

Frequent questions. hotels

Answers General Info

How do I make a reservation?

Select destination, dates, number and type of rooms. The search system will provide the best options. In addition, you first proposed the most recommended establishments.

What does ad, mp, pc, you?

AD: bed and breakfast. Starting with breakfast on the second day of stay.

MP: half board. Starting with dinner / lunch on the first day of stay with breakfast, the second day. Drinks are payable at the hotel unless otherwise stated during the purchase process.

PC: full board. Starting with lunch and dinner on the first day of stay, and breakfast the second day. Drinks are payable at the hotel unless otherwise stated during the purchase process.

TI: all inclusive.

Do I have to include my baby book?

Yes. In the booking engine you must indicate the number of adults, children and babies. The age of the babies is between 0 and 2 years old, unfulfilled; age of children from 2 years of age and 11 years unfulfilled; and adults age is 11 years old onwards.

How do I request a crib for my baby?

You can move your application by contacting our customer service center at + 34 972 249 449 and we'll take care of getting your request to accommodation.- Remember, however, that such a request will be confirmed until arrival at the establishment. You can also contact the hotel directly. In the voucher we send attached to the booking confirmation you will find the necessary contact details.

What do I do if the web has given me error during the process?

Most likely it is that the browser session has expired. If you have completed the purchase, we ask you to stay to wait a few minutes and you check your email account to check if you have received mail purchase confirmation. Otherwise, contact our customer service center at + 34 972 249 449 and one of our agents will inform you if the booking is confirmed. If you have not come to include data from a means of payment, we recommend you close and open the browser to make a new attempt to purchase. If you prefer, you can contact our customer service center and one of our agents will help you finish the book.

What do I do if I do not receive mail purchase confirmation?

If you have not received confirmation of your booking within 24 hours contact our customer service center at + 34 972 249 449 and one of our agents will check the status of your reservation and you will forward the purchase confirmation.

Can I modify a reservation?

First, it depends on the contracted rate. If you have booked a nonrefundable fee (does not allow cancellations), as a rule, it is not possible to modify the reservation. In any case, you should contact our customer service center at + 34 972 249 449 and one of our agents will transfer your inquiry to the service provider to check availability and cost of the desired modification. The response time is estimated between 24 to 48 hours from the request.

Can I cancel a reservation?

In Step 1 of the purchase process through our website, you will find at your disposal the cancellation of selected services. Once you've made the purchase, you will find a reminder of the cancellation policy of your reservation in the mail confirming your reservation. If you want to cancel your reservation, remember that you can make the request by contacting our customer service center at + 34 972 249 449 or via the unsubscribe link online that you find in your booking confirmation email.

Can I request a hotel or room type that is not on site?

Yes. You can make your request by contacting our customer service center at + 34 972 249 449 and one of our agents will inform you about the availability and pricing of the services requested.

Where I can find group rates?

We have special rates for groups by calling + 34 972 249 449

Can you give hotel transfers?

Yes. You can make your request by contacting our customer service center at + 34 972 249 449 and one of our agents will inform you about availability and pricing of shipments to the desired date and time.

What documentation should I bring to housing?

After the purchase, we will email booking confirmation. In it, you will find attached a bonus of services that need to print out and take with you the day of the entrance to the hotel. Remember to bring identification that proves you as head of the contracted reserve.

What time I can have my room?

The entrance to the hotel, or check-in, is, as a rule, from 12:00 hours, although there are hotels whose time is delayed until 15:00. If need confirm the time of entry to the housing, we recommend that you contact directly with him.

What do I do if the hotel does not have registered my reservation?

You must contact us by phone+ 34 972 249 449 so we can check the status of your reservation. We will make the necessary steps to resolve the possible impact and inform you as soon as possible.

What are the tourist rates?

Tourist tax rates are used by some public bodies (municipalities, autonomous communities, regions, etc.) as a source of funding for tourism promotion or preservation of the environment. The price of bookings made through our website are not included these rates as the payment thereof is made directly at the hotel and its amount varies depending on the destination, length of stay and the category of accommodation.