

GENERAL ONLINE RESERVATION CONDITIONS FORMENTERA ROOMS & FORMENTERA DIRECT

***If you are a professional user please read the Terms & Conditions in the Professional Area**

Aiming to offer you detailed information about our services, specially designed to satisfy your necessities on the island of Formentera and to establish a new communication channel, Viajes Ebusus S.A. wishes to offer you the most warm welcome to this web page hoping you enjoy your visits and find it a useful tool. Please read the following Terms & Conditions, which are obligatory;

RESPONSIBILITY;

- Viajes Ebusus S.A does not assume any responsibility regarding the content of third parties web pages linked from its site. The function of the links to other sites is informative meaning that the inclusion is not an invite or a recommendation.
- Viajes Ebusus S.A is not responsible for possible inconsistencies between printed documents and the content of this web site
- Viajes Ebusus S.A is not responsible for any damages caused by computer viruses due to bad use of the site or any interruptions in the availability of the site.
- The companies advertised through this web page by banners, pop ups, links or any other instrument will be the responsible of the images, texts, logos and information contained in the advertisement.
- Viajes Ebusus S.A reserves the right to modify these conditions as well as to make changes in the products and services offered without notice. This is why we advise you revise periodically the possible changes.

OBLIGATIONS

- The user of this web page must make good use of it in accordance to the good will rules. It is forbidden to infringe or try to infringe the security measures established for the good operation of the site. Viajes Ebusus S.A will be able to demand civil or criminal responsibility in the event of security breach or access to reserved information.
- The copyright of the information of this site is property of Viajes Ebusus S.A
- Any conflict that appears from this web page will be ruled by Spanish law and will be submitted to the jurisdiction of the Courts in Ibiza, Spain.
- If any of these conditions was to be declared annulled by the competent Judge this circumstance would not affect the rest of the contract and would neither mean the annulment of the rest of the conditions

We also recommend the client reads the "Privacy Clause" and "Reservation Conditions" that follow and that clarify the online reservations conditions and the use of the information given by the users.

FORMENTERA ROOMS

Viajes Ebusus S.A

C/Aragón, 71

07800 Ibiza (Balears) España

A07058290

RESERVATION CONDITIONS

The possible payment methods are by credit card and by bank transfer.

CREDIT CARD

The credit card must be recognized by our system. For your security, Formentera Rooms & Formentera Direct will not save your credit card details.

If you don't have a credit card recognized by our system we ask you to contact our Call Center on the number 0034 902 122 345.

The reservation can be paid in full or by a deposit of one night stay plus the 100% of extras and transfers if they were any, paying the rest at reception.

BANK TRANSFER PAYMENT INSTRUCTIONS

This payment method is only possible 10 days before the arrival at the hotel. If you wish to use this payment method you will have to send a copy of the transfer bank document in the following 48 hours to making the reservation. You can send it by fax to the number 0034 971 301 351 or by email at info@formenterarooms.com. If Formentera Rooms and Formentera Direct don't receive the copy of this document in the established time the reservation will be cancelled instantly.

Formentera Rooms & Formentera Direct will have to receive the payment from your bank in the following 10 days of making your reservation, if not the reservation will be cancelled instantly. If you don't receive confirmation of the payment it is advised you contact our Call Center on the following number: 0034 902 122 345.

The reservation can be paid in full or by a deposit of one night stay plus the 100% of extras and transfers if they were any, paying the rest at reception.

BANK DETAILS

VIAJES EBUSUS S.A

Caja Madrid

Nº cta cte. 2038-9501-61-6000051821

If you wish to purchase a gift voucher please contact our Call Center 0034 902 122 345 or write us an email to info@formenterarooms.com.

The hotel reserves the right to consider your reservation as "No show" if you arrive after 6pm and without notice to the hotel.

If the reservation is an offer or special promotion and it has special conditions, these will take precedence over general reservation conditions.

MODIFICATIONS AND CANCELLATIONS

Any modification of your reservation will be considered as a cancellation and it will entail a whole new reservation. A modification of a reservation must be

always communicated in writing by email to info@formenterarooms.com or by fax to the number 0034 971 30 13 51.

If the cancellation is received 15 or more days before the arrival at the hotel, 100% of the deposit will be refunded, by credit card if that was the payment method used. If the refund should be done by bank transfer the charges would have to be paid by you.

If the cancellation is received 14 or fewer days before the arrival at the hotel or you don't turn up on the check in day, the total of the deposit minus one night of accommodation will be refunded. If the reservation is only for transfer service, 100% of the reservation amount will be charged an a cancellation fee.

In cancellations or modifications without charge (15 or more days before the arrival at the hotel) 15 euros will be charged as an administration fee.

If Viajes Ebusus S.A. should inform of the cancellation of a reservation for causes beyond the reasonable control with consequences that can't be avoided even though Viajes Ebusus S.A have acted with appropriate diligence, the reservation will be annulled with no right to claim or to be compensated. If this should happen it would be informed by email in any way possible.

TRANSFER RECOMMENDATIONS

1. Secure transport

All our means of transport comply with local, national and European Legislation. We only use authorised transport companies and we choose all our suppliers to secure the best service for our clients.

All the vehicles and means of transport used are insured according to the Law.

You, as a passenger are insured but please be advised that your luggage is entirely your responsibility so if there where any damages or loss of luggage Formentera Direct cannot be held responsible.

2. Payment

You must pay 100% of your transfer at the time you make the reservation.

3. Luggage allowance

The luggage allowance is one suitcase and one hand luggage per person.

There is no additional charge for pushchairs, manual fold wheelchairs, and small sport equipment (for example a tennis racket)

In the "Private Service", if you include pushchairs or manual fold wheelchairs please indicate it when making the reservation so space problems don't occur.

In the case you travel with excess luggage it's possible that you incur in additional costs, if you book a Private transfer and all your luggage doesn't fit in the vehicle you could be asked to pay for a complimentary vehicle.

We recommend that your luggage is appropriately identified with your name and the address of your accommodation during your holiday and a mobile telephone number if possible.

4. If you're travelling with babies

If you're going to travel with children please send us an email to info@formenteradirect.com or call us on our Call Center number 0034 902 122 345, so we can inform you accordingly.

5. Special necessities

We recommend you choose a Private Transfer, as our minibuses and coaches are not always prepared for special necessities.

There are no extra charges when transporting manual fold wheelchairs but we ask you to please send us an email to info@formenteradirect.com or call our Call Center at 0034 902 122 345 to inform us of the necessity of extra luggage space.

6. Delays

In Formentera Direct we follow the available information on the means of transport on a daily basis, but if there is a delay in origin it would be very useful

that you inform us on our Call Center number 0034 902 122 345, so we can book you in another service. If you have booked a Shuttle Service please be advised that waiting time at the airport may incur.

If your return flight/boat is delayed we cannot delay your transport time:
We inform you that Formentera Direct is not responsible of any charge that results of origin and destination transport delays due to bad weather, construction or any other factor out of our control.

There will be no reimbursements of transfers due to cancellations of a boat or a flight. If you need to cancel your transfer please call our number 0034 902 122 345. It's possible to issue a cancellation document so you can claim to your Travel Insurance

7. Groups

We can organise the most adequate transfer for groups of any size. Please send us an email to info@formenteradirect.com or call us on our Call Center at 0034 902 122 345 to offer you the best prices and conditions.

8. Admission

The transport supplier can deny transport to any person that appears to be under the influence of alcohol or drugs or whose behaviour is considered to be a threat to the driver or other passengers. No refunds will be made in these circumstances.

Alcohol and smoking is not permitted in any vehicle.

9. Responsibility

Even though we offer the best service possible in every case there can be circumstances that we can't control, this is why it's important for you to know that Formentera Direct is not responsible for possible abnormalities in the service when they are due to circumstances that we can't control, for example, force majeure, if any of our suppliers doesn't comply with the contract, if the

passenger does not possess the Confirmation Voucher or doesn't meet the conditions established, meteorology conditions, construction, etc

PRIVACY CLAUSE

Any personal information supplied when you register will be included in a personal file protected by the current law. You will have, at any time, the right to access the file where the information is included, being able to rectify, cancel or oppose to as it is established in the Personal Data Protection Organic Law 15/1999 of the 13th of December, as well as the revocation of the assignment consent and personal data treatment.

Viajes Ebusus S.A guarantee to treat its clients' information in an automated way and guarantee that the files where the information is kept are of its own complete responsibility and are correctly declared at the General Registry of Personal Data Agency. (www.agenciaprotecciondatos.es).

Viajes Ebusus S.A informs you that you can exercise your right to access, rectify, cancel or oppose to, in writing, at the person responsible of the data treatment and the holder of the files where its personal information is being kept.

COMPANY INFORMATION

VIAJES EBUSUS, S. A.

C/ ARAGÓN N ° .71 BAJOS

C.P: 07800 IBIZA (ISLAS BALEARES).

CIF A07058290

CONFIDENTIALITY CLAUSE

As soon as you have made a reservation with us you have specified in our web page all the details to identify yourself, credit card number, security code and expiration date, if that is the payment method chosen.

These details are essential to make the reservation and will be stored, except the credit card details, in a file property of Viajes Ebusus S.A. as according to current law, guaranteeing that they'll be treated with absolute confidentiality, even though the company in accordance to current law may reveal the information to the relevant authority, under official request.

When completing the services and reservations form, every holder accepts and authorizes Viajes Ebusus S.A to use and treat accordingly the personal information supplied, with the aim to proceed to the maintaining and accomplishment of the relationship agreed on and to offer commercial information about the tourist products and services supplied by the file responsible, as well as the surrender of these details to the companies that form Grupo Empresas Alonso Marí S.A, to arrange and guarantee the reservation and give you a better service.