

PRICING, BOOKING AND CANCELLATION POLICY

1. Prices

- Accommodation prices are always shown with VAT included, as required by consumer regulations.
- Rates may vary according to the season, room type, number of guests and services included.
- Any additional service (breakfasts, extra beds, pets, activities, etc.) will be clearly stated before the booking is confirmed.
- The accommodation undertakes to honour the prices advertised at the time of booking, in accordance with Decreto 143/2002.

2. How to book

- Bookings may be made by telephone, email or through our website.
- To secure the booking, we may request a deposit. The deposit will be 50% of the total booking amount in the case of the flexible rate and 100% in the case of the non-refundable rate.
- The booking is considered confirmed once we receive the deposit and send written confirmation.
- By booking, the guest accepts this pricing, booking and cancellation policy.

3. Methods of payment

- When the booking is processed, a deposit of 50% of the accommodation service will be paid in the case of the flexible rate and 100% in the case of the non-refundable rate. Payment will be made by bank transfer or card.
- The outstanding amount is paid on arrival at the establishment. We accept payment by card, bank transfer and cash (subject to legal limits).
- On departure from the establishment, payment will be made for any additional services arranged during the stay.

4. Booking changes

- Any change to dates, number of guests or services is subject to availability.
- If the change involves a price increase (due to season, occupancy or services), you will be informed before it is confirmed.
- If the change reduces the total amount, the corresponding cancellation terms will apply.

5. Cancellations

The tourism regulations of the Principality of Asturias allow rural accommodation to set its own cancellation terms, provided they are clearly communicated to the guest before the booking is finalised. Our policy is as follows:

Standard cancellations.

- Up to 14 days before arrival: 100% refund of the deposit.
- Less than 14 days before, or no-show: the deposit is not refunded.

Non-refundable rates.

- They do not allow changes or refunds.
- The total amount is charged at the time of booking.

Cancellations due to force majeure.

- Force majeure is understood as any serious, unforeseeable or unavoidable event that prevents the guest from enjoying their booking and that cannot be attributed to their will or responsibility. In such cases, the accommodation will assess the situation on an individual basis and may refund the deposit in full or offer a change of dates at no cost, as appropriate.
- The following, among others, will be considered cases of force majeure:
- Serious illness, accident or hospitalisation of the guest or a direct relative, duly evidenced by a medical report.
- Death of a direct relative.
- Extreme weather conditions or road closures that prevent access to the accommodation, evidenced by official warnings (AEMET, DGT, 112).
- Cancellation of transport for reasons beyond the guest's control (strikes, breakdowns, weather), with documentary evidence from the company.
- Unavoidable legal obligations, such as court summonses.
- Mobility restrictions or exceptional situations decreed by the competent authorities.
- To apply this clause, the guest must report the situation as soon as possible and provide the necessary supporting documentation. The accommodation will always act in good faith, seeking the fairest solution for both parties.

6. Early departures

- If the guest decides to leave the accommodation before the scheduled date, no refund will be made for the amount corresponding to the nights not enjoyed, in accordance with consumer regulations.

7. Overbooking or incidents

- In the exceptional event of overbooking or a serious incident, we will offer the guest an alternative of equal or higher category at no additional cost.
- If the guest does not accept the alternative, the amount paid will be refunded in full.

8. Times

- Check-in: from 17:00.
- Check-out: before 12:00.
- These times are in line with standard industry practice and with what is permitted by Asturian regulations.

9. Communication

- All confirmations, changes and cancellations must be made in writing (email or message).
- We are always available to answer questions or help with anything relating to your booking.

This is a courtesy translation. The Spanish version is the only legally binding text.