

GENERAL TERMS:

General Terms and Conditions regulates the mutual contractual relationship between 7LIZARDS APARTMENTS (address: Avenida Jose Gonzalez Forte n. 73

Acantilado de Los Gigantes 38683, Puerto Santiago, Tenerife, Spain), JAN DVORAK - ID: Y2360446Q and the natural person ordering the stay (hereinafter referred to as the "client").

SUBJECT OF THE CONTRACTUAL RELATIONSHIP:

These Conditions regulate the rights and obligations of the contracting parties in renting the rooms of 7LIZARDS APARTMENTS for accommodation and other services of the APARTMENT HOUSE as individual services according to the individual requirements of the client.

ESTABLISHMENT OF A CONTRACTUAL RELATIONSHIP:

The contractual relationship between the client and 7LIZARDS APARTMENTS is established by the confirmation of the stay order by 7LIZARDS APARTMENTS. 7LIZARDS APARTMENTS undertakes to provide the client with a stay and to ensure in the agreed scope and quality of the agreed service (hereinafter referred to as "stay") and the client is obliged to pay the agreed price.

ORDER OF STAY, PRICE AND PAYMENT:

Booking a stay:

- by phone: +34 658 866 886
- by e-mail: booking@7lizards.com
- via electronic form on the website: www.7lizards.com
- through sales portals with which 7LIZARDS APARTMENTS has a cooperation

RESERVATION AND PAYMENT:

- 7Lizards Apartments reserves the right to charge a full amount for our booking upfront at the time of the reservation.
- All reservations must be guaranteed by a valid credit card. We accept American Express, Diners Club, Mastercard/Eurocard, Maestro & Visa. All reservations must be guaranteed by a valid credit card or the prepayment by the bank transfer.
- If the credit card is not valid at the time of collection of the payment, the client will be asked to provide another way of the payment. If the payment will not be proceeded within one week, 7Lizards Apartments reserves the right to cancel the reservation.
- Based on our availability the modification of the reservation is possible. 7Lizards Apartments, however, reserves the right to adjust prices in case the client requires later amendments regarding contracted number of rooms, hotel services or length of stay.
- All taxes are already included in the costs of the accommodation.

USE OF ROOMS:

- Rooms booked are available to the client on the contracted arrival date from 2:30 PM.
- Checkout time is 11 AM unless it is arranged otherwise. If guests are not checked out by 11 AM of the last day of their stay, they shall be charged a special fee: 'daytime use of the room' equal to 50% of the valid season price or a full further day's stay.
- Guests are required to follow the Accommodation Rules.

IMPORTANT:

- Prices and policies may vary because of special seasons, fairs, packages and prepaid reservations.
- **REFUNDABLE DEPOSIT:** A refundable deposit of 150 EUR, which is collected in cash upon check-in, would be used to cover additional services or damage caused to the apartment. The deposit will be refunded at the end of your stay after check-out.
- Dogs and other pets may stay in the room provided their owner submits the animal's health certificate. The fee for a pet is 20 EUR pet pet and stay, it will be deducted from the refundable deposit.

CLIENT´S BASIC RIGHTS AND OBLIGATIONS:

Client's rights: a) the right to properly provide contractually agreed and paid services, b) the right to be aware of any changes in the contracted services, c) the right to withdraw from the contract at any time prior to the start of the stay or to claim defects.

Obligations of the client: a) to provide 7Lizards Apartments with the assistance required to properly secure and provide services, in particular truthfully and completely state the required information in the order, incl. reporting any changes to such data, b) to inform 7Lizards Apartments without undue delay about any changes in the terms and conditions of the agreed services, c) to receive the documents necessary for the services from 7Lizards Apartments and to arrive at the specified time at the specified time d) of the contract, the client is obliged to notify 7Lizards Apartments of such withdrawal from the contract and to pay the severance pay according to the cancellation conditions.

BASIC OBLIGATIONS OF 7LIZARDS APARTMENTS:

- a) provide the client with all information about the stay
- b) secure the client's stay on the basis of a confirmed order and in accordance with generally binding legal regulations
- c) in the case of withdrawal from the contract by the client pay no later than 14 days after the written receipt of cancellation stay and applicable cancellation fees.

CANCELLATION FEES:

The client can cancel the reservation free of charge up to 14 days before arrival. In case of cancellation less than 14 days before arrival, 7Lizards Apartments will charge the client 100% of the total price of the reservation.

USE OF PERSONAL DATA:

Please see separate document GDPR.

FINAL PROVISIONS:

The General Terms and Conditions come into effect on 1 December 2020.

The accommodated client has the right to file an out-of-court settlement of such a dispute to a designated subject of out-of-court settlement of consumer disputes.

*7Lizards Apartments
Ocean View Apartments Resort*

