

## GENERAL CONDITIONS

### Tourist licence number: KSS00121

- To confirm the reservation, the client must pay 25% of the total amount for the stay.
- As follows, we provide details on our cancellation policy regarding the deposit for the reservation:
  - 1-Cancellation made 0-7 days before the day of arrival: 100% charged to the total amount paid.
  - 2-Cancellation made 8-15 days before the day of arrival: 75% charged to the total amount paid.
  - 3-Cancellation made 16-30 days before the day of arrival: 50% charged to the total amount paid.
  - 4-Cancellation made more than 31 days before the day of arrival: 5% charged to the total amount paid.
- If the client does not show at the establishment, the amount for the entire stay shall be charged.
- Accepted payment methods: by bank transfer (reservation deposit), with credit card or in cash.
- Each and every one of the guests older than 2 years staying at Agroturismo Azkue must pay for their space, and it is strictly forbidden to place extra mattresses or similar.
- Responsible use shall be made of the agricultural tourism site's water and electricity, as well as of its facilities.
- Guests shall be responsible for any serious damage caused to lodgings (room, apartment or house).
- Guests lodging with their pet at the agricultural tourism site shall be the sole responsible parties for the animal and its behaviour inside the house, avoiding, insofar as is possible, occupying common areas therein.
- Basic standards for joint living shall be respected (avoid unnecessary noise, respect resting period for others, share common areas in a civilised manner, etc.).
- As per Organic Law 15/1999 regarding the Protection of Personal Information, and by filling out the reservation form, guests provide their consent for their personal information to be handled, which shall be added to the "Clients" file owned by Agroturismo Azkue, registered in the General Registry of the Spanish Agency of Protection of Information, whose purpose is fiscal, accounting and administrative management of the contractual relationship, as well as to send commercial information on our products and/or services.
- Furthermore, we hereby inform our guests that they may exercise their rights to access, rectify, cancel and oppose, as established by the aforementioned law by means of a certified letter, attaching a copy of their National ID/passport, to the following address::

Agroturismo Azkue. Barrio Arrutiegia, 1. C:P: 20809. AIA. Gipuzkoa.

or info@casaruralazkue.com.