

Dear customer,

through our on-line reservation service, you are hiring a tourist accommodation reservation, service subject to the following conditions:

As a general rule, the price of the reservation includes only the accommodation and the chosen regime (breakfast, half board, full board or all inclusive). The availability and price of special services such as extra beds, etc. that have not been included in the total calculation of the stay will be subject to confirmation by VIWO HOTELS, which will be made by fax, telephone or e-mail with the central office (details in the CONTACT section).

This service is only and exclusively addressed to adults with the legal capacity to contract the services offered in this web, expressing the user that knows and accepts the present conditions.

On arrival at the hotel, the client must hand in the voucher corresponding to his or her on-line reservation at the reception desk and show proof of identity in accordance with the voucher.

When making an on-line reservation, and in order to obtain confirmation of the reservation, the client must enter his/her credit card details as a guarantee of payment at the HOTEL.

The total and final calculation of the reservation is a net amount, that is to say, it includes the VAT.

It does not include the Eco-tax, which will be paid in the Hotel at departure.

As a general rule and unless otherwise agreed, rooms may be used from 14:00 on the day of arrival and must be vacated before 11:00 on the day of departure. These hours may be modified by the reception department if necessary, duly informing the client.

The reservation is guaranteed during the whole day of arrival. However, VIWO HOTELS requests the client to inform the hotel and the head office of the expected time of arrival, in order to prepare with the maximum efficiency the contracted services. The All Inclusive service does not include the cold dinner, since the client can use and enjoy the services of the hotel from his arrival to the departure of the complex, regardless of the fact that the room is released at 11:00.

Cancellation of the reservation: VIWO HOTELS will not charge any kind of cancellation fee until 72 hours before the arrival date, 1 day of stay if it is until the arrival day or the whole stay in the case of not informing or showing up at the hotel on the arrival day.

Modification of the reservation. The reservation made can be modified at any time, via e-mail, telephone or fax with the head office (details in the CONTACT section), except for reservations with a non-refundable fee, where the change of dates is not possible but the name/s.

The offers will be valid only during the period fixed by VIWO HOTELS in the advertising, or in its defect, during the time in which they are accessible to the clients for its effective contracting.

Rights of the client:

All the information provided to the client will be binding for the offerer in the terms established by the consumer protection legislation.

Every user of the tourist services has the right that the goods and services acquired are of the category and legal requirements established or of that quality which is similar or superior to that contracted.

All the establishments have the obligation to have at the disposal of the client complaint sheets where to register their complaints. To make a complaint, ask for these sheets from the hotel manager or person in charge, fill in your personal details and clearly indicate the reason for the complaint.

Duties of the client:

To pay the price of the contracted services, without the presentation of a complaint or claim exempting you from this obligation.

To comply with the particular rules of the hotel establishment whose services you enjoy.

To observe the rules of hygiene, education and good manners towards the rest of the users and the personnel of the hotel establishment that provides the service.

Respect the environment.

In case VIWO HOTELS communicates to the client the cancellation of the reservation for reasons of force majeure, understanding by such those circumstances beyond the one who invokes them, abnormal and unforeseeable, whose consequences could not have been avoided in spite of having acted with the greater diligence, the reservation will be annulled, VIWO HOTELS will proceed to the refund of the paid amount, without right to claim or later compensation on the part of the client. This case will be communicated by the means used for the confirmation of the reservation, or in its absence, using the data provided by the client.

VIWO HOTELS reserves the right to make any changes it considers appropriate to the above conditions. The client accepts that the legislation applicable to the operation of this service is the Spanish one and submits to the Jurisdiction and Courts of the Balearic Islands for the resolution of the conflicts derived from the interpretation and application of the present contrac