illness. You should also insure your personal belongings to the value of goods you bring with you on holiday.

GENERAL INFORMATION

Maintenance, changes and improvements take place all year round. No compensation will be offered if a facility is unavailable, but the Accommodation Provider will endeavour to provide a suitable alternative. During the quiet months only one restaurant or bar may be open.

We cannot be held responsible for the failure of public services (e.g. water, gas, electricity etc.) or for any disturbance that is beyond our control. In all cases including personal injury or death, our liability to you for the total of all claims arising out of your holiday with us, is limited to the cost of the booking.

All prices are correct at the time of publication, but may change without notice, with the exception of confirmed bookings. Confirmed bookings will not alter.

Ibiza Rocks property and facilities are exclusive to customer use only; outside guests will not be permitted access to the hotel without a valid wristband

The Hotels reserve the right to refuse any booking.