

Conditions

Bookings

Your reservation is final as soon as the deposit of 50% of the full amount is on our account (by bank transfer). We ask that you comply with this within 7 days of your request.

The balance must be paid at the latest 2 weeks (14 days) before arrival.

If you book a stay less than 2 weeks (14 days) before departure, you immediately pay the full amount by bank transfer (within 2 days).

Cancellations

If you cancel in the period up to 8 weeks before the start date of your stay, we will not charge cancellation costs and we will refund your deposit in full.

In case of cancellation up to 4 weeks before arrival, half of the deposit (25% of the total amount) will be retained.

If canceled up to 2 weeks (14 days) before arrival, the full deposit (50% of the total amount) will be retained.

If canceled less than 2 weeks (14 days) before arrival or on site, no refund will be provided.

In the event of an earlier departure, no refund will be provided.

These conditions apply to any form of cancellation. We therefore advise everyone to take out proper travel and cancellation insurance before departure.

For cancellations due to exceptional circumstances (death of family, illness, ...) we advise you to contact us. We commit ourselves to find an acceptable compromise together.

Cancellations must be made by e-mail (or in writing). You will always receive a 'confirmation of cancellation' from us.

CORONA - cancellation guarantee

In the context of the current corona situation (and this for all stays up to and including 31 December 2022), we provide a free rebooking, voucher or 100% refund in the event of a forced cancellation of all direct bookings and this from 14 days before departure up to and including the arrival date.

Only valid if a travel ban (closing borders/lockdown) applies or hospitalization/quarantine due to contamination.

If, due to a new outbreak, you are unable to go home because your flight has been rescheduled or cancelled, you can count on our 'I'll stay here guarantee'. You will stay (if a room is available) for the extra days at 50% of the stated price per night. If there is no availability, you can count on us to look for an alternative (where we cannot guarantee the same cost).

Liability

The owners of La Sorpresa cannot be held responsible or liable, directly or indirectly, for any damage or loss caused during the stay or related to the use of facilities on the property. You stay at your own risk.