

1.- Upon completing an application, you accept to receive notices with information, offers and promotions of our company. If you do not wish to receive such notifications, please send us an email requesting to "no longer receive notifications". You may also refer to our website to read all of the information pertaining to our privacy policy.

2.- The acceptance of the contracting conditions: by sending your credit or debit card details or upon paying the reservation amount, you accept the contracting conditions included in the terms section and conditions of our website, which you shall have previously read.

Booking terms and conditions

Please be advised that BIKE VILLAS MALLORCA acts as a Booking Center. Once the stay has been selected, you can click on the "Inquire" button. Here you will find the application form. Please fill in the fields on this form by selecting the stay you have selected and enter your personal information, i.e., names and travel companions, as well as travel dates. In the additional fields you can indicate other services you want or any comments or queries you wish to conduct.

Upon sending your request, you will receive an automatic acknowledgment message. After receiving your request we will respond as soon as possible, and always within a maximum period of 48 hours.

For individualized inquiries, please fill out and submit the Contact / Request form "Tailored to you". You can find this form in the "Contact" menu. We will respond as soon as possible, within a maximum period of 48 hours. We will contact you with a proposal based on your request or we will contact you to present your query options.

Your reservation

Upon receiving your confirmation by email with the names of the travelers, the exact dates of the trip and the program you wish to book, we will send you an official reservation confirmation. From that moment on, the reservation shall be considered final. Once booked, BIKE VILLAS MALLORCA will send you by email the vouchers and / or application documents regarding the specific reservation.

These Conditions, the specifics sales conditions of the rate reserved by you and the voucher or reservation request, express the integrality of the obligations between the parties.

No general or specific condition communicated by you may be integrated into these Conditions.

In no case, will the contract between You and the Owner / operator be effective before our confirmation email is issued. After receiving your reservation confirmation, the reservation can only be canceled / modified according to the cancellation conditions mentioned in the reservation confirmation.

Once you have accessed the Website, and in order to proceed with the contracting of the Services, you must follow all the instructions included in the purchase procedure, as well as completing all Particular Conditions and other forms set for each Service, which shall entail the reading and acceptance of all the General and Particular Conditions of application for which we will ask you if you have read and accept our reservation terms and conditions.

You agree to confirm the veracity and accuracy of the information provided, and any provided false information will be void. In cases where you have made a reservation with false information, you will be responsible for the processing and operating costs generated by your reservation.

Payment

Depending on your reservation, BIKE VILLAS MALLORCA will inform you about the payment conditions at the time of booking.

1. Some accommodations or services will only request credit card information to secure the reservation. If so, you will only have to inform us or our offices of your credit card details and you will may pay for your stay upon arrival or departure. If so, you will receive an invoice from the establishment and BIKE VILLAS MALLORCA will only send you a reservation confirmation.

2. Some accommodations or services will request a deposit at the time of booking. The pre-payment amounts may vary between a fixed amount of up to 100% of the total amount of the reservation. This can be paid by credit card or bank transfer, always directly to the hotel. Depending on the type of reservation, the amount to be paid must be paid between the first and eighth week before arrival, and the remaining amount upon arrival at the accommodation or service, payment methods such as credit card, bank transfer or common currency may be used. In case of not completing the pre-payment on the date indicated, the reservation will be automatically canceled.

3. In some cases payments are made through BIKE VILLAS MALLORCA. If this is the case, you will be sent an invoice which you must pay at least 2 weeks before the date of arrival. If payment is not made on the indicated date, the reservation will be automatically canceled.

Prices will be confirmed in the common European currency, EURO, with taxes included and only valid during the period indicated on the website, and once the reservation request has been made.

Cancellation

Upon receiving the reservation confirmation, we will always inform you about the cancellation conditions. These conditions may vary depending on the reserved home or services.

If you or one of your guests wants to cancel the reservation, you will always need a written cancellation confirmation via email from the person who made the reservation. Cancellations become effective upon email being received by BIKE VILLAS MALLORCA. In most accommodation or services, the following cancellation fees will apply. These conditions shall apply if BIKE VILLAS MALLORCA has not informed you about other cancellation conditions determined and applied in your reservation.

Up to 4 weeks in advance counting until the arrival date: deposit amount.

Up to 3 weeks in advance counting until the arrival date: 40% of the total amount

Up to 2 weeks in advance counting until the arrival date: 50% of the total amount

Up to 1 weeks in advance counting until the arrival date: 75% of the total amount

Less than 1 week counting until the arrival date: 100% of the total amount

No refund will be made in case of no show or unexpected departure.

Once your stay has begun and in the case of unforeseen departure before the end of the contracted stay, there will be no refund, partial refund or return of the days not enjoyed during your stay. If the reason for cancellation is covered by the conditions of a cancellation insurance, you may be able to claim the cancellation fees from your insurance company.

If BIKE VILLAS MALLORCA cancels the stay for reasons not attributable to You, we can accept a new offer or refund the amount paid by You in relation to the canceled stay. You may not claim any compensation for the following cases.

Customer Modifications

If you want to modify any aspect of your reservation, or want to change the dates, we will need a written notification by the person who made the reservation. We will do our best to make the changes. All modifications on request and additional costs generated by the modifications will be borne by the customer. Any modification of the flight reservations will be your responsibility and will have to be made with the company with which you have contracted said service.

Modifications by BIKE VILLAS MALLORCA

In the unlikely event that we need to make modifications, we reserve the right to do so at any time. Normally they will be minor modifications, but it may happen that accommodation facilities or services are not available for any reason. In this case we will inform you in the shortest possible time. If the accommodation had to be modified, we will offer you accommodation of comparable quality. If a substantial modification should be made, we will inform you as soon as this circumstance has occurred and prior to your arrival. If a substantial modification does not occur due to force majeure*, you will have the choice between accepting the changes, making another reservation with us, or canceling your reservation and receiving a full refund. If you book a stay with us for a higher price you will have to pay the difference. If the price is lower, we will refund the remaining amount.

Some external factors such as time or physical limitations may influence program execution / changes. The person responsible for the program will always be entitled to make the necessary program adjustments without you being able to claim reimbursement or compensation.

Insurance

Before beginning the trip, one of the fundamental things is to be well insured. You will need your own travel insurance. BIKE VILLAS MALLORCA does not offer travel or cancellation insurance. If you book a program that includes physical activity, we highly recommended having personal accident insurance.

Claims

If you have a problem or if you are not satisfied with the service provided by the program or accommodation, please immediately inform the staff of the accommodation or services during your stay or alternatively contact BIKE VILLAS MALLORCA immediately. We will do our best to solve the problem and remedy it. If the reason for your complaint cannot be resolved on site,

you must address to us by writing after your arrival within a maximum of 4 weeks. If you do not notify us within this period, you will not have any right to claim compensation.

Liabilities

The User cannot hold BIKE VILLAS MALLORCA liable for any actions, procedures, losses, claims, expenses, damages or liabilities arising or resulting from the provision of accommodation services.

Legal Age and Legal Capacity

The User declares being of legal age (over 18 years of age or 21 in some jurisdictions) and has the necessary legal capacity to contract the Services offered on the Website in accordance with the Conditions, which he fully understands.

Offer validity

The offers of the Website will only be valid for as long as they remain accessible to the Users for their effective contracting through the established purchase process.

Identification documents

You will be responsible for having a valid identification document at all times, such as passport, identity document, visas, etc.

Notifications

The notifications between the parties in relation to the conditions, must be made in writing and shall be duly understood when they have been delivered by ordinary mail to the address of the other party or to the email provided by the other party.

Governing law and Jurisdiction

The Spanish Laws on contracting, Data Protection Law and protection of consumers and users shall apply. Furthermore, any conflict arising from the use of the Website shall be governed by the Spanish Law and the Courts of Palma de Mallorca.

* Circumstances that are considered force majeure include: war, threat of war, revolts, civil war, industrial conflict, terrorist activities, natural or nuclear disasters, fire, extremely adverse weather conditions, technical problems or maintenance in transport, or other circumstances equivalent to force majeure cases.