



Bookings Terms and Conditions

Booking Conditions: Please read these Booking Conditions with their related policies (as referred to in these Booking Conditions) carefully as they will apply to any use of Booking made. The Business recommends that you print or save a copy of these Booking Conditions for your reference. If you have any queries or concerns regarding these Booking Conditions, please contact the Business using the details set out in the Contact Us section below.

These Booking Conditions and any conditions imposed by the Owner apply to the Booking to the exclusion of any other terms that you may seek to incorporate, or which are implied by trade, custom, practice of course of dealing.

Occupancy: The house accommodates from a single person only up to four adults.

In no circumstances may more than the number of persons listed on the booking form occupy the property. CasaToro reserves the right to refuse admission if this condition is not observed.

Also CasaToro only allows guest stays where the lead guest is aged 21 years or over. Proof of age may be requested on site.

Cancellations Policy: Please note that we have a six-week cancellation policy. If any outstanding payments are not made within six weeks of the Check In date, we shall be entitled to treat your booking as cancelled and any booking fees paid will be forfeited, and any outstanding payments will be due.

Booking: The minimum rental period is 4 nights / 5 days. The rental price is 150 € per night. A low occupancy discount can be applied if there is one couple staying using just one bedroom and bathroom. Discount for two guests (use of one bedroom and bathroom) 25% from the full price. Reservations of all holiday accommodation whether made by telephone, email, or in person are accepted by Casa Toro, on the following conditions.

Unless advised otherwise, your booking must be for holiday purposes only. If you are booking the property for business purposes (e.g. photo shoots, filming) or for gatherings, you must seek the prior written consent of Casa Toro and complete a Special Circumstances Form.

When you make a booking you accept full responsibility for all persons who will use or visit the property during the period booked. When you book, you agree to indemnify us against all loss and damage arising directly or indirectly to the property and its contents from any deliberate or negligent act or omission by yourself, or any person accompanying you.

Booking Deposit: A 50% deposit per rental period will be required when the booking is confirmed. The remaining balance will be required six weeks prior to let date (unless a late booking or by special arrangement).

If final payment of any outstanding amounts to be paid is not completed within six weeks of the Check In date, your booking will be automatically cancelled and any booking fees paid (excluding the Good Housekeeping deposit) will be forfeited.

If booking is made within six weeks of the Check In date, 100% of the payment will be taken upfront.

Good Housekeeping Deposit: We understand that smaller damages do occur in the natural run of things but would expect that any damages sustained as a result of misuse would be paid for. We take a £250 Good Housekeeping Deposit for each booking, which will be added to your balance at the time of booking.

Please let us know of any breakages or damages so that we can repair/replace before the next guests arrive. If the Good Housekeeping Deposit is not sufficient to cover such damages, further payment will be deducted from the card used to make the booking. Where no damages occur, the Good Housekeeping Deposit will be refunded via the same payment method.

Cards accepted: Payments can be made by credit/debit card (Visa or MasterCard ONLY). Payment MUST be made in the currency of the jurisdiction in which the property is located (i.e. euro).

Bookings management: Bookings are handled by the owner of the house. The house is only to be let for the period of hire confirmed at the time of booking

Unforeseen circumstances: If for any unforeseen reason we have to cancel your booking, a full refund of the let fee paid will be refunded, with no further claim against the owners. If for some unforeseen uncontrollable "Force Majeure" circumstances (i.e.; war, natural disaster, etc.) either party cannot fulfil the rental contract, then neither party is responsible for the loss of rental and all monies will be returned wherever possible.

Personal belongings: Baggage and personal belongings are at the Hirers risk at all times. No responsibility can be accepted for loss or damage to any car or its contents.

Check In: Arrival is after 4.00pm. We operate on a self-check in basis and access instructions will be sent at the time of booking

Check Out: Departure by 10.00am please. This allows us to prepare the house between guests. We ask all guests to leave the house in a clean and tidy condition

Disability Access: We are very sorry not to be able to offer disability access due to the nature of the site.

Services: Electricity/ heating, air-conditioner, Wi-fi, linens / bedding, towels, toiletries, and duvet are all included, plus some pellets for the stove.

Premises: As part of your booking you will enjoy access of the house and the terrace area outside. The top floor room is privately used by owners.

No Pets Policy: We love pets, but we have delicate furnishings and fabrics and unfortunately no pets are allowed. A £500 fine is applicable. Such fine will be deducted from the card used to make the booking.

No Smoking Policy: Sorry no smoking is allowed inside the house. If there is evidence of smoking inside the house or if cigar / cigarette ends are left outside a £500 fine will be applicable. Such fine will be deducted from the card used to make the booking.

Liability: The owners accept no liability for any death, personal injury, loss or damage of guest's personal property while staying at CasaToro. The use of the property and contents is entirely at guest's risk. The owners recommend you are covered by travel insurance for your holiday.

Right of Entry: We reserve the right of entry to the property at any reasonable time for maintenance, repairs or inspection.

Contract: The rental contract is between the paying client and the owner of the house and shall be deemed to be made subject to these Booking Conditions.

We are committed to taking environmental responsibility seriously and request that all our guests use resources responsibly, not wasting electricity, pellets or water when this can be avoided. Thank-you!

Complaints and Suggestions: Please let us know if you have any complaints or suggestions about CasaToro as soon as possible so we can try and rectify this immediately. Please do not hesitate to contact us by e-mail: casatoro.spain@gmail.com. We will answer you as soon as possible.

We are looking forward to your visit!

CasaToro is a family business registered in Spain (registered number VT-480472-A). You can contact Casa Toro by email on: casatoro.spain@gmail.com.