



COVID19 guarantee conditions

For reservations made after 15th March 2020 for a stay in 2020 have our COVID19 guarantee.

In the unlikely event that your stay cannot take place due to closed borders, canceled flights or other, Government-imposed barriers related to the corona virus, we guarantee your (down) payment.

A free rebooking of your stay is possible or we will provide you with a travel credit voucher with a value of the down payment or accommodation sum.

1. COVID19 GENERAL TERMS AND CONDITIONS

- 1.1 COVID19 guarantee applies only to cancellations in case of force majeure caused by the corona virus. These are canceled flights, closed borders or extraordinary circumstances, such as a lock down situation, which makes a normal stay impossible.
- 1.2 Reservations and payments for green fees, attractions, activities and other services are excluded from the COVID19 guarantee. For this we refer to the conditions of our partners who offer the service.
- 1.3 If your reservation is covered by the COVID19 guarantee, we will rebook it in consultation and free of charge to a later time of the year 2020 up to a maximum of 12 months from the original arrival date. Based on availability, both period and room type. Therefore, no claim can be made on / or a guarantee is given for a stay in the same room and / or length of stay.
- 1.4 There is no refund in (cash) money.
- 1.5 We recommend purchasing a good cancellation and travel insurance.
- 1.6 For all cancellations that are not related to the corona virus applies our general cancellation policy.

TRAVEL CREDIT VOUCHER

We keep your down payment or accommodation sum in deposit. You have the opportunity to make use of this travel credit (valid for one year up to a maximum of 12 months from the original arrival date) later this year to enjoy our hospitality and the beauty of Andalucia.

2. VOUCHER TERMS AND CONDITIONS

- 2.1 The travel credit is the down payment or full travel sum as stated in the booking confirmation which we have received in our bank account.
- 2.2 The travel credit is valid for new reservations for stays within 12 months after the original arrival date of the canceled stay. Based on availability, both period and room type. Therefore, no claim can be made on / or a guarantee is given for a stay in the same room and duration of stay.
- 2.3 The travel credit can only be used with a direct reservation by mail or via our website, stating a voucher code that we send to you. The travel credit is not valid for reservation made via booking-com or other booking websites.
- 2.4 The travel credit is personal and cannot be transferred to third parties.
- 2.5 The travel credit is only exchangeable for accommodation and not for other services like: honesty-bar, food-service, massages, sauna, green fees or other service offered by Villa CONMIGO.
- 2.6 There is no refund for unused travel credit.

The COVID19 guarantee conditions was last amended on 15th March 2020.

www.villaconmigo.com

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